

**Overview & Scrutiny**  
**Environment**  
**April 2013 to June 2014**

The Environment priority has 3 key aims:

- Deliver a high performing refuse, recycling and street cleansing service
- Work with partners and the community on projects to improve the environment and our streetscene
- Work with partners to keep people safe in their neighbourhoods by reducing crime and anti-social behaviour and promoting social cohesion

**Service / Priority Overview**

<b>Action Taken against Priority &amp; Objective from Corporate Plan (What does it say in our service plan?)</b>	<b>Measures of Performance (LPis, MPis, Financial evidence)</b>
<b>DELIVER A HIGH PERFORMING REFUSE, RECYCLING AND STREET CLEANSING SERVICE</b>	
<b>Recover and recycle at least 50% of household waste:</b>	
Maintain quality of refuse and recycling service	LPI: Percentage of household waste recycled and composted
Renewed refuse logistics through round optimisation within existing collection days; for winter 2013 implementation	MPI: Percentage of Quality of recycling materials
Calendar and education leaflet delivered to every household in Fenland November 2013.	MPI: Income generated through recycling materials
Maintain and increase income achieved through recycling materials collected through education work, including junior schools wheeled bin design competition.	MPI: Percentage of missed collections collected next working day

Action Taken against Priority & Objective from Corporate Plan (What does it say in our service plan?)	Measures of Performance (LPIs, MPIs, Financial evidence)
Improve the accessibility and online services offered through the ES webpages, including a bespoke Christmas website for November 2013.	MPI: Customer satisfaction with Refuse and Recycling services
<b>Deliver clean streets and public spaces:</b>	
<p>Maintain the quality of cleansing on Fenland's streets and in Fenland's public open spaces.</p> <p>Provide a 7 day a week Rapid Response Service to tackle reports of fly-tipping, needles, litter, dog fouling, glass and street sweeping in a timely fashion.</p> <p>Provide a Village Response Service to tackle reports of fly-tipping, needles, litter, dog fouling, glass and street sweeping in rural areas in a timely fashion</p> <p>Maintain Fenland's 4 public toilet facilities to a suitable standard.</p>	<p>LPI: Percentage of streets meeting our cleansing standards upon inspection (including graffiti and flyposting)</p> <p>LPI: Requests for Village or Rapid Response Service actioned same or next day (7 day service)</p> <p>MPI: Community satisfaction with Cleansing Services</p> <p>MPI: Public Convenience satisfactory standard upon inspection</p> <p>MPI: Public toilet recorded usage</p>
<b>Deliver the Street Scene Officer service:</b>	
<p>Programme of regular inspections of street cleansing, public toilets and public open spaces with routine patrol hours.</p> <p>Programme of regular planned memorial safety inspections in line with Memorial Safety Risk Assessment priorities. Regular and planned litter, dog fouling and parking enforcement.</p> <p>Responsive service to customer and locality issues. Attendance at Town Councils</p>	<p>MPI: % of planned toilet and cleansing standard inspections completed</p> <p>MPI: Number of Memorial Inspections Completed</p>

Action Taken against Priority & Objective from Corporate Plan (What does it say in our service plan?)	Measures of Performance (LPIs, MPIs, Financial evidence)
on a regular basis.	MPI: Hours spent on Active Street Scene Patrol
<b>Deliver a fair approach to enforcement of environmental standards across the district through education, guidance and the appropriate use of the Council's powers:</b>	
Planned Dog Control Order enforcement.  Review the Council's enforcement policy in line with the Government's Enforcement Concordat.  Joint Police / Streetscene patrols in support of Wisbech 2020.  Planned dog fouling campaign in all four markets towns and identified rural locations.	MPI: Dedicated enforcement hours completed  MPI: Number of Fixed Penalty Notices issued (Litter, Dog Fouling, Parking) MPI Hours spent on active streetscene patrol
<b>Work with key stakeholders to deliver an advanced waste partnership in Cambridgeshire and Peterborough:</b>	
Joint tender involving all Cambridgeshire districts and Peterborough City, Recap Partnership, for the bulking, transport and sorting of blue bin recycling materials (MRF tender).  Work with Recap partners to develop further business case for a county-wide Optimum Service Design (OSD), outlining potential savings from closer working.  In partnership with AmeyCepsa, facilitate high school recycling education via <i>Enact</i> Schools drama performances in each Fenland High School.	LPI: Percentage of household waste recycled and composted  MPI: Percentage of Quality of recycling materials  MPI: Income generated through recycling materials

<b>Action Taken against Priority &amp; Objective from Corporate Plan (What does it say in our service plan?)</b>	<b>Measures of Performance (LPis, MPis, Financial evidence)</b>
<p>Through the Recap partnership to jointly promote recycling and waste reduction messages.</p> <p>Through a joint tender process, to develop a framework for the joint procurement by Recap partners of refuse and similar vehicles on a county-wide basis.</p>	<p>Whole Systems Approach Project Plan milestones reported to Recap Board</p>
<b>WORK WITH PARTNERS AND THE COMMUNITY ON PROJECTS TO IMPROVE THE ENVIRONMENT AND OUR STREETSCENE</b>	
<b>Deliver the 'It's Your Fenland' Action Plan to improve the appearance of the Fenland streetscene, including dilapidated buildings:</b>	
<p>Increase the uptake of Street pride and other community groups accessing Changing Views Grants.</p> <p>Proactive patrols addressing streetscene issues.</p> <p>Support local community groups to address streetscene issues.</p>	<p>Actions completed or furthered from the plan.</p> <p>MPI Dedicated enforcement hours completed.</p> <p>MPI Hours on active patrol</p>
<b>Support community Street Pride and 'Friends of' groups to deliver events within their local areas:</b>	
<p>Host an annual celebration event for street pride groups.</p> <p>Develop a new grant application process to encourage more collaboration between groups and other bodies and organisations.</p> <p>Establish new street pride/ friends of cemetery and churchyard groups</p> <p>Engage more young people and encourage new street pride members.</p>	<p>LPI: Number of Street Pride and Friends of community environment events supported</p>
<b>Ensure properly maintained open spaces in partnership with The Landscape Group (TLG) and community groups, including</b>	

Action Taken against Priority & Objective from Corporate Plan (What does it say in our service plan?)	Measures of Performance (LPIs, MPIs, Financial evidence)
<b>maintaining existing Green Flag awards for Fenland parks and participating in the 'In Bloom' awards scheme:</b>	
<p>Maintain two green flags for St. Peter's Church Gardens, Wisbech and Wisbech Park.</p> <p>Provide support to local community groups to compete in Anglia in Bloom.</p>	<p>LPI: Percentage of those asked satisfied with Fenland's open spaces &amp; events</p> <p>MPI: Quality assessment system managed by TLG</p>
<b>Work with partners to protect and enhance our natural environment to create more opportunities for residents to enjoy the outdoors and the countryside, compatible with wildlife needs:</b>	
<p>Support the delivery of Community Led Management Plans increasing opportunities for community groups to get involved in managing their own community assets.</p> <p>Work with friends 'of groups to develop their own plans and projects.</p>	<p>LPI: Number of Community Led Management Plans</p>
<b>Work with businesses to inform and promote innovative environmental practices through the Green Business Club:</b>	
<p>Support local businesses to adopt environmental good practice, saving resources and money.</p> <p>Increase the number of businesses accessing advice and support from the council through membership of the green business club.</p> <p>Facilitate relevant green business club events throughout Fenland.</p>	<p>MPI: Number of events held.</p>
<b>Work with Town Councils and the community to provide market town events and activities to improve the viability of our town</b>	

Action Taken against Priority & Objective from Corporate Plan (What does it say in our service plan?)	Measures of Performance (LPIs, MPIs, Financial evidence)
<b>centres through the Four Seasons events:</b>	
Deliver Four Seasons events effectively with involvement from community groups.  Support other community groups to deliver effective events in Fenland.	LPI: Satisfaction with open spaces and events.
<b>Promote and support local markets:</b>	
Support the delivery of local town markets  Deliver the Markets action plan to increase footfall at the markets, income and generate more local opportunity for businesses and traders.  Develop better links with Cambridgeshire Fens's tourism partnership.	Action plan in place and on target.
<b>WORK WITH PARTNERS TO KEEP PEOPLE SAFE IN THEIR NEIGHBOURHOODS BY REDUCING CRIME AND ANTI SOCIAL BEHAVIOUR AND PROMOTING SOCIAL COHESION</b>	
<b><i>Work with our partner organisations to reduce crime and anti-social behaviour in Fenland through the Community Safety Partnership action plan:</i></b>	
Reported at previous overview and scrutiny in March 2014	
<b><i>Support the Fenland Businesses Against Crime (FENBAC) group to tackle crime against them, including theft, arson and damage to premises:</i></b>	
Reported at previous overview and scrutiny in March 2014	
<b><i>Establish partnership actions to target locations of community concern or where incidents or crime and anti-social behaviour are high:</i></b>	
Reported at previous overview and scrutiny in March 2014	

<b>Action Taken against Priority &amp; Objective from Corporate Plan (What does it say in our service plan?)</b>	<b>Measures of Performance (LPIs, MPIs, Financial evidence)</b>
<b>Support the Fenland Diverse Communities Forum (DCF) to deliver the Fenland Community Cohesion Strategy:</b>	
<p>Leadership, Coordination and Administration of the Fenland Diverse Communities Forum including:</p> <ul style="list-style-type: none"> <li>• Arranging meetings, venues, agenda planning and paperwork for meeting</li> <li>• Collation and Development of Fenland-wide action plan to ensure it is efficient and effective in its work and without duplication</li> <li>• Networking and support to DCF partners with regard to their delivery of agreed actions and helping them to overcome barriers as required</li> </ul> <p>Tension Monitoring Group:</p> <ul style="list-style-type: none"> <li>• Arranging meetings, venues, agenda planning and paperwork for meeting</li> <li>• Capturing intelligence and asking for updates from Tension Monitoring Group network by e-mail</li> <li>• Agreeing with Police focus for meetings and coordinating actions accordingly.</li> </ul> <p>Community House</p> <ul style="list-style-type: none"> <li>• Management of activity of house focus and work programmes</li> <li>• Partner engagement with regard to use of house and marketing of opportunity</li> <li>• Coordination of activity with other key groups working in Waterlees area of Wisbech</li> <li>• Volunteering opportunities for residents with regard to the house including the "Secret Garden"</li> <li>• Events to support key areas of engagement around, skills development, welfare support, life skills, employment and diversionary activity for young people for residents in Waterlees and wider Wisbech areas.</li> </ul>	<p>Yearly review of Diverse Communities Forum, Fenland – wide cohesion action plan</p> <p>Meetings of Diverse Communities Forum core group</p> <p>Meetings of the Tension Monitoring Group</p> <p>Number of residents supported through work of Community House</p>







## How Well are we Doing?

### Performance Perspective:

Description	Baseline	Target 13/14	Achieved 13/14	Variance
<b>LPIs</b>				
Percentage of household waste recycled and composted	50%	51%	51%	0%
<p><b>Recycling performance</b> is a combination of blue bin recycling, use of community recycling banks and waste composted through customers' garden waste bins. This combined tonnage of 20,204 tonnes makes up just over 50% of all the household waste and litter collected (39641 tonnes) in Fenland last year.</p> <p>Residual waste and litter is now processed through a mechanical and biological treatment plant at Waterbeach. This 7 week composting process is designed to further reduce the amount of waste sent to landfill by around half by removing the elements that can be composted, such as food waste.</p> <p>The result of customers efforts to recycle and the further processing of waste at Waterbeach is that only around a quarter of all the household waste and litter collected in Fenland ends up in landfill.</p>				
Description	Baseline	Target 13/14	Achieved 13/14	Variance
Requests for Village or Rapid Response Service actioned same or next day (7 day service)	99.4%	90%	99.4%	+9.4%
<p><b>The Rapid Response Service</b> provides a 7 day a week response service to tackle public reports of fly-tipping, needles, litter, dog fouling, glass and street sweeping in a timely fashion. The service operates effectively and maintains a high performance with a total of 1217 requests from a total of 1222 actioned same or next day. Overall, the number of responses has increased from last year's 1093 requests.</p>				

<b>Rapid Response Request for Service 2013 -14</b>	<b>Number</b>	<b>Met</b>	<b>%</b>
Chatteris	104	104	100%
March	355	354	99.7%
Villages	212	210	99.1%
Whittlesey	121	121	100%
Wisbech	430	428	99.5%
	<b>1222</b>	<b>1217</b>	<b>99.6%</b>

Where the community recognises a priority area for tackling fly-tipping the rapid response teams will monitor this to ensure Fenland is as clean as possible and to collate evidence to support Street Scene Officers in evaluating enforcement options.

<b>Description</b>	<b>Baseline</b>	<b>Target 13/14</b>	<b>Achieved 13/14</b>	<b>Variance</b>
Percentage of streets meeting our cleansing standards upon inspection (including graffiti and flyposting)	99.1%	93%	98.2%	<b>+5.2%</b>

**Inspections of cleansing standards** as inspected by Street Scene officers whilst on patrol. The level has been maintained across the year with only 28 areas failing within the year from 1518 inspections.

This monitoring is currently Monday to Friday, but it is recognised that Saturday is an important business day for each of the towns and the Street Scene team is expanding its operations to include regular Saturday working in support of markets, events and frontline services.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Local Business Supported and Treated Fairly	99%	85%	95%	+10%

**Fair treatment** of local businesses within routine inspections and any subsequent enforcement work undertaken is an important measure of the council's approach to assisting businesses and protecting the community through a balanced approach to training, guidance, intervention and enforcement.

In 2013/14 this measure was only representative of environmental health inspections and for 14/15 is to be rolled out across licencing and planning also. To avoid duplication of contacts with businesses, this performance measure is coordinated by the Environment and Leisure Support Team using a representative sample of businesses.

From the 44 Businesses contracted by telephone 42 reported that they were satisfied that they had been treated fairly by the council. This is a small representative sample, and for 2014/15 the target is to consult an increased number of those businesses inspection or contacted by Environmental Health, Planning or Licencing.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Number of Street Pride and Friends of community environment events supported	189	80	104	+30%

**Supporting Community Volunteers** to make a difference in their communities is an important part of the Street Pride role and developing resilience and independence within the Street Pride, Friends groups and In Bloom groups has been a key part of the work this year.

As a result the number of attended meetings has reduced, however the number of groups has increased to 25.

In 2013/14, 189 street pride events were held across the district. Many of the groups have branched out from just litter picking to flower planting and enhancing pieces of land now.

One issue that is continuously highlighted by the groups relates to funding and in response to this we introduced Street Pride grants in March 2014

Grants of up to £500 are available to any volunteer group that works in partnership with another group or organisation to deliver their given project that's aimed at creating a healthy and clean environment. To achieve the grant, the project must also meet one or more of the following aims:

- Rejuvenating the street view of prominent buildings and street furniture
- Engaging young people in environmental issues
- Acting in neglected areas to encourage others to take pride in Fenland
- Caring for a nature reserve, cemetery or green space
- Holding events to encourage others to participate / recruit for new members

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Number of community led management action plans for Fenland's key open spaces.	6	4	4	0%

Developing **Community led management** of local open spaces to ensure that local people are involved in the development and management of their open spaces forms the backbone of the council's approach to key public open spaces.

Over the past year the role of developing this community involvement has passed to the Street Pride Coordinator to allow for synergy within the relevant volunteer groups across the area.

With 6 detailed management plans already in place by 2013, the development of 4 further plans throughout 13/14 allows for increased community involvement and ownership of Fenland's key public open spaces.

Community Led Management Plans are now in place for:

- Wisbech in Bloom
- Whittlesey in Bloom
- St. Peter's Church Gardens, Wisbech
- The General Cemetery Friends Group, Wisbech
- Friends of Wisbech Park
- Friends of Whittlesey Cemetery
- Friends of Tillery Field, Wisbech
- Friends of Meeks Cemetery, Chatteris
- Chatteris in Bloom
- Benwick in Bloom & Benwick Street Pride

Further focus this year is to increase the involvement of the community in Fenland's cemeteries, as these are also key open spaces across Fenland.

MPIs				
Description	Baseline	Target 13/14	Achieved 13/14	Variance
Percentage of missed collections completed the next working day	94%	92%	91%	-1%

**Missed Collections.** During the year, a hot summer (2013) and changes to rounds within existing collection days to maximise efficiency (November 2013) created short periods where missed collections increased slightly and created a year-end total of 3737 reported missed collections. The average remains around 300 a month and overall performance was similar to 2012/13; where there were a total of 3670 reported missed collections.

These levels, when the team perform in excess of 3 million collections each year, are within expected levels given the operational difficulties faced by the team within the year, however the focus remains to keep these as low as possible in 2014-15.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Percentage of dry recycling material suitable for recycling	94.3%	94%	95.5%	+1.5%

**Recycling quality** is important because it has implications for income and costs from the Materials Recycling contract. A new countywide contract commencing November 2014, with a profit share element, will continue to make the quality of materials collected important.

Quality and performance has continued to improve this year. Quality is up from 94.3% in 2012/13 to 95.5% in 2013/14; 375 tonnes identified as non-recyclable from the 8304 collected in blue bins.

Overall performance has increased, with an increase in recycling tonnages from 2012/13. This is encouraging as more customers are choosing to recycle more of their waste. This generated an increase of 308 tonnes on 2012/13, when 7996 tonnes were collected through the blue bins compared to the 8304 tonnes in 2013/14.

The collection staff act as gate-keepers to this quality by refusing to collect blue bins that represent a contamination risk and thus preserve the good work that other customers have done. The 43,000 leaflets delivered in time for Christmas collections help to remind customers of the importance of recycling year round and are supported by the countywide education work performed by Recap.

With coordination from Fenland staff, Amey-Cespa, the County Council's waste partner, sponsored a series of drama workshops that performed in each of the Fenland high schools and engaged Year 9 pupils in reusing and recycling themed activities.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Income generated through recycling materials	-£360,000	-£350,000	-£374,201	+6.9%

**Income from recycling** has improved as a result of increased tonnages of recycling and the improved quality of materials. The income is made up of recycling credits from the county council (-£371,576), income from recycling materials (-£20,320) and allows for associated disposal costs (£17,695).

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Percentage of waste collections performed on allotted day	Not recorded	99.8%	98.6%	-1.2%



**Refuse Collections on allotted day** is a record of collection performance. This is impacted upon by day-to-day operational issues such as road accidents, delays, road works, breakdowns, weather (summer and winter) and access issues. Overall the performance in 2013/14 was below the level we would expect and is the result of a wide range of causes.

Changes to collection rounds within existing collection days in November 2013, including feedback from the crews, was aimed at improving this performance indicator and has already resulted in an improved performance within the first quarter of 2014/15. This will continue to be monitored carefully.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Public Convenience satisfactory standard upon inspection	94%	95%	99%	+4%

**Cleansing standards** within public toilets is an important determinant for customers and every effort is made by the cleansing team to maintain the 4 Fenland public toilet facilities to the best standard.

The standard is monitored through inspections performed by Street Scene officers as part of their routine patrols in town centres. Of the 512 inspections performed, the facilities were found to be usable and of a suitable standard on 507 occasions.

Town	Recorded visits	Inspections	Inspections passed	Monies collected
Chatteris, Furrowfields	3011	130	125	£350
March, Broad Street	8145	118	118	£817
Whittlesey, Station Rd	4919	123	123	£520
Wisbech, Church Terrace	11539	141	141	£751
<b>Total</b>	<b>27614</b>	<b>512</b>	<b>507</b>	<b>£2438</b>

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Public toilet recorded usage	24,414	25,000	27,614	<b>+10%</b>

The **modernised public toilets**, the total number of recorded locks of the electronic door provides us with a real guide to the number of visitors. This varies month on month and increases in line with the large events in each of the towns. This last year the total was 27,614, which is an increase of 3,000 visits on last year's 24,414. The increased visitors have been in Wisbech (2,200) and Whittlesey (800).

Whilst a fee is charged, should the door be held open then it can naturally be relocked without an additional fee. Since the fee is aimed at reducing the amount of damage, graffiti and downtime for the facilities, then income generation remains a less important point than the usage and quality of the facilities.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Percentage of planned toilet and cleansing standard inspections completed	3060	1220	1450	+19%

**Street Scene Inspections** form an important part of the Street Scene officers role in each of the towns. These inspections support important frontline service within the town and offer an early highlight to service issues; providing vital management information as highlighted above. Officers have kept ahead of target throughout the year.

Following a successful first year for the modernised toilets, inspections of toilets were reduced this year and time reallocated to joint patrols with PCSOs, dog fouling patrols and memorial inspections.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Number of Memorial Inspections Completed	1091	3600	3975	+10%

**Memorial Inspections** within the 21 cemeteries for which Fenland has a responsibility are important measures to ensure that these public open spaces are safe and well maintained by those responsible.

The inspections take place in line with a Memorial Safety Risk Assessment, where areas of the cemeteries are prioritised according to potential risk.

Time taken to inspect memorials varies and resource has been diverted from other duties to allow for an increased focus on this important work this year resulting in the number of inspections exceeding target.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Hours spent on Active Street Scene Patrol	Not recorded	4000	3839	-4%

**Active Patrol** is the mainstay of the Street Scene officer's role and results in a variety of interventions as a result of issues

observed or customers stopping the officer and discussing a local concern. The number of hours was a little below target and this represents management decisions to divert resource to other local issues in balance to patrol work.

	Hours
Chatteris	696
March	892
Wisbech	1219
Whittlesey	1033
Overall	<b>3839</b>

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Dedicated enforcement hours completed	Not recorded	880	1422	<b>+60%</b>

**Enforcement patrols** in support of litter and dog fouling are important and actively change the behaviour of customers. In areas where education campaigns were supported with high profile enforcement actions, dog fouling was found to reduce.

More than 5,200 people were spoken to as part of enforcement patrols, either through customers asking questions or proactively by the team in support of current litter and dog fouling campaigns.

The areas chosen are based on information from town councils, volunteer groups and customers. The timing of these patrols varies, with many dog patrols early in the morning or evening.

In addition to these patrols, 50 hours of joint patrols to tackle alcohol related litter were completed with PCSOs in community priority areas of Wisbech (Tillery Field, St Peters & Pauls church gardens, Town Centre, and Wisbech Park). These joint patrols continue and in the first quarter of this year 18 additional hours have been completed.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Number of Fixed Penalty Notices issued (Litter, Dog Fouling, Parking)	53	n/a	75	n/a

**Enforcement actions** take many forms and the team regularly investigates fly-tipping and similar offences. During 2013/14 62 Fixed Penalty Notice tickets were issued to allow customers to avoid court for the offences witnessed.

Location	Hours of Enforcement Campaign Patrol	No of FPNS April 2013 – June 2014	2013/14	April to June 2014
Wisbech	380	21	18 Litter	3 Litter
March	500*	59	40 Parking 2 Litter 1 Dog Control	15 Parking 1 Litter
Chatteris	240	1		1 Dog Control
Whittlesey	230	1	1 Litter	
Villages	72	0		
	1422	82		

\*including parking patrols.

As a result of enforcement patrols, 2 men have been prosecuted for littering offences in Wisbech when they did not pay the fixed penalty fine. Each was fined £75 plus £100 costs.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Recap Whole Systems Approach Project Timeline	n/a			

The 7 work streams agreed by the **Recap** (Cambridgeshire and Peterborough Waste Partnership) board have been

progressing. With notable highlights being: the joint recycling transport and sorting contract; the shared procurement of refuse vehicles; the initial stages work to define an optimum service; the shared services work for South Cambs and Cambridge City Council and the work East Cambs have completed to move to a comingled recycling collection system.

All of this work has been completed to agreed timescales and reported to the Recap Board along with Joint Leaders and Chief Officers group meetings.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
The Landscape Group (TLG); Open Spaces Contract Quality Assessment	NEW	90%	95%	+5%

**Ground maintenance** contractor, The Landscape Group, carries out monthly assessments of the work within the grounds maintenance contract. In the past year, 543 features were inspected, with 431 passing inspection, 90 being assessed as amber and 22 failing to reach the level required.

These assessments give a firm indication of the overall quality of work being completed considering the size of the contract and assist the Open Spaces Manager and TLG contract manager with their agreed areas for action on a monthly basis.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
MPi Number of Green Businesses Club events	n/a –	4	4	0%

The Green Business Club was first started in 2008 and aimed to generate opportunities for local businesses to collaborate and receive support and information about environmental good practice of relevance to the business needs.

The club achieved its initial target of 200 members in 2011. Membership continues to grow with members benefitting from free up to date advice about resources and money saving opportunities, including collaboration locally and nationally between businesses.

The club benefits from collaboration with similar projects across the county and region therefore providing its members access to a wider pool of experts and opportunities.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
PI Markets action plan	n/a	Action plan in place	yes	0%

The markets action plan sets out the council's approach to increase footfall and income from the town markets. All actions within the plan were completed on target in 13/14 and a refreshed plan is in place for 14/15 which includes wider evaluation and development of markets with local community groups.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Number of Residents supported through work of Community House	660	700	861	161

At **Community House**, during 2013/14 there have been 1,751 contacts / interventions by the team, compared to 1,444 during 2012/13. This has equated to 861 different people being engaged by the Community House and its team building year on year the number of people engaged (in 2012/13 the figure was 660 and in 2011/12 527).

Community House focus for April , May and June has been:

- Ensuring good referral links / advice and support to Making Money Count project
- Encouraging volunteers to become flood wardens to support the Wisbech Tidal Surge response project
- Supporting partners using the facility on a weekly basis - North Waveney Enterprise Services, Youth Service Providers and Cambridgeshire Human Rights and Equality Support Service
- Training staff to be able to deliver Adult Learning training within the House
- Drop in advice and support
- Encouraging success of Spice Timebanking project

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Number of successful Rural Capital Grant Submissions	5	4	5	+1

Fenland District Council still has £228,442 of **capital funding for rural areas** to allocate to community groups. In 10/11 there were 7 approved submissions in 11/12 none were approved.

Fenland District Council is currently supporting Manea, Guyhirn and Tydd St Giles to submit funding bids for capital projects.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Number of Fenland Residents in Rainbow Credit Union	105 (Jan 13)	210	257	156

Postcode	No. Jan 13	No. Mar 14	No. increase	% increase
PE13 + PE14	55	113	58	105%
PE15	6	55	49	817%
PE16	3	5	2	67%
PE7	41	88	47	115%
ALL	105	257	156	145%

**Credit Union** enabling work by the Council has been focusses on supporting the Wisbech Credit Union group to become sustainable in being able to run without the Officer support of the Council and continuing to help the March group develop its Credit Union offer in March – Once this has been achieved work can then commence it Chatteris and then Whittlesey. There are currently 4 collection points , 3 in Wisbech and 1 in March



Linked with that work a Tackling Illegal Money lending awareness campaign took place in Chatteris in April which included awareness through the local primary and secondary schools.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Number of people engaged with Making Money Count through New Horizon Bus Visits	N/A	Baseline	857*	

For **Making Money Count**, from 69 New Horizon bus visits in first year e 857 residents were engaged in the programme, which is an average of 12 residents per visit

The Making Money Count (MMC) project has reviewed its first year delivery and agreed the resource available and focus for year 2. The FDC owned & managed New Horizons Bus will undertake MMC activity on predominantly a Monday or Tuesday. Links with the Connecting Communities project to improve broadband has been made and how MMC can help promote that initiative.

\*Year ending 21<sup>st</sup> April as reporting year of the first year of 5 year project ended then.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Number of English as Second or Other Language (ESOL) courses	8	8	8	

The Council has worked with partners to capture funding to sustain **ESOL courses** in the district. It is hoped to maintain this level of provision moving forward.

Key focus for ensuring new arrivals are aware of their rights and responsibilities as part of the Fenland Community:

- Recruiting at least 30 community mediators– Through Rosmini with FDC support to access funding for the service
- Welcome packs to new arrivals through all key agencies
- Myth busting leaflet to address common misconceptions between communities
- Community Translation Service – Through Rosmini with FDC support to access funding opportunities.

- Encouraging ESOL training opportunities in Fenland
- Supporting KLARS to deliver Information Advice and Guidance drop in sessions twice a week in Wisbech

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Undertake a yearly review and refresh of Diverse Communities Forum Fenland-wide cohesion action plan	Yes	Yes	Yes	

The background work to develop a refreshed **Diverse Communities Forum** action plan is coordinated through the work of the Core Group and is agreed through the full partnership Forum which meets twice a year.

Following partner consultation, the Diverse Communities Forum has refreshed its action plan at its April meeting.

The action plan for 2014/ 15 focuses on five aims:

- Better Life Opportunities:- Education (Aspiration & Skills)
- People have a sense of belonging: (Improving Access to Services)
- People have a sense of belonging: (Integration & Celebration)
- Positive relationships within & between communities: (Reducing Crime & Promoting a Safer Community)
- Diversity is Valued: (Supporting the most Vulnerable People).

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Number of meetings of DCF core group	6	6	6	

The group meets bi monthly to talk through the progress of the action plan

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Number of meetings of Tension Monitoring Group	6	6	6	

Although the **Tension Monitoring Group** formerly meets bi monthly , the nature of the group's work results in mitigating actions being agreed (to gather intelligence) through e-mail networks. Recent meetings and work of Tension Monitoring Group – focussed on tackling the negative perception from a national newspaper article on Wisbech and social media

content relating to the use of Wisbech Park.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Hold Annual Pride in Fenland Awards	Yes	Yes	Yes	

The **Pride in Fenland Awards** took place in March 2014.

There were; 15 Good Neighbour nominations, 11 Group nominations and 8 Young Citizen nominations.

Although the nominations for the Good Neighbour Awards had decreased from last year the Group Nominations had increased by 3 s and there were 2 more Young Citizen's nominations.

There were over 100 people who attended the awards

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Source funding to sustain Community Translation Service	N/A	Yes	Yes	

The **Community Translation Service** funding runs out in 14/15 and FDC are looking at further external funding sources to support the Rosmini to be able to continue this service.

## Issues & Areas for Development

- **Recycling**

Recycling performance is an area of focus for the Recap partners and increasing the levels of recycling and capturing materials in the blue bins now that the MRF contract creates a profit share from the value of materials collected.

Action Planned: To develop a 2014/15 Recycling Improvement Plan; incorporating a Waste Analysis, Recap marketing plan options, schools education and leaflets.

- **Refuse**

Building on logistic work done for refuse and recycling collection rounds within existing collection days, a detailed ground up evaluation of current refuse and recycling work will be performed this summer to inform resources required to incorporate planned development within the area.

Action Planned: Whilst small in numbers against the number of collections performed each day, missed collections and the returning of bins remain a priority for the team and will be included in all team updates and training to help maintain the current levels of customer satisfaction.

- **Recap**

The cross authority partnership for waste and recycling, the Recap partnership continues to provide improved ways of working, reduced costs and opportunities for improved partnership working.

Action Planned: The Whole Systems Approach Project, as endorsed by Public Service Board and Leaders and Chief Officers group, continues to work towards improved partnership working. The continued focus is shared facilities and resources, shared tendering and progress towards an Optimum Service for waste in Cambridgeshire.

- **Cleansing**

In response to community feedback, the cleansing team will be working with Streetscene officers to monitor highlighted flytipping priority areas to evaluate options for enforcement work to take place.

Action Planned: Continued focus on supporting community priorities and events, whilst also maintaining a suitable level of cleanliness in Fenland's towns and villages.

- **Streetscene / markets / events**

The Streetscene service have undergone a review in the later part of 2013/14 and now operate on a rota basis 6 days a week. The work of the team will now include support for town markets and as such there will be a focus on developing systems and processes to better support the markets, events and increase footfall and income, including opportunities for more community led markets and craft fairs which can be supported 6 days a week.

Further enforcement work is planned for 2014/15 including a focus on street litter and work with businesses.

Development of additional customer satisfaction measures for these services is required.

- **Environmental Health**

Following the review of this service in 2013 the team continue to focus on offering a one stop shop approach to all environmental health/ public health related issues, supporting community issues with partners as appropriate. Further work and measures are in place to develop this service delivery style for 14/15.

- **Credit Union**

A key issue for Credit Union coverage and development across Fenland is to build the capacity of March and Wisbech to enable the FDC officer resource available to move onto starting to develop a group in Chatteris and then Whittlesey. Therefore it is difficult to give precise timings for when work can start in those 2 towns.

Action Planned: Continue to work with March and Wisbech groups to build their capacity and allow FDC resource to move to Chatteris and then Whittlesey

- **Making Money Count**

Unable to meet demand for the laptop loan element of the project

Action Planned: Reallocation of available funding resources to meet the demand as far as practical. Secure additional funding e.g £500.00 from connecting communities to purchase another laptop

- **English as Second or Other Language (ESOL) courses**

Identify suitable locations and funding avenues to extend ESOL offer to more Fenland market towns

Action Planned: Networking and engagement with possible funding, venue and support partners e.g businesses and external funding sources e.g Learning and Skills Partnership.

- Information for new arrivals
- The Myth busting leaflet is several years old and requires updating

## Service Users' Perspective:

Customer satisfaction survey results and feedback

Description	Baseline)	Target 13/14	No of customers questioned 13/14	No of customers satisfied 13/14	% 13/14	Variance
Customer satisfaction with refuse and recycling services	94%	85%	213	218	98%	0%

**Refuse and Recycling Satisfaction** continues to see improvement. From the 700 customers invited to respond in writing or via the internet and offer comments on the service, we received 218 responses, of these 213 were satisfied with the service.

A limited number of comments were offered with regard to bins being returned correctly and missed collections. These were individually investigated and remain the team's focus areas in response to this customer feedback.

There were many positive comments about the quality of the service and the efforts of the frontline teams. These were fed back by the Chief Executive as part of his quarterly briefings for the teams and included within team meetings and newsletters.

Description	Baseline)	Target 13/14	No of customers questioned 13/14	No of customers satisfied 13/14	% 13/14	Variance
Community Satisfaction with Street Cleansing	87%	85%	118	110	93%	+8%

**Community Satisfaction with Cleansing** has improved again from 2012/13. 500 customers were invited to respond in writing or via the internet and offer comments on the service. Of the 118 received, 110 were satisfied with the service

offered.

There were a small number of issues raised around local cleansing which were investigated and responded to in line with the usual 3Cs process. Changes in schedules resulted, along with specific attention to dog fouling in identified locations.

Description	Baseline)	Target 13/14	No of customers questioned 13/14	No of customers satisfied 13/14	% 13/14	Variance
Percentage of those asked satisfied with Fenland's open spaces & events.	81%	82%	328	282	87%	+5%

Fenland's open spaces are essential amenities for the local community, with well maintained open spaces helping people feel happy with where they live. Satisfaction is measured by asking people in the open spaces what they thought of them leading to some feedback indicating improvements required as well as letting us know that overall, the majority asked are happy with the open spaces provided. 324 people were questioned, with 282 indicating that they were happy with provision.

A new measure for satisfaction with markets and events has been established for 2014/15 to reflect new service structures.

Description	Baseline)	Target 13/14	No of customers questioned 13/14	No of customers satisfied 13/14	% 13/14	Variance
Customer Satisfaction of Environmental Health	85	85	44	42	95	+10%

These Environmental Health Customer Satisfaction results are based on the monitored local performance indicator for businesses treated fairly.

Further customer satisfaction work is being developed in 14/15 to capture feedback from those customers who submit service requests to the Council. At present this is free text feedback through the 3c's process.



Description	Baseline)	Target 13/14	No of customers questioned 13/14	No of customers satisfied 13/14	% 13/14	Variance
Customer Satisfaction of Residents using Community House	98%	85%	79	72	91%	6%

Customer Satisfaction of Residents using Community House, of 79 residents who responded to the questionnaire, Community House have exceeded the target for the year. The target for 2013/14 was 85% (as satisfied or very satisfied) with an actual total of 91% as very satisfied.

Some typical comments / feedback we have received includes;

- I enjoy coming to Community House as it gets me out of the house and I feel safe.
- Even though the staff couldn't help me themselves with my issue, they made sure I would be looked after before I left
- I am learning new things

Throughout the course of the year some feedback has been given regarding gaps in the services provided through the Community House examples include a request for more community based learning opportunities, to address this the team have facilitated food hygiene courses, first aid training and continued the Cooking on a Budget learning sessions, additionally, there was a request for the provision of an evening youth drop in at the Community House, which has been addressed through the Youth Service Providers organisation.

## 3Cs summary (where applicable)

### Refuse and Recycling

<b>3Cs Complaint Area</b>	<b>12/13</b>	<b>13/14</b>	<b>Comments/Description</b>	<b>Actions taken</b>
Problems with Assisted Collection	24	21	Assisted refuse collections not carried out correctly or consistently	Training on in-cab Bartec system for agency drivers
Problems with Missed Collections	27	17	Regular issues or inconsistent collections	Each case is visited and investigated to reduce repeat issues.
Bins not returned to point of collection	8	12	Bins not returned to collection point following empty	Repeat issue highlighted at team meetings, in tool-box talks and newsletters.
Vehicle	2	7	Issues such as parking of vehicles, driving on private road and property struck by vehicle	Each complaint is carefully investigated and responded to within 10 days.
Reported staff conduct	8	7	Driving, language or attitude of staff reported	Where behaviour is outside of what is expected from the team they are spoken to or disciplinary action is pursued in line with the council's policy.
Collections	5	7	Issues such as collections holding up traffic, collecting within road closure, collections not completed on correct day and litter following collection	Each complaint is carefully investigated and responded to within 10 days.
Policy Complaints	4	3	Concerns such as bin not emptied because it was too heavy and customer wants extra brown bin	Responded to individually and monitored.

3Cs Complaint Area	12/13	13/14	Comments/Description	Actions taken
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### Public Toilets

Public Toilets	1	4	Charges, closure of.	Spare pre-programmed time clock cards to easily allow for events and special opening times.
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### Cleansing

3Cs Complaint Area	12/13	13/14	Comments/Description	Actions taken
Litter bins	1	1	Missed collection of litter bin	Changes to cleansing schedules
Early morning noise	1	2	Noise preparing for markets	Checked to ensure work was not done earlier than required.
Litter	4	3	Litter in public places	Inspected and monitored

## Markets and Events

3Cs Complaint Area	12/13	13/14	Comments/Description	Actions taken
Staff	5	1	Staffing related issues including time taken to reply to customers	Action taken to resolve issues with customers concerned
General	11	7	General issues regarding open spaces for instance; <ul style="list-style-type: none"> <li>• Roads closed for events</li> <li>• Information regarding market place closure not timely</li> </ul>	Each case is investigated to reduce repeat issues. Prior notice of events given to local communities .

## Open Spaces

3Cs Complaint Area	12/13	13/14	Comments/Description	Actions taken
Cemeteries	4	6	Maintenance issues	Action taken to resolve customer concerns.
Open Spaces General	17	9	General issues regarding open spaces for instance; <ul style="list-style-type: none"> <li>• Branches overhanging properties</li> <li>• Grass cutting issues including length prior to cutting or arisings left after cutting</li> </ul>	Each case is visited and investigated to reduce repeat issues.
Staff	3	2	Timeliness of staff response to customer concerns	All comments or concerns are tracked using 3C's procedure to ensure a timely response in the

<b>3Cs Complaint Area</b>	<b>12/13</b>	<b>13/14</b>	<b>Comments/Description</b>	<b>Actions taken</b>
				future.

**Environmental Health**

<b>3Cs Complaint Area</b>	<b>12/13</b>	<b>13/14</b>	<b>Comments/Description</b>	<b>Actions taken</b>
Staff	6	3	Timeliness of staff in response to customer concerns	Action taken to resolve issues directly with customers concerned
General	2	2	General issues regarding process or decisions;	Each case is investigated to reduce repeat issues and process changed where appropriate.