


Agenda Item No:	6	
Committee:	Overview & Scrutiny	
Date:	23 February 2015	
Report Title:	Progress in Delivering the Communities Corporate Objectives 2014-2015	

Cover sheet:

1 Purpose / Summary

This report sets out the Council's progress in delivering the corporate objectives from April 2014 to January 2015. This is to ensure that members have the most up to date information possible.

2 Key issues

Particular successes are:

- Benefits processing times have significantly improved, with Fenland now being in the top 35 of over 300 councils.
- Successfully joining Anglia Revenues Partnership during 2014/15, delivering £136,000 of savings to Fenland District Council while maintaining quality of service.
- Over 400 older people have attended Golden Age events, which identified over £13,000 in benefits that the residents did not realise they were entitled to.
- Over £6,500 in grants awarded to local groups by the Youth District Council.
- 84 homes have been adapted to assist vulnerable and disabled residents stay in their homes.
- Ongoing works to refurbish the George Campbell Leisure Centre.
- Development of a Fenland Health & Wellbeing Action Plan.

3 Recommendations

It is recommended that the Panel considers the progress made by the Council in delivering the corporate objectives in the Corporate Plan.

Wards Affected	All
Forward Plan Reference	
Portfolio Holder(s)	Councillor Mike Cornwell, Portfolio Holder for Communities Councillor Chris Seaton, Portfolio Holder for Finance Councillor Michelle Tanfield, Portfolio Holder for Leisure & Children & Young People

Report Originator(s) And Contact Officer (s)	Rob Bridge - Corporate Director & Chief Finance Officer robbridge@fenland.gov.uk Richard Cassidy - Corporate Director richardcassidy@fenland.gov.uk
Background Paper(s)	Corporate Plan 2014-2017

Overview & Scrutiny

Progress Against the Communities Priority

April 2014 to January 2015

Portfolio Holders



**Councillor
Michelle Tanfield**

Cabinet Member and Portfolio
Holder for Leisure and Children &
Young People



**Councillor
Mike Cornwell**

Cabinet Member and Portfolio
Holder for Communities



**Councillor
Ralph Butcher**

Cabinet Member and Portfolio
Holder for Localism & Transport



**Councillor
Chris Seaton**

Cabinet Member and Portfolio
Holder for Finance

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Support vulnerable members of our community

Corporate Plan Action: Support residents to claim the benefits they are entitled to and process applications quickly through our shared service with Anglia Revenues Partnership (ARP)

Corporate Plan Action: Respond to changing government policy regarding the processing of housing benefits applications

Description	Baseline 2013/14	Target 14/15	Achieved Apr 14 – Jan 15	Variance
Performance Measure				
LPI RACS1 Average number of days taken to process new claims for benefit	20.76	20	15.4	-4.6 (negative here means better than target)
LPI RACS2 Average number of days taken to process benefit changes	7.4	10	6.9	-3.1 (negative here means better than target)
LPI RACS10 Average number of days taken to process benefits new claims and changes overall	9.47	15	8.2	-6.8 (negative here means better than target)

The DWP have released national performance statistics for the first quarter of 2014/15 which illustrates the significant improvements that have been seen at Fenland over the past 18 months. New claims processing times are now into the top 35 (out of over 300 Councils in all) in the country and top 70 for changes in circumstances.

The External Audit was completed within the 30th November deadline and despite the qualifications; they were relatively minor in the context of a £30 million subsidy claim. Of greatest significance was the fact that Fenland, along with all of the other partners within the ARP, kept well below the Local Authority Error threshold which ensured maximum subsidy returns and no financial penalty (which would have been a six-figure sum).

As we approach the end of the first year as part of the Anglia Revenues Partnership (together with six other authorities) we are still delivering excellent benefits performance, as shown in the table above that ensures that we help the most vulnerable residents in Fenland with support towards their rent (through Housing Benefit) and Council Tax (through Council Tax Support).

Continued integration with the other ARP partners by combining processes, particularly back-office support functions in Revenues and Benefits is ensuring that we remain on-track to deliver the £136k per annum full-year saving that was planned in the original business case for joining ARP.

What do our customers say?

Description	Baseline 2013/14	Target 14/15	No of customers questioned (Apr 14 – Jan 15)	No of customers satisfied (Apr 14 – Jan 15)	% satisfied 14/15	Variance
Customer satisfaction with Revenues and Benefits	95%	95%	N/A	N/A	N/A	N/A
<p>We survey our customers annually each February by asking for feedback from customers who visit our shops or phone our contact centre to ask about or claim benefits.</p> <p>In 2014, 95% of our customers were satisfied or very satisfied with our service.</p>						

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Support vulnerable members of our community

Corporate Plan Action: Deliver the Homelessness Strategy and our statutory housing duties

Description	Baseline 2013/14	Target 14/15	Achieved Apr 14 – Jan 15	Variance
Performance Measure				
Number of households prevented from being homeless	167	115	65	
<p>The Council has achieved 65 preventions so far this year. The Citizens Advice Bureau helps the Council achieve this by delivering the Court Desk Service. This is an advocacy service to support those going to court facing repossession of their home. One of the preventions involved a family who had 3 small children. The husband worked on the roads and his work could be sporadic so they got into arrears with their mortgage. The lender went to court for possession but it was suspended because the husband's work had settled down and they had put a payment plan into place to clear the arrears and were keeping to it. Therefore the Judge suspended the warrant. CAB made it quite clear to the couple that they must keep to the plan or they would lose their home if it went back to court. Alongside the impact on the families helped from being able to remain in their own home, this also prevents the family having to be housed in unsuitable accommodation such as bed & breakfast and associated financial costs for the Council.</p> <p>The number of preventions achieved this year is lower than previous years. The reason for this is that the number of households wanting housing advice has reduced this year. However the number of formal homeless applications taken when a prevention cannot be done has remained relatively stable.</p>				

Housing Advice Trends

Year	2011/12	2012/13	2013/14	2014/15
Housing Advice total (households)	1364	1243	1019	691 (end of December)
Homeless Applications taken	132	138	142	131
Homeless preventions	122	148	167	65

We have experienced a trend in individuals who are contacting the team 'too late' which makes prevention difficult at such a short time scale or impossible depending on their housing status e.g. repossession.

To help mitigate this we have been working with CAB to raise awareness of the Court Desk advocacy service to encourage those facing repossession to come forward earlier and receive specialist advice to help them keep their homes.

The high prevention figure last year was partly due to a significant number of preventions that came out from Operation Endeavour.

Description	Baseline 2013/14	Target 14/15	Achieved Apr 14 – Jan 15	Variance
Performance Measure				
Total number of privately rented sector homes where positive action has been taken	200	350	224	

At the end of January 2015, The Council has inspected 97 no separate Houses in Multiple Occupation (HMOs). All required actions to remedy identified health and safety related faults and failings (eg lack of smoke alarms, unsafe electrics, gas safety checks etc).

The Council has also investigated 127 no complaints from tenants occupying privately rented accommodation in the same period. Council Officers intervene to remove Category 1 hazards (serious faults) and Category 2 hazards (less serious faults) from properties to make them safe for the residents.

The geographical spread is as follows:

	<u>HMOs inspected</u>	<u>Privately Rented Homes investigated</u>
Wisbech	94	62
March	2	25
Chatteris	1	15
Whittlesey	0	10
Other villages	0	15

Much of the HMO inspection work carried out this year has been in partnership with the Police, The Fire Service and other partner agencies under the 'Operation Pheasant' initiative. This has given opportunity for wider partner engagement including United Kingdom Border Agency, Department for Work and Pensions, Gangmaster Licensing Authority & Her Majesty's Revenues & Customs.

What do our customers say?

Description	Baseline 2013/14	Target 14/15	No of customers questioned (Apr 14 – Jan 15)	No of customers satisfied (Apr 14 – Jan 15)	% satisfied 14/15	Variance
% very satisfied with the information given by the Housing Options team	104	90%	90	90	100%	

100% satisfied with the information and advice they were given by the officer dealing with the case. Cumulatively for the year we asked 131 households for feedback and 90 returned. 90 of the returns were satisfied or very satisfied which is 100%.

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Support our ageing population and young people

Corporate Plan Action: *Deliver a programme of Golden Age events, encouraging a range of partners to support the programme and its development*

Description	Baseline 2013/14	Target 14/15	Achieved Apr 14 – Jan 15	Variance
Performance Measure				
Number of people who attend the Golden Age events	475	450	402	

We have had 7 Golden Age Events throughout the year with 2 remaining for 2014/15.

- 177 Blood Pressure & health checks with our New Vision Leisure Team
- 61 Electric blankets swapped for old one's & Fire Service Referrals
- 17 Age Uk home energy assessment referrals
- 33 Alzheimer's referrals to access local Fenland support groups
- 38 Macmillan referrals and support from events
- 30 local community group referrals to join local clubs/groups i.e. lunch clubs etc
- 22 Benefit checks with a total of £13,482 found entitlements including 1 lady who is a carer for her husband who has dementia, she was not aware of entitlements and as a result qualified for a total of £1,600 per annum extra income.
- 22 Community Navigator referrals – which will help to provide support and guidance to vulnerable people across Fenland

We had our first National Silver Sunday Event at the Hudson which as a result a local Chatteris group have started a Kurling group for people with moderate Dementia

We have over 70 partners now including new for this year MacMillan, Parkinson's, Neighbourhood Watch, Whittlesey Emergency food aid project.

The Golden Age Team signposted the Alzheimer's society to the Evelyn Trust funding. As a result the organisation has had a funding bid accepted in principle.

The funding was for a carers information and support programme for carers of people with a new diagnosis of dementia (or in the early stages of). It provides information and aims to remove the 'surprise' element from the journey. It is a preventative service which has been facilitated previously in Fenland - with excellent attendance and 100% positive feedback.

Outcomes of the programme include:

- Carers know where to go for help and when (highlights the correct service pathway to reduce panic in a crisis)
- Carers understand the illness (allowing them to approach day to day life in a more dementia friendly way)
- Carers are better prepared to manage day to day with the difficulties of caring.
- Carers feel empowered.

- Social support networks can be built up.
- Reduces social isolation.
- Encourages the sharing of problems and solutions.

What do our customers say?

Description	Baseline 2013/14	Target 14/15	No of customers questioned (Apr 14 – Jan 15)	No of customers satisfied (Apr 14 – Jan 15)	% satisfied 14/15	Variance
Customer satisfaction with Golden Age events	90%	90%	52	100%	100%	

Surveys were given out to every attendee at events in Golden Age bags 402 total
 We have received 52 surveys returned
 Return rate 13%
 100% Satisfied Very good/Good

Examples of feedback

"I have just moved to Whittlesey and got lots of local information from attending the event, thank you for all your help"

"Excellent event I managed to discuss and see most of the stands found the Bobby Scheme and U3a info very helpful and I have also managed to find a gardening club now to join."

"Well organised and informative, great chance to network"

"When are you having this event in March as I do not get any local papers and if I had not come with a friend I wouldn't know about what is available"

Response – I rang this lady to signpost her to any info/organisations she required

Negative – "Access to disabled parking spaces were blocked by other parked cars which wasn't ideal for older people"

Response – To apologise and have had some clearer disabled sign made and if possible a car parking warden on duty when required"

CORPORATE PLAN AREA: Communities**Corporate Plan Priority: Support our ageing population and young people****Corporate Plan Action: *Maintain our commitment to engaging with young people and raising their awareness of democratic processes, through the Youth District Council (YDC) and events such as Democracy Day***

Description	Baseline 2013/14	Target 14/15	Achieved Apr 14 – Jan 15	Variance
Performance Measure				
Number of YDC meetings	6	6	5	

The January meeting included the annual corporate priority group activity facilitated by FDC's Policy and Communications Officer. Councillors were asked to prioritise a range of services and then decide which should receive the most funding. Despite splitting into two groups, the end results were remarkably similar with supporting vulnerable people and keeping Fenland safe being their highest priorities. The YDC were also consulted on the Child Poverty Strategy, and have made the decision to follow up on three key areas: availability of home work for students with no internet access at home, availability of a later school bus for those wishing to make use of the schools facilities outside of normal hours, and also the inclusion of lessons on personal finance and money management. The Chair will be writing to the Heads of all secondary schools/academies on these topics and will feedback to the YDC with responses. The YDC were also consulted by CAMQUIT on the most effective way to tackle smoking amongst young people, and made a number of suggestions as to methods which were most likely to succeed.

Previous meetings have included YDC debates on issues such as the death penalty, English literature in the GCSE curriculum and animal testing. The YDC project for this year is around cycle safety and the YDC have produced 4 different posters to be displayed in schools, youth clubs and other community groups. The posters cover cycle safety, maintenance, health benefits and facts and figures. In addition to this the YDC have supported two employability skills events for year 10 students in Fenland and Democracy Day, again for years 9 & 10. They also supported the Young Citizen of the Year as part of the Pride in Fenland, and will do so again at this year's event. There is one further meeting scheduled for 18th March 2015

Description	Baseline 2013/14	Target 14/15	Achieved Apr 14 – Jan 15	Variance
Performance Measure				
Spend of YDC grant allocation	£10,000	£10,000	£6,616.46	

There were five grant applications considered at the January meeting and all received either full or partial funding.

Centre 33 were awarded £854.92 to set up a drop-in counselling service for 13-25 year olds

SexYOUality were awarded £981.54 to develop a youth service for LGBT young people in Fenland

Waterless Youth Forum were awarded £700 (£1000 applied for) towards a community event planned and delivered by the young people on the forum

Transition Club were awarded £800 for their transition club for year 6 students transitioning to year 7

Wisbech Interfaith Forum were awarded £500 towards the costs of a visit by Lord Rowan Williams to meet young people and discuss their religious/faith experiences and perceptions

In addition to this a further 5 grants were awarded to:

- March Town Cricket Club awarded £500 for their annual festival of sport
- YPM awarded £800 for their summer activity club
- Wisbech Lawn Tennis awarded £480 towards a junior after school club
- Girls Venture Air Corps awarded £500 for equipment to be used for training
- 20Twenty awarded £500 towards the cost of film production in all four market towns.

There is £3083.54 in the grant fund for this Financial Year

What do our customers say?

Description	Baseline 2013/14	Target 14/15	No of customers questioned (Apr 14 – Jan 15)	No of customers satisfied (Apr 14 – Jan 15)	% satisfied 14/15	Variance
Satisfaction of YDC members	100%	85%	8	8	100%	

The 8 councillors who attended the January meeting all completed a questionnaire and all said they were satisfied with the YDC process. All councillors agreed that they find the YDC meetings are focused and have speakers who are important and relevant. They all agreed that the meetings are chaired well, with all councillors and guests being treated with dignity and respect. 5 YDC Councillors would like more

engagement with local Councillors and other decision makers because “FDC need to know our opinion on things” The YDC Councillors that disagreed thought it would “get too busy”. Most YDC councillors felt that more could be done to promote the YDC both in schools and in the wider community because “young people in our schools don’t always tend to know about the YDC”, however one councillor thought that “The teachers and members of the school do promote it well”. 88% of councillors though that the meetings were very effective because “we are always informed clearly and understand what’s being discussed” with them being “engaging and productive”. One councillor did feel that the meetings could be improved with more interactive activities. All councillors agreed that there was a good cross-section of representation from the schools, but did also comment that there seem to be some schools who are more proactive in ensuring representation on the YDC than others. From this the Council will be engaging further with schools to ensure the opportunity to participate in the YDC is maximised.

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Support our ageing population and young people

Corporate Plan Action: *Work in partnership with the Children’s Trust and Fenland & East Cambs Children’s and Young People Partnership to improve life chances for children and young people*

Description	Action	Achieved
East Cambs & Fenland Children & Young People		
<p>East Cambs & Fenland Children and Young People Area Partnership Councillor Michelle Tanfield attended the December partnership meeting. Highlights included:</p> <ul style="list-style-type: none"> • A presentation regarding CCC Early Help Services. The proposed model focuses on preventative support for families and communities and developing resilience in families and communities. The proposed model will include reduced service teams and changes to job descriptions. Formal consultation closed on 12 January 2015. The formal response will be published in March 2015 • The together with families initiative is being expanded to new categories of families that can receive coordinated support with a “lead professional” ensuring the support is linked together. Training is being delivered to key agencies including FDC relevant staff to explain the change around “think family” instead of “think child” to ensure root causes to issues in a family can be addressed. 		

- An update on the Cambs Children and Young People's Emotional Mental Health Strategy Action Plan (April 2015) will include
 - prevention of mental health problems
 - promotion of positive emotional wellbeing
 - treatment services
- Young Fenland Cultural Consortium. Fenland has been identified as an area of low arts participation, low aspiration and low outcomes. The YFCC believe this can be changed by investment and supporting young people to become cultural leaders of the future. The YFCC aims to invest in and support work that will strengthen existing activity and identify new opportunities for young people. Activities already in planned include - Arts Awards; an Arts Development Manager (school based); a music initiative in Whittlesey

Free School Meals Project Update

A legal route has been secured through using Children's act powers for FDC to share the backlog of families who should be benefitting from Free School Meals but are not doing so with CCC. In Fenland, this amounts to 466 households & 674 Children (August 2013). At £900 per child this represents a potential £606,600 per annum inward investment into Fenland schools.

Since August 2013, CCC have been engaging with families on that list through locality teams and Children's Services. In April 2014, the Council commenced re-running the data extract to see how successful the engagement has been with the families. CCC are exploring whether they can share the data with schools using the Education Act as a pathway to legally do so. The learning has been shared with other districts in Cambridgeshire through the Children's Trust and Children & Young People Area Partnerships.

In April 2014, the new list of households who should receive Free School Meals but are not doing so was generated by FDC. Of the 466 households from August 2013, 128 households are now not on the list (27%). Despite this significant reduction the number of households who should be receiving Free School Meals but are not has gone up to 503 households and 809 children.

Next steps:

- The new updated list was sent to CCC on 30 April 2014.
- CCC has put additional resource through the Free School Meal team to commence targeted 1 to 1 engagement. The new approach undertaken has delivered improved response rates from the families affected. However we will not know the full impact until the next data set is run by FDC in April 15.
- A solution to enable to share the data with schools has not been found though this continues to be explored.
- Work continues to improve information sharing through exploring software enhancements to speed up the flow of information from a new benefit applicant, administered by FDC to the FSM team at CCC.

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Support our ageing population and young people

Corporate Plan Action: Promote health and wellbeing

Description	Baseline 2013/14	Target 14/15	Achieved Apr 14 – Jan 15	Variance										
Performance Measure														
Number of homes adapted to assist vulnerable and disabled residents to remain in their home	70	70	84											
<p>Through this scheme The Council provides adaptation works for elderly and disabled home owners and tenants to remain safe, secure and protected in their own homes. At the end of January 2015, The Council has assisted 84 households compared to 53 households for the same period the previous year.</p> <p>The geographical spread is as follows:</p> <table><tbody><tr><td>Wisbech</td><td>23</td></tr><tr><td>March</td><td>19</td></tr><tr><td>Chatteris</td><td>11</td></tr><tr><td>Whittlesey</td><td>5</td></tr><tr><td>Other villages</td><td>26</td></tr></tbody></table>					Wisbech	23	March	19	Chatteris	11	Whittlesey	5	Other villages	26
Wisbech	23													
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Other villages	26													

Description	Baseline 2013/14	Target 14/15	Achieved Apr 14 – Jan 15	Variance
Performance Measure				
Number of households assisted through the Healthy Homes service	100	100	245	
<p>The Healthy Homes service through Age UK and funded through the Council help vulnerable persons with small scale works to make their home environment more comfortable.</p> <p>A recently completed case study is reported below: <i>“An Assessment was carried out for a client in March who was having difficulties with front door transfers and conservatory door transfers. Following the assessment the Assessor ordered an access step for the conservatory door, and a contractor fitted a galvanised steel wall to floor rail at the front door. This will greatly enable the client to stay safe when accessing both these doorways. In addition whilst the Assessor was there, the client was having difficulties operating her printer attached to her computer. The Assessor managed to repair the software fault enabling the printer to be used again. The client was extremely happy about this as it was vital that specific documents were printed that day”</i></p>				

Description	Action	Achieved
Performance Measure		
Work to deliver new 60 unit Extra Care Housing Scheme in Whittlesey	Work with partners to achieve financial feasibility leading into scheme design, planning, development and opening	In progress
<p>Axiom have received notification from HCA that they an allocation of 2.4 million to deliver a 60 unit extra care scheme in Whittlesey. The scheme will have flats ring -fenced to support residents who have been diagnosed with Dementia.</p> <p>FDC role included:</p> <ul style="list-style-type: none"> • Worked across the county to deliver an Extra Care County wide strategy which highlighted Whittlesey as a high need area • Worked as a multi agency partnership, Axiom, ACC, FDC, Borderline and Peterborough LCG and Developer to develop a feasible scheme including : <ul style="list-style-type: none"> ○ providing further evidence of need that was used by CCC to get Cabinet approval in April 14 for a Public Works Loan Board allocation to Axiom, and reduced sale price of the CCC land on an invest to save basis ○ undertaking consultation with Patient Representative Group for Whittlesey ○ reports and updates the Borderline and Peterborough LCG, ○ engagement an mediation with the option holder on the land ○ engagement with Peterborough CC (cross district collaboration around the housing market linked to Axiom possibly recycling Peterborough area grant into the scheme) ○ Planning advice relating to the outline permission and section 106 ○ Communication and engagement with the HCA to support the Axiom submission <p>Next Steps</p> <ul style="list-style-type: none"> • Architects and construction firm are being appointed • From this detail design will be undertaken and engagement with the community and partners will take place prior to full planning submission • The scheme is scheduled for completion in 2017. 		

What do our customers say?

Description	Baseline 2013/14	Target 14/15	No of customers questioned (Apr 14 – Jan 15)	No of customers satisfied (Apr 14 – Jan 15)	% satisfied 14/15	Variance
Disabled Facilities Grants: % of residents who feel the help that they have been given has helped to improve their health or wellbeing (1 year after works completed survey)	90%	90%	26	22	85%	

22 out of 26 who answered the question have stated that their health and wellbeing has improved as a result of the help received. This is 85%.

Description	Baseline 2013/14	Target 14/15	No of customers questioned (Apr 14 – Jan 15)	No of customers satisfied (Apr 14 – Jan 15)	% satisfied 14/15	Variance
Healthy Homes Scheme: % of residents who rate the improvement to their daily life and being "better or much better" as a result of health homes service / handyman scheme	90 %	90%	48	46	97%	

The survey measures the continued wellbeing of our clients one year after our service involvement.

There have been 48 returns YTD with 46 of the customers satisfied with the service.

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Promote Health & Wellbeing

Corporate Plan Action: Deliver the key priorities set out in the Leisure Strategy:

- Continue to provide an efficient service
- More people, more active, more often
- Supporting community sport

Description	Baseline 2013/14	Target 14/15	Achieved Apr 14 – Jan 15	Variance
Performance Measure				
LPI LS1 – Number of paid visits to our leisure centres	826,048	625,000	669,836	

Visitor numbers across the four leisure centres are running at expected levels with the exception of Wisbech. The flood at the Hudson Centre in August, combined with the opening of a rival facility at the same time has impacted on membership sales and member retention and subsequently the number of visitors to the facility.

The last six months visit data is shown below:

	Jul	Aug	Sep	Oct	Nov	Dec
Monthly target	53125	53125	51875	53125	53125	35000
Chatteris	4651	4656	4975	5274	4213	5275
March	16068	16064	14350	17545	13786	17545
Wisbech	26647	26673	35022	29252	28507	29253
Whittlesey	25771	25772	25077	17900	21403	26993
Total all centres	73137	73165	79424	69971	67909	79066

It should be noted that the manner of reporting participation at the leisure centre has been improved this year, resulting in more accurate attendance data.

Increased promotional work is being undertaken in Wisbech to raise awareness of the leisure centre offer to increase participation and membership numbers. Recent work includes:

- Contacting ex-members
- 'Refer a friend' promotion
- Adverts in the local newspaper
- Staff in the town centre speaking to people and giving out free membership passes
- Mailshots targeted towards potential new members

Work that took place in January included a renewed focus on early retirees or people in their late 50's / early 60's. This segment are likely to be interested in their health and will be tempted by the care and attention that the team at the Hudson give, as well as the excellent value Daytime membership rates.

Promotional work in February will focus on the services New Vision Fitness facility can offer over and above other competitors – a key focus being the care from staff and our swimming and fitness class offer.

Retaining current members continues to be a focus for the leisure teams.

Description	Baseline target membership Dec 2013	Current Membership Dec 2014	Variance
Performance Measure			
MPI LOS11 – Number of Direct Debit members	2,690	2,532	-158 members -6%

Membership levels and direct debit income levels remain at the target levels in Chatteris, March and Whittlesey. The Hudson in Wisbech continues to perform under target due to the flood and new competition that opened in August

The past two months have seen a reduction in the rate of decline of income. Whilst this is still below the expected level of income, it is a welcome trend.

The measures highlighted in the previous section are in place to continue to promote the Hudson and regain market share.

Description	Action	Achieved
Performance Measure		
George Campbell Leisure Centre Refurbishment	On budget, on schedule	

The building work continues on budget and on schedule at the George Campbell.

Over Christmas the pool was emptied, the liner to the pool was replaced and new line markings added. Additionally, some ceiling works took place whilst the pool was empty. The pool reopened in the first week of January with feedback following the improvement being positive.

In late January, Anne Gunn and David Campbell, daughter and son of the late Cllr George Campbell attended the Centre with Portfolio Holder for Leisure, Cllr Michelle Tanfield and other local Councillors. Anne and David toured the ongoing improvement works and also unveiled an interpretation board highlighting the work of their father, as well as some history regarding the Centre. Both Anne and David are very happy to see the improvements underway in the Centre bearing their father's name.

Completion of the improvement works is scheduled for late Spring and will increase participation in swimming, gym and exercise classes in the area.

Description	Action	Achieved
Performance Measure		
Leisure Centres Energy Management	Initial facility assessment due January 2015	

Fenland has joined a county-wide initiative called RE:FIT to assess energy use in local authority facilities with a view to adding cost saving improvements that work on a spend to save basis.

An initial assessment of Fenland's leisure centres has been undertaken. This has highlighted that as heavy energy consumers there is likely to be a benefit to moving the project forward to a more detailed assessment. This work will take place over the next three months, with a report due in early summer.

What do our customers say?

Description	Baseline 2013/14	Target 14/15	No of customers questioned (Apr 14 – Jan 15)	No of customers satisfied (Apr 14 – Jan 15)	% satisfied 14/15	Variance
LPI LS2 - % of those asked, satisfied with Fenland's Leisure Centres	81.25%	82%	1,258	1,047	83.25%	

Customer satisfaction continues to match targeted expectations. The team await the opening of the improvements at the George Campbell in the spring and expect that satisfaction will improve as a result. Most negative feedback comments are received for the George Campbell, usually focussed on the swimming pool changing facilities.

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Promote health and wellbeing

Corporate Plan Action: *Work with local commission groups and others to develop effective approaches to improve community health outcomes focusing on alcohol misuse, coronary heart disease and the needs of older people*

Description	Action	Achieved
Performance Measure		
Work Healthy Fenland	Number of businesses and employees engaged	
	Number of events	
	Number of health champions in place	

This health and wellbeing focussed project is being delivered in partnership by Public Health Cambridgeshire; Camquit; NHS Pharmacy Services, My Time health trainer programme and Fenland Leisure Services. The project aims to provide local businesses with access to health and wellbeing support, such as diet advice, health checks, smoking cessation and lifestyle advice, for their employees. These are all key priorities for the various partners involved and the Fenland Health and wellbeing partnership.

Employers are also encouraged to work pro-actively within the workforce by training and appointing workplace health champions to encourage and support co-workers aiming to improve their own health prospects. This not only provides a sustainable outcome but also bring benefits to the employer through improved attendance.

The project target to deliver 4 events in 2014/15 will be achieved. Additionally the following outturns have been achieved:

Employers with Health Champions – Princes (Wisbech), MMUK (Chatteris), Wincanton (Wisbech).

Other employers engaged with the Work Healthy Fenland Programme - BRT Bearings (Wisbech), Fenmarc (March), Greenvale (Floods Ferry), Hutchinson's Ltd (Wisbech).

Description	Action	Achieved
Performance Measure		
Develop a Fenland Health and Wellbeing Strategy and support Fenland's Health Partnership	Health Strategy implemented	
	Aligned to Older People's Strategy Work	
<p>The Council's health and wellbeing strategy has been completed ready for wider publication.</p> <p>Strategic priorities reflect the most recent public health report for Fenland including coronary heart disease, smoking cessation, alcohol misuse and the needs of older people. These are also the priorities of the Fenland Health and Wellbeing partnership.</p> <p>The Strategy has been presented to 2 Local Commissioning Groups which generated useful discussions about the services Fenland delivers and the links to health and wellbeing.</p> <p>During late 2014 a partnership summit took place with attendance from 60 partner delegates. During the summit a workshop session developed shared key priorities and following this a joint Fenland Health and Wellbeing action plan has been developed. The action plan supports the Council's strategy document and has an overarching priority focussed on 'working better together'.</p> <p>The action plan will link to the priorities of the Cambridgeshire Health and Wellbeing Strategy.</p> <p>The Older People's Strategy for Cambridgeshire was also recently approved by both the Public Service Board and County Health and Wellbeing Board with clear links between the two documents.</p>		

Description	Action	Achieved
Performance Measure		
Warmer Homes / Action on Energy	Winter Warmth programme	
	Activity update	
	End of year final outputs	
<p>Throughout 2014/15 to date the Council has worked with partners from across Cambridgeshire for the third successful year, to reduce the number of excess winter deaths and ill health from cold living conditions.</p> <p>There have been a number of key milestones during the year. That is to say, £19,878 was provided to vulnerable households in need of emergency heating repair prior to winter. This funding was delivered jointly with Borough of Norfolk and Kings Lynn.</p>		

In June the first external wall insulation was completed in Fenland as part of the county wide Action on Energy scheme. External wall insulation helps residents save up to a third on heating bills every year. The local authority endorsed scheme, which has since been awarded £5.67m of grant funding from central government, provides a proportion of grant funding to make the insulation affordable.

A further £2m grant funding was secured for rental properties. 21 private landlords attended an evening seminar at the Boathouse in September to learn how they can make their properties more energy efficient and comfortable for their tenants.

As winter commenced the Warmer Homes project provided residents with a hotline for advice about local services and other forms of financial support specifically relating to home energy by calling 01345 650 0280 from 8am – 6pm weekdays. The project also continues to offer £150 payments to residents in desperate need of fuel such as oil, but with no means to purchase energy.

Description	Action	Achieved
Performance Measure		
Better Care Fund	Support the implementation of Cambs County Council's Better Care Fund in Cambridgeshire	

The Better Care Fund (BCF) will be a £37.7 million pooled budget in Cambridgeshire, intended to support transformation in integrated health and social care services. The pooled budget will be in place from April 2015; however, this is not new money but a re-organisation of existing funding that is currently used to provide health and social care services in the county.

Cambridgeshire's plan has been through a number of versions since it was first submitted in February 2014. During that time, the Department of Health has significantly revised the scope of the BCF, reducing the flexibility and focusing the Fund on measures that will result in a reduction in non-elective admissions to hospital in each local area.

There are also a range of other national conditions on BCF plans, including greater seven-day working to support discharge from hospital; protecting social care and supporting local authorities to meet the requirements of the Care Act; and supporting the introduction of joint assessments with a lead professional.

On 9th January 2015, Cambridgeshire submitted the latest iteration of its BCF plan which can be found in the papers for the Health and Wellbeing Board of 15 January 2015; these are available online at: <http://tinyurl.com/CambsBCF>.

Feedback from this submission is expected before the end of February 2015. The priority for partners between now and April 2015 will be the establishment of a Section 75 Agreement that will describe how the pooled budget incorporating BCF monies will be administered and spent in Cambridgeshire.

The BCF will play an important part in integrating budgets across health, social care and housing in order to improve outcomes across the system. In particular, it will be funding a range of transformation projects; making a significant contribution to the new Uniting Care Partnership service model for Older People and Adult Community Services; and serving to protect social care to continue to meet its statutory obligations.

Issues & Areas for Development

- **Self-service for Benefits**

We are currently preparing to launch this service for customers who already receive Housing Benefit and Council Tax Support from us, to go live by the end of March 2015. This service will allow customers to securely access their benefit records and see how we have calculated benefit as well as when the next payment is due.

- **Private Sector Housing**

Continuation of Operation Pheasant activity

- **Work Healthy Fenland Project**

During 2015/16 this project is being developed even further with the aim of increasing simple interventions with regard to health awareness/health checks and services such as smoking cessation.

Environmental health officers are signing up to assist in cascading the information about services and interventions available across a wider business sector during their day to day activities.

This project is also part of the Fenland Health and Wellbeing Action Plan for 2015/16.

- **Fenland Health and Wellbeing Strategy** – raise awareness of and implement the action plan with a focus on bringing financial support into Fenland to achieve the strategic priorities.
- **Better Care Fund** – continue to support the better care fund priorities and work streams and develop opportunities for service transformation within Fenland. For example the Multi-Disciplinary team model for older people's social care.

- **Area Golden Age**

- Work more closely with local GP surgeries and patient participation groups
- Develop further cross working with Leisure in Kurling events in Community
- Can the programme be extended to capture hidden talents of older people through volunteering opportunities to help bridge the gap between preventative work and older people's services to build Community Capacity and tackle loneliness for social and mental wellbeing?

- **YDC**

- Promote the YDC Grant more effectively to all community youth groups to ensure a more diverse range of applications
- Raise the profile of the YDC in schools and the wider local community by regularly visiting the schools and attending other community based events for young people
- Encourage other schools such as Meadowgate/establishments such as YPM to have a regular presence on the YDC ensuring a wider range of experiences and opinions

- **Housing Options**

- Promoting the Court Desk service more widely, working closely with CAB
- Offering joint visits with Social Housing Providers who have tenants close to eviction.

- **Private Sector Housing**

Continuation of Operation Pheasant activity

3Cs Summary

April 2014 to January 2015	Service Requests	Compliments	Correspondence	Complaints	Total	Comments (Trends, action taken to resolve, etc)
Benefits	7226	2	3	12	7243	The 12 complaints were all regarding customers who were unhappy with the amount of benefit received. In all cases this had been calculated correctly in accordance with legislation. In each case we explained the basis of the calculation in more detail.
Community Support – Golden Age Fairs		7	0	0	7	
Community Support – Young People		1	0	0	1	
Housing Options & Private Rented Sector		2	2	8	12	ISSUES SUMMARISED Does not like the way the homeless procedure works and felt this made him ill, Complaint about wrong information being given out by Housing Options Team Not liking the homeless procedure to be re housed Complaints about staff RESPONSE All complaints were dealt with at Stage 1 and did not escalate to Stage 2. The key issue has been that sometimes Officers have to deliver messages that the customer does not like or want to hear. Much of this centre on what the Council can do through its statutory responsibilities which sometimes do not meet the expectations of the customer.
Private Sector Housing		0	0	4	4	ISSUES How HMO Visits were carried out Follow on complaint re license of a Traveller site Problems with drainage RESPONSE In all cases the issues were investigated and the response given

April 2014 to January 2015	Service Requests	Compliments	Correspondence	Complaints	Total	Comments (Trends, action taken to resolve, etc)
						did not lead to a complaint going to stage 2. There were no changes implemented in our approach in response to the complaints made.
Leisure – George Campbell		0	16	5	21	General comments or complaints focus on the poor quality swimming pool changing facilities – being modernised at present.
Leisure - Hudson		2	16	10	28	Membership administration issues Sport hall noise following flood as exercise classes were transferred into the hall Pool swimming lanes
Leisure – Manor		1	32	7	40	Fitness class equipment requirements and customers not sharing Pool changing room comments
Leisure – Chatteris		0	5	4	9	Music type / volume in the gym Variety of fitness classes School car park condition
Leisure Staff		10	4	3	17	Quality of customer care generates positive messages, particularly fitness instructors or swimming instructors.
Special Projects (Energy)		1	1	1	3	Relate to winter warmth campaign, enquiries and a thank you for grant allocated. Complaint related to misinformation given to a customer by a contractor. This matter was resolved and contractors working for the national grant scheme at that time were briefed again.
Total	7226	26	79	54	7385	