

AGENDA ITEM NO. 6

OVERVIEW AND SCRUTINY

Date	1 SEPTEMBER 2014
Title	PROGRESS IN DELIVERING THE ECONOMY CORPORATE OBJECTIVES – APRIL 2013 TO JULY 2014

1. PURPOSE/SUMMARY

This report sets out the Council’s progress in delivering the Economy corporate objectives from April 2013 to July 2014.

- 2. KEY ISSUES**
- Particular successes are:
 - Completion and adoption of the Fenland Local Plan.
 - Completion and opening of a new Tesco store and multi-screen cinema in Wisbech.
 - Successful bids for LEP funding for projects such as the Wisbech Access Study, Kings Dyke rail crossing improvements and the Fenland Skills Service.
 - The Fenland Enterprise in Education (FEE) project.
 - Delivery of the Delamore Horticultural Skills Centre.
 - A new 2-hourly train service for Manea.
 - Completion and adoption of March Market Town Transport Strategy.

3. RECOMMENDATION(S)

It is recommended that the Panel consider the progress made by the Council in delivering the Economy corporate objective.

Wards Affected	All
Forward Plan Reference No. (if applicable)	N/A
Portfolio Holder(s)	Cllr Fred Yeulett, Portfolio Holder for Growth Cllr Will Sutton, Portfolio Holder for Neighbourhood Planning Cllr Ralph Butcher, Portfolio Holder for Localism & Transport Cllr Michelle Tanfield, Portfolio Holder for Leisure & Children & Young People (Tourism to be covered under a separate agenda item)

Report Originator	Amy Wilson – Economic Development Officer Clinton Dorrington – Harbour Master Trevor Watson – Head of Assets & Projects Justin Wingfield – Valuation & Estates Officer Graham Nourse – Head of Planning Wendy Otter – Development Manager (Transport)
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Background Paper(s)	Corporate Plan 2013-2016

Overview & Scrutiny
Economy
April 2013 to July 2014

The Economy priority has 4 key aims:

- Attract new businesses and jobs, and support existing businesses in Fenland
- Raise aspirations and improve learning opportunities
- Promote Fenland as a tourism and visitor destination
- Promote and enable housing growth, economic growth and regeneration across Fenland

Service / Priority Overview

Action Taken against Priority & Objective from Corporate Plan (What does it say in our service plan?)	Measures of Performance (LPis, MPis, Financial evidence)
ATTRACT NEW BUSINESSES AND JOBS, AND SUPPORT EXISTING BUSINESSES IN FENLAND	
<i>Raise the economic profile of Fenland:</i>	
Promotion of the Fenland area as an employment location through inward investment pack	Pack produced
<i>Deliver the Economic Development Strategy, including targeting new investment in key growth sectors of agri-tech, engineering and port and marine:</i>	
Support the Wash Windfarm development – includes cable laying, turbine construction/maintenance and vessel maintenance	Income from Wind Turbines operators
Promote the diversification into leisure craft in the Wisbech Yacht Harbour to attract business and income	Number of Nene Berth Holders
Promote the Crab Marsh boatyard to attract business and income	Boat Lifts at Wisbech Port

Action Taken against Priority & Objective from Corporate Plan (What does it say in our service plan?)	Measures of Performance (LPIs, MPIs, Financial evidence)
Support port operators in retaining existing and attracting new shipping traffic to the Nene Ports	Number of ships
<i>Provide and facilitate proactive business support through the Fenland for Business forum and Chambers of Commerce:</i>	
Develop the FenlandForBusiness online resource centre to support enterprise with access to advice and guidance including the business section of the FDC website.	Website produced
<i>Proactively engage with Greater Cambridge, Greater Peterborough Local Enterprise Partnership (LEP) to attract external funding and business projects to Fenland:</i>	
Effectively engage with GCGP LEP to maximise Fenland opportunities and growth sources.	Funding secured for Fenland projects
<i>Promote and develop our business premises at South Fens, The Boathouse and mini factory estate to encourage investment, job creation and skills diversification:</i>	
Provide competitive, well-maintained and secure facilities for new and start-up businesses across the District.	Occupancy of business premises Conference income Customer satisfaction
<i>Promote the delivery of mixed use of housing/retail proposal for the Nene Waterfront along with wider regeneration:</i>	
Significant work has been undertaken in identifying suitable development proposals for the Nene Waterfront site. Part of the site (former Gas Works) has a current proposal from GB Construction (Location Homes Ltd) to develop 70 homes (24 affordable) in conjunction with Circle Anglia. Consultations continue between the developer and the Council with regards to finalising the build lease (planned for September 2014) and preparing the necessary planning application (to follow build lease).	Completion of build lease. Submission and granting of planning permission.
Other parts of the site i.e. the Nene Parade front site and the Bedford Street/Chase	Level of enquiry received from potential

Action Taken against Priority & Objective from Corporate Plan (What does it say in our service plan?)	Measures of Performance (LPIs, MPIs, Financial evidence)
Street areas continue to be subject to pre-application discussion with potential developers. Other means of attracting potential developers to the site are currently being considered and tested, with a view to putting the sites to the market at the appropriate time.	development partners.
<i>Actively support the county-wide partnership project to deliver super-fast broadband across Fenland and Cambridgeshire:</i>	
Delivery of the Fenland component within the Connecting Cambridgeshire project.	(County-wide targets are set by the Cambridgeshire Delivery Team)
RAISE ASPIRATIONS AND IMPROVE LEARNING OPPORTUNITIES	
<i>Work with education providers to assist in improving aspirations and links to employers through the FEE project:</i>	
Delivery of the Fenland Enterprise in Education (FEE) project to develop coordinated links between schools and businesses.	<p>Numbers of business people involved</p> <p>Numbers of students involved</p> <p>Hours of time donated by business</p> <p>Feedback from events (students and businesses)</p>
<i>Work with businesses and education providers to ensure local skills and courses support the needs of local businesses:</i>	
<p>Support skills centres that deliver employer-led sector skills</p> <p>Work collaboratively with Jobcentre Plus to raise awareness for young people and long-term unemployed of enterprise opportunities, apprenticeships and work placements.</p>	<p>Delivery of Delamore Horticultural Skills Centre</p> <p>Regular meetings with JCP. Support for work placement programme.</p>
PROMOTE FENLAND AS A TOURISM AND VISITOR DESTINATION	

Action Taken against Priority & Objective from Corporate Plan (What does it say in our service plan?)	Measures of Performance (LPIs, MPIs, Financial evidence)
Support the Fenland Tourism Board to develop and deliver a comprehensive Tourism Strategy for Fenland through the 'Visit Cambridgeshire Fens' branding	
This item is being considered as a separate agenda during the meeting	
PROMOTE AND ENABLE HOUSING GROWTH, ECONOMIC GROWTH AND REGENERATION ACROSS FENLAND	
Develop and adopt Core Strategy supporting documents, eg Supplementary Planning Documents (SPDs) and Masterplans, to support sustainable housing and economic growth:	
<p>The past year has seen a significant achievement in the completion and adoption of the Fenland Local Plan. This was adopted by Council in May 2014 and sets out a framework for a pro-growth strategy in line with national and local policies.</p> <p>In support of the now adopted policies within the Local Plan work has progressed in the delivery of a number of Supplementary Planning Documents. These include Adoption of Delivering and Protecting High Quality Environments in Fenland and Resources Use and Renewable Energy. Both of these documents were adopted by the Council on the 24th July, 2014.</p> <p>Other SPD documents currently under consideration include a Developer Contributions SPD which will reflect the emerging s106 or CIL (if adopted) requirements of the Council. In addition it is likely a Flood and Water SPD will be prepared possibly working with the County Council as a County wide document.</p>	<p>Adoption of relevant documents.</p> <p>Reports to be presented to members later in the year</p>
Deliver a proactive and effective Planning Service to enable appropriate growth and development:	
Undertake a PAS Review of the Planning Service.	PAS Review undertaken – member agreed action plan developed. Improvements in the process of delivery in line with the agreed action plan.

Action Taken against Priority & Objective from Corporate Plan (What does it say in our service plan?)	Measures of Performance (LPIs, MPIs, Financial evidence)
<p>Deliver against core targets of handling planning applications in an effective and timely fashion.</p>	<p>LPIs:</p> <ul style="list-style-type: none"> • % Major Applications in time, • % Minor applications in time, • % Other applications in time.
<p><i>Investigate and develop an effective and viable developer contribution framework via Community Infrastructure Level (CIL) and / or Section 106:</i></p>	
<p>The adopted Local Plan provides a certain amount of guidance in relation to developer contributions i.e. open space, affordable housing etc. As noted above it is intended to produce an up to date SPD for Developer Contributions which will include guidance in relation to the Community Infrastructure Levy/Section 106 as appropriate. Work is currently being undertaken by the Council in relation to CIL and whether it is appropriate to Fenland at this time.</p>	<p>Report to members – October 2014. Adoption of SPD</p>
<p><i>Develop and deliver economic, infrastructure and regeneration strategies / projects for Fenland through the Regeneration Action Plan:</i></p>	
<p>The Regeneration Action Plan is a key document that has identified and seeks to deliver strategic improvements through Regeneration, spanning the whole of the District and beyond. The Plan recognises that the Council plays an important role, not just in the delivery, but with the facilitation of key Regeneration projects. It is anticipated that Regeneration will create new employment opportunities and bring greater economic prosperity to the District, an example of some of these projects include:</p> <p>1. Coalwharf Road Design Competition A visibly important, vacant site owned by FDC and created following a land-swap with CCC. The site was subject to a design competition, with the victor currently working on a scheme to deliver a mix of market and affordable housing.</p>	<p>The Measurement of success is adjudged against the delivery timescales of the Action Plan. Acknowledging that FDC plays an equally important role in the facilitation of projects, as it does in the delivery of key objectives.</p>

Action Taken against Priority & Objective from Corporate Plan (What does it say in our service plan?)	Measures of Performance (LPIs, MPIs, Financial evidence)
<p>2. Dilapidated Buildings A heavy focus of the Council has been upon the condition of a number of dilapidated commercial and retail premises, primarily in Wisbech. The Council has lead on the intervention and engagement with key stakeholders to identify opportunities and funding, which has included the preparation of a bid for Townscape Heritage funding from the Heritage Lottery Fund (to be submitted by 31 August 2014) and to force owners to take a greater level of control over their assets, by negotiation and enforcement.</p> <p>3. Sutton Bridge Marina & Pilot Moorings Activity within the River Nene, over which the Council has navigation responsibilities, has continued to flourish. FDC, in conjunction with Lincolnshire County Council is seeking to deliver a new Marina and replace FDC's ageing Pilot Moorings in a joint-venture development, whereby FDC will retain management responsibilities for the Marina, complementing the existing offer in Wisbech. The wet side (moorings) works are currently out to tender, for construction to commence early 2015 after the winter weather.</p> <p>4. The Offshore Renewable Industry Beyond the mouth of the River Nene, lies the opportunity for Fenland to develop and diversify it skills base in the Offshore Renewables Industry. FDC have been involved with the facilitation of existing Wind Farm development (led by Centrica Energy), and the District is in an enviable position, poised to benefit from opportunities presented by further Offshore developments (led by Dong Energy).</p> <p>5. Major Urban Extensions in South West Wisbech and to the East of Chatteris The Council's ownership of strategically important assets in Urban Extension areas across the District means that it has a greater level of control in the delivery of new, much needed housing development but can also</p>	

Action Taken against Priority & Objective from Corporate Plan (What does it say in our service plan?)	Measures of Performance (LPIs, MPIs, Financial evidence)
<p>encourage employment land availability and growth. The Council are currently engaged with adjacent landowners to develop and promote land suitable for the sustainable growth within the District.</p> <p>6. Cromwell Park, Wisbech</p> <p>The completion and opening of a new Tesco store along with a multi-screen cinema 'The Light' and associated restaurants has been the culmination of several years of joint working between the Council and the developer.</p> <p>In addition the agreement of an extensive Section 106 agreement has resulted in several important improvements to the town, as detailed below:</p> <p>Tesco's total contribution under the Section 106 Agreement is about £680,000, which has now been received by the Council following the successful completion and opening of the new store.</p> <p>The key elements include:</p> <ul style="list-style-type: none"> • £108,000 towards key town projects, including the High Street Heritage Lottery bid preparation, Wisbech 2020 and major transportation projects contained within the Wisbech transport strategy. • £97,000 "regeneration" contribution to help with projects such as the Heritage Lottery Fund bid and town centre improvements. • £54,000 "joint community contribution" for projects to be agreed with Wisbech Town Council • £380,000 "community transport contribution" to help improve public transport links within the town, providing better connections to employment and the hospital. • £43,000 for improved traffic light systems within the town 	

Action Taken against Priority & Objective from Corporate Plan (What does it say in our service plan?)	Measures of Performance (LPIs, MPIs, Financial evidence)
<p>In addition the construction of a new retail park on the former Tesco site within Cromwell Road is nearing completion, which will be home to several new companies enhancing the town's retail offer and provided essential jobs to the area.</p> <p>7. Whittlesey Market Place Following the successful Whittlesey summit, CCC have provided funding, via its transportation budgets, to deliver improvements to Whittlesey Market Place and create a new bus station within Grosvenor Road. The project is currently under design by FDC staff on behalf of CCC for delivery early next year.</p> <p>8. FDC's involvement with the LEP In order for Fenland to compete for scarce funding opportunities offered by the LEP, it has been necessary for FDC to stand out and Officers have played a crucial role in coordinating FDC's approach. This has included submitting extremely competitive bids, lobbying LEP decision-makers, both directly and indirectly and developing networks to access information earlier and more effectively.</p>	
Promote sustainable transport (infrastructure and community) initiatives within Fenland, including rail, road and community transport:	
<p>Implement and monitor the Fenland Rail Development Strategy & the Hereward Community Rail Partnership</p> <p>In partnership with Cambridgeshire County Council develop and adopt Market Town Transport Strategies (MTTS)</p> <p>Continue to support community transport through the concessionary fares for dial</p>	<p>Deliver rail improvements in line with the rail development strategy and Hereward CRP</p> <p>Complete at least one MTTS</p> <p>LPI - To maintain the level of use of the</p>

Action Taken against Priority & Objective from Corporate Plan (What does it say in our service plan?)	Measures of Performance (LPis, MPis, Financial evidence)
<p>a ride services</p> <p>Continue to lobby for improvements to the A47</p>	<p>dial a ride service to the 2011/12 target of 17,837.</p> <p>Work in partnership through the A47 Alliance to lobby for improvements including full dualling of the A47 in Cambridgeshire</p>

How Well are we Doing?

Performance Perspective:

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Inward investment pack produced	N/A	Pack completed	Pack completed	N/A
Inward investment pack produced, including key information on the district and summaries of support and services available. Pack disseminated at business events, through partner organisations and in response to individual enquiries.				
Description	Baseline	Target 13/14	Achieved 13/14	Variance
Income from Wind Turbines operators	N/A	N/A	£87,827	N/A
The actual income relates directly to wind farm activity in the Wash. Such activity has seen a decline over the past year due to the completion of the Lincs windfarm and the current planning of Race Bank windfarm. Once planning and construction of cable laying and turbine erection commences (2016) then income will increase.				
Description	Baseline	Target 13/14	Achieved 13/14	Variance
Nene Berth Holders	N/A	90%	88%	-2%
For 2013/14 we achieved 88% against this target, based on a target of 90 berths. So far this year we are achieving 92%, with a total of 78 berth holders.				
Description	Baseline	Target 13/14	Achieved 13/14	Variance
Number of boat lifts at Wisbech Port	N/A	N/A	314	N/A
As well as carrying out a total of 314 boat lifts during 2013/14, so far this year (April to July 2014), a total of 92 boat lifts have taken place.				

This activity relates to in the main 3 key customer bases: leisure craft, fishing vessels from around the wash area and wind turbine support craft. These activities vary for many reasons year on year (e.g. there is no wind turbine activity at present as one windfarm (Lincs) is complete and work on the new windfarm (Race Bank) is not expected to commence until 2016) therefore it is difficult to set an annual target, so the target is to maximise lifts each year.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Number of ships to Nene Ports	N/A	240	245	+2%

FDC cannot directly control shipping performance, as this is the responsibility of the port operators at Wisbech and Sutton Bridge. However, shipping levels reflect income for the port statutory services.

The Nene Ports target for 2014/15 is 240. Current performance for end of July stands at 74 against a target of 78, but this is anticipated to hit the end of year target due to seasonal changes to shipping levels.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
FenlandForBusiness website produced	N/A	Website produced	Website produced	N/A

As well as the information shown on the website, FenlandForBusiness social networks used extensively to promote initiatives and events, such as networking/business support events, workshops and training, which offer opportunities for Fenland businesses to grow, diversify or access funding. Updates sent out multiple times per week.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Funding secured through LEP for Fenland projects	N/A	N/A	See below	N/A

FDC has been working closely with the LEP to secure funding for projects which will maximise economic growth and development.

Through the LEP Growth Fund, the following has been secured:

- £1m for the Wisbech Access Study
- £2.5m for the Kings Dyke rail crossing improvements
- £1.5m for the continuation of the Agri-Tech initiative, which offers significant opportunities and benefits to an important sector of the Fenland economy, and an opportunity now for Fenland to re-present the bid for a physical centre in the District.

In addition, £165,000 has been secured for the Fenland Skills Service, which will further develop education-business links and provide skills brokerage services to businesses.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Occupancy of business premises	N/A	78%	77%	-1%

This year marks the conclusion of a 3-year, £300,000 refurbishment project to update the Council's smaller lock-up style units in Wisbech, March & Chatteris.

Current occupancy of the Estate is 78.3% against a year end of target of 80%. This occupancy equates to some 74,200ft² (6,893m²) of occupied space, compared to an available 94,722ft² (8,800m²).

The rental income produced by the entire Business Premises Estate for 2013/14 was just over £542,000. This comprised approximately £310,000 for the Light Industrial Units; £158,000 for South Fens Business Centre and approximately £74,000 for The Boathouse Business Centre.

Recent initiatives have included improved promotion of the Business Premises Estate through the production of a new brochure for The Boathouse, the development of a small-business database to disseminate targeted information and further improvements to the Council's dedicated property website.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Business Centre Conference income	N/A	£136,000	£135,200	-1%

Conference income for the financial year 2013/14 was just over £71,700 (725 conferences) for The Boathouse and for South Fens was just short of £63,500 (697 conferences). This is against targets of £68,000 for each.

Conference Income as at 31st July 2014 for The Boathouse is just over £25,000 and for South Fens £25,200.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
FEE Project: Number of businesses signed up to support project	85	110	115	+5%

The FEE Project has progressed well throughout its three year life and has excellent ongoing support and input from a range of local businesses across Fenland. High-value spin-offs of this project include an industry day for young offenders and a hair and beauty training academy run by a local business at Thomas Clarkson Academy.

The FEE Project played a critical part in the decision to include Fenland in a pilot area of the evolving LEP Skills Service; £500,000 was secured in 2014 to expand and develop this work. A dedicated Business and Education manager has been recruited in Fenland.

These figures are for the academic year 2013/14 (September 2013 to July 2014).

Description	Baseline	Target 13/14	Achieved 13/14	Variance
FEE Project: Number of business people involved in activities	171	170	195	+15%

Target is currently being met and exceeded.

These figures are for the academic year 2013/14 (September 2013 to July 2014).

Description	Baseline	Target 13/14	Achieved 13/14	Variance
FEE Project: Number of business hours donated	1058	1100	1252	+14%

Target is currently being met and exceeded.

These figures are for the academic year 2013/14 (September 2013 to July 2014).

Description	Baseline	Target 13/14	Achieved	Variance
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			13/14	
FEE Project: Total number of students reached	2016	1500	1354	-10%

Fewer students reached over final project year due to a change in focus to more intensive activities - i.e. mock interviews with small group as opposed to 'lighter touch' careers fairs for bigger groups.

These figures are for the academic year 2013/14 (September 2013 to July 2014).

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Delivery of Delamore Horticultural Skills Centre	N/A	Centre delivered	Centre delivered	N/A

Delamore Skills Centre successfully delivered through £160,000 grant from the LEP Growing Places fund. Centre has been open since mid-2013 and has supported six new apprentices at Delamore as well as students at Thomas Clarkson Academy.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Number of meetings with Jobcentre Plus	12	12	5	-60%

FDC works closely with JCP on a number of initiatives and therefore it was not necessary to arrange a meeting every month. On average, FDC is in contact with JCP once per week working on partnership projects, which is a useful way of maintaining a positive relationship with JCP colleagues. Positive outcomes of FDC/JCP joint working during 13/14 include:

- Worked with Princes Trust to deliver the team programme: supporting 14 unemployed young people to access local skills courses and apprenticeships. Local colleges also brought in to assist with the programme.
- Key partners in delivery of Jobs and Skills Fair in April 2014 – for both employers and education providers to promote their services as well as build new networks. Over 400 people attended on the day and 95% agreed fair was useful.
- FDC supported recruitment process for Light Cinema and employability training through Sector Based Work Academy for applicants to the incoming Light Cinema in March/April 2014 by providing learning space and officer support for delivery of programme.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
% of Major applications determined in 13 weeks	81%	60%	45%	-15%

The number of Major applications received in the 2013/14 has been relatively low averaging perhaps 3 – 4 per month. The majority of applications tend to be complex residential or commercial applications which often require the completion of section 106 agreements to be completed prior to issuing of the decision. Normally the delay has tended to be with external third parties – in the past this has placed pressure on the Delivery team to meet application targets.

Following the recent PAS review a number of changes to Major application process are being introduced. As an example the introduction of extensions of time (a formal agreement with the applicant) has ensured more timely decisions and with the introduction of more rigorous validation requirements performance will improve further.

Significant improvement in performance for majors has already been achieved this year – the April to July cumulative figure is 81.8%.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
% of Minor applications determined in 8 weeks	65%	70%	58%	-12%

During 2013/14 a significant number of Minor applications were required to pass through the Committee process which invariably led to targets not being met. Referral reasons to Committee included Member involvement (i.e. applicant or agent), 'call in' by Members and many applications being a departure to the previous adopted 1993 Local Plan. This latter issue has now been resolved following the adoption in May of the new Local Plan. Again with the introduction of various changes to process under the PAS action plan it is expected performance will improve significantly and the 2014/15 target will be met.

Significant improvement in performance for majors has already been achieved this year – the April to July cumulative figure is 66.4%.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
% Other applications determined in 8 weeks	85%	85%	84%	-1%

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Other applications include householder applications which in the main tend to be straightforward in terms of decision making and rarely involve section 106 agreements or process through Committee. As a result the performance was only just below target for 2013/14. It is expected that performance for Other applications will meet the target figure.

The April-July cumulative figure is currently 87.7%

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Deliver rail improvements in line with the rail development strategy and Hereward CRP	Ongoing	Ongoing	Ongoing	N/A

Rail Strategy and Hereward CRP Improvements

The following items were delivered that are part of the Fenland Rail Development Strategy and the Hereward CRP:

- A new two hourly train service for Manea. The level of use of the service is 212% increase on the same time period 12 months earlier
- The Hereward CRP website
- A new leaflet aimed at signposting people to where they can find out more about train services and tickets
- A new Getting from A to B Case Study leaflet to promote family railcards
- Cycle parking was installed at Manea and Whittlesea Stations
- There are four new Station Adopters at Manea Station
- A Master plan setting out improvements for Whittlesey Station was completed
- £10,000 S106 development funding has been secured for a new waiting shelter on Manea Station

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Complete at least one Market Town Transport Strategy (MTTS)	N/A	1	1	0%

Market Town Transport Strategies (MTTS)

March MTTS was completed and adopted during the year.

Wisbech MTTS was restarted, after a pause to complete additional transport study work for the Local Plan. A review of

the draft MTTs was undertaken and a revised document was prepared ready for public consultation during 2014/15.

Description	Baseline (2011/12)	Target 13/14	Achieved 13/14	Variance
To maintain the level of use (number of journeys) of the dial a ride Service	17,837	17,837	15,750	-11.7%

Continue to support community transport through the concessionary fares for dial a ride services

The funding enabled over 15,500 journeys to be made by local residents using the dial a ride service. These were journeys that would be difficult or impossible to make by other means. The FDC concessionary fares budget for 2013/14 was capped at £50,000 for the first time. This compares with spend of just over £62,000 for the year 2012/13. Given the funding gap it was not going to be possible to sustain the level of use of dial a ride when compared with previous years. Community Transport services now also operate on Monday – Friday, there is no longer a Saturday service which had been provided in previous years.

The community transport target for the year 2013/14 was to maintain the level of use of the dial a ride service to the 2011/12 target of 17,837. This means that the figure for is approximately 2,000 journeys below target. It should be noted, based on current fares that it would not have been possible to do the level of journeys anticipated within the available funding. To complete 17,837 would have required funding over the cap limit of £50,000. The FDC Concessionary Fares funding does however represent a significant amount of value with well over 15,000 journeys being undertaken, many of which are for medical purposes and where customers would not be able to make journeys by other means.

Description	Baseline	Target 13/14	Achieved 13/14	Variance
Work in partnership through the A47 Alliance to lobby for improvements including full dualling of the A47 in Cambridgeshire	N/A	Ongoing	Ongoing	N/A

Seek Improvements to the A47 in Cambridgeshire

FDC works in partnership with others to seek improvements to A47 through A47 Alliance. During the last 12 months the Alliance has had a high profile amongst MPs and Government. This has led to numerous visits by the Transport Minister, who has travelled along the road to understand the issues. More importantly it has also led to Government announcements about new studies and technical work. The outcome of this work is expected to be Government announcements to fund projects along the A47 in the autumn statement 2014.

An A47 Alliance member workshop led to the development of a business case for A47. FDC and CCC were able to ensure that junction improvements along the road in and around Wisbech were listed in phase 1 of the business case. This work has since been used to lobby Government and support the ongoing study work.

Substantial traffic modelling work has been completed locally in recent years for Wisbech and A47. This information has been provided to Highways Agency and their consultants to assist with their ongoing technical work. This latest work is looking in more detail at what will be required to deliver projects along A47. By sharing information and working in partnership to assist the study work, it is hoped that there will be a positive announcement about the funding of projects later in 2014.

Working with CCC, FDC commissioned a new report focusing on the wider economic benefits of the Cambridgeshire and Peterborough elements of A47. This work focused on the updating of the case for improvements and the wider economic benefits. The key findings showed that there will be considerable pressure on the network in future, especially the junctions around Wisbech if improvements are not made. The report also shows £51m in additional benefits for Fenland that are directly attributed to making those improvements on the A47.

Issues & Areas for Development

- **Rail Strategy & Hereward CRP Improvements**

Work to deliver the Fenland Rail Development Strategy and the Hereward CRP is ongoing. These are long term projects with ongoing improvements up to 2031, in line with the Fenland Local Plan. A number of projects are planned for 2014/15

Action Planned: this includes development of a master plan for Manea Station, feasibility study work to understand the technical issues required to lengthen the platforms at Manea and Whittlesea Stations, community notice boards at Manea and Whittlesea Stations, opening of the community rooms at March Station and seeking to secure further S106 develop funding to deliver improvements at Fenland Stations.

- **Market Town Transport Strategies**

It is essential that there is an up to date transport strategy for each of our market towns. The Chatteris Strategy was completed in 2010, Whittlesey in 2012 and March in 2013. The Wisbech Strategy is now out of date having been adopted in 2003.

Action Planned: The completion and adoption of a new Wisbech Market Town Transport Strategy

- **Seek improvements to the A47 in Cambridgeshire**

With the ongoing Highways Agency study work and expected Government Announcements about A47 in the Autumn Statement. 2014/15 could be a critical year in terms of ensuring upgrades to A47.

Action Planned: continue to work with partners in the A47 Alliance and to provide technical information to the Highways Agency and their consultants.

- **Seek Improvements to Wisbech Transport Issues**

In early July 2014, Government announced the Local Growth Fund allocations for the Local Enterprise Partnerships. For Greater Cambridgeshire, Greater Peterborough Area, this includes funding for transport projects in Wisbech.

The funding allocated for 2015/16 includes £1 million for feasibility study work to look at improving transport in and around Wisbech. This includes consideration of the possible re-opening of the Wisbech-March rail line (Network Rail GRIP 2 Study), Freedom Bridge, a new link road and river crossing and Wisbech Bus Station. Future funding earmarked for 2016-2021 includes a further £10.5 million for transport improvements for Wisbech, subject to the outcome of the various feasibility studies.

FDC and CCC will be working in partnership to ensure that the study work is successfully completed and that the outcomes enable the local area to benefit from the £10.5 million pounds funding to make improvements. The local authority partnership working will include develop the brief for the study work, assisting and working with the consultants and providing technical information and local expertise.

- **Continuing to deliver the PAS Action Plan**

Significant work has been undertaken in the past year in identifying methods of improving the efficiency and effectiveness of the planning service particularly in relation to performance. Overview and Scrutiny Committee

requested that a review of the planning service should be undertaken and it was agreed that the Planning Advisory Service would lead such a review.

The review took place in March 2014 and following the findings of the review team an action plan has been developed to consider all aspects of the planning service to ensure that the service is as responsive to customers as possible and ensuring that performance is maintained at a high level. The action plan identifies various areas where the Council can improve and modernise processes – these include process re-engineering, enhanced use of IDOX/document management systems and changes to the content of Committee papers/scheme of delegation.

Many of the changes identified within the action plan have now been implemented and this has resulted in a marked improvement in performance in recent months compared to the year 2013/14. The plan is still ongoing and has been discussed with Members during two all-member sessions.

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
LPI (AP2) % customers satisfied with our Business Premises	N/A	90%	11	11	100%	+2%
From 40 surveys hand delivered, 11 were returned, equating to 28% return						
Description	Baseline	Target 13/14	No of customers questioned 13/14	No of customers satisfied 13/14	% 13/14	Variance
Customer satisfaction with Building Control – Applicants	N/A	90%	39	35	89%	-1%
As well as 89% of applicants being satisfied with the service, 87% (34 applicants) said that they would recommend to a friend and the same said that the service provided value for money.						

Description	Baseline	Target 13/14	No of customers questioned 13/14	No of customers satisfied 13/14	% 13/14	Variance
Customer satisfaction with Building Control - Agents	N/A	90%	5	5	100%	+10%
<p>From 15 surveys, 5 were returned, equating to a 33% return.</p> <p>As well as 100% of agents saying that they were satisfied with the service, 100% also said that they would recommend us and that the service provided value for money.</p>						
Description	Baseline	Target 13/14	No of customers questioned 13/14	No of customers satisfied 13/14	% 13/14	Variance
Customer satisfaction with Building Control – Builders	N/A	90%	9	8	88%	-2%
<p>From 35 surveys, 9 were returned, equating to a 26% return.</p> <p>As well as 88% of builders saying that they were satisfied with the service, 88% said that they would recommend us.</p>						
Description	Baseline	Target 13/14	No of customers questioned 13/14	No of customers satisfied 13/14	% 13/14	Variance
FEE Project: Percentage of students who feel event/activity useful for their future	96%	95%	564	536	95%	0%
<p>Of the students involved in activities during the academic year 2013/14, 564 were surveyed for their opinions of that activity. Of this group, 536 said that they felt the event / activity would be useful for their futures. Therefore, the target is currently being met.</p>						

3Cs summary

Planning

3Cs Complaint Area	12/13	13/14	Comments/Key issues	Actions taken
Planning Applications	6	12	Planning Permission Unsatisfied with FOI response Pre-application Permitted development Delay in responses	Responded to individually, with reasons for decision clearly explained. Apology for delay in response.
Aboriculture / Conservation	2	1	Delay in resolution Overgrowing trees / TPO issue Consistency of regulation	Responded to individually and monitored. Apology for delay in response.
Planning Decisions	2	5	Planning Committee Disagreement with decision Planning Application	Responded to individually, with reasons for decision clearly explained.
Planning Investigation	0	3	Delayed response	Responded to individually with apology for delay in response.
Miscellaneous / Other	15	20	Delay in validation Garden wall issue Health and Safety Building Works nearby Planning Application number Local Development: location Advertisement Wrong information given Derelict building Redevelopment questions Issue with Quality Control Inspection Report	Responded to individually in accordance with process. Reasons for decision and process clearly explained. Apology of delay in process if applicable.
Planning Policy	0	1	Disagreement with policy	Responded to individually with reasons for decision clearly explained.

3Cs Complaint Area	12/13	13/14	Comments/Key issues	Actions taken
Staff	3	6	Delay in responses Difficulty in contacting officers	Responded to with apology for delay. Purpose for visiting officers explained.
Building Control		1	Refusal of planning decision	Responded to individually and monitored
Total	28	49		67% responded to within 10 days (13/14)

Economic Development

3Cs Complaint Area	12/13	13/14	Comments/Description	Actions taken
Tourism	0	1	Content of Cambridgeshire Fens Booklet	Complaint was investigated and responded to within 10 days.
Total	0	1		100% responded to within 10 days

Grants

3Cs Complaint Area	12/13	13/14	Comments/Description	Actions taken
Community Grants Scheme	1	0	Complaint about policy	Responded to individually and monitored
Total	1	0		66% responded to within 10 days

Consultation results:

Extensive consultation with members, the public and stakeholders related to the Local Plan and related SPDs in accordance with our 'duty to co-operative' and 'statement of community involvement' obligations.