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|-----------------|-----------------------------------------------------------------------|------------------------------------------------------------------------------------|
| Agenda Item No: | 5 |  |
| Committee: | Overview & Scrutiny | |
| Date: | 7 September 2015 | |
| Report Title: | Progress in Delivering the Environment Corporate Objectives 2015-2016 | |

Cover sheet:

1 Purpose / Summary

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

2 Key issues

Particular successes are:

- 56% of our household waste is being diverted from landfill by either recycling or composting
- 92% of all rapid response or village response requests are being actioned either the same or next day
- 100% of inspected streets are meeting our cleansing standards
- The development of the Stage 2 Heritage Lottery Bid for Wisbech High Street is progressing well
- Relocated bus station to a new facility in Whittlesey
- Launch of a Flytipping & Waste Campaign and a Foot & Paw Prints Dog Fouling Campaign
- There are now 23 Street Pride groups, made up of over 300 volunteers
- Green Flag awards for St Peter's Church Gardens and Wisbech Park maintained
- St George's Fayre and Chatteris Midsummer Festivals both successfully delivered
- The Community Safety Partnership has agreed a new work 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 Peter Murphy, Portfolio Holder for Environment Councillor David Oliver, Portfolio Holder for Community Safety & Heritage |
| Report Originator(s) And Contact Officer (s) | Richard Cassidy - Corporate Director richardcassidy@fenland.gov.uk Gary Garford - Corporate Director garygarford@fenland.gov.uk |
| Background Paper(s) | Corporate Plan 2015-2018 |

Overview & Scrutiny

Update against the Environment Priority

April to July 2015

Portfolio Holders



**Councillor
Peter Murphy**
Portfolio Holder for
Environment



**Councillor
David Oliver**
Portfolio Holder for
Community Safety &
Heritage

CORPORATE PLAN AREA: Environment

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

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

| Description | Target 15/16 | Achieved (Apr-July) 15/16 | Cumulative for 15/16 | Variance |
|------------------------------------------------------------------------------------|--------------|---------------------------|----------------------|----------|
| Performance Measure | | | | |
| LPI ES3 % of FDC's household waste diverted from landfill (recycled and composted) | 51% | 56% | 56% | |

| April – July Comparison | 2013/14 | 2014/15 | 2015/16* |
|-------------------------|------------|------------|------------|
| Total tonnage | 14,630 | 15,607 | 14,652 |
| Dry recycling | 2,900 | 2,980 | 2,857 |
| Compost | 5,069 | 5,747 | 5,400 |
| Combined % | 55% | 56% | 56% |

The figures above demonstrate that whilst our customers are producing less waste overall than last year, they are recycling a similar proportion of it.

The growing season dictates the amount of material picked up for composting and usually produces higher levels of recycling this time of year. The forecast for the end of year is on target at around 51%.

In early 2015 it was recognised, through free consultant support, that Fenland's blue bin recycling lagged behind that of neighbouring authorities and that there remains up to 2,000 tonnes of readily recyclable material in customers' green bins. As a result, Cabinet approved an investigation in to how best to improve Fenland's recycling performance. A project has commenced that uses a range of communication means across 32 trial areas to evaluate changes in behaviour. Initial results on these trial areas will form reports later in the year.

This work also links to a county wide partnership project to ensure, through increased monitoring and targeted messages, that the compost produced from brown bin materials is of good quality.

*These figures are provisional and are potentially subject to minor change.

| Description | Target 15/16 | Achieved (Apr-July) 15/16 | Cumulative for 15/16 | Variance |
|--------------------------------------------------------|--------------|---------------------------|----------------------|----------|
| Performance Measure | | | | |
| MPI ES2 - % missed bins collected the next working day | 92% | 86% | 86% | |

Missed Collections

| 2015/16 | Apr | May | Jun | Jul | Total |
|--------------------|------------|------------|------------|------------|------------|
| Reported | 246 | 214 | 222 | 324 | 1006 |
| Collected next day | 207 | 189 | 203 | 265 | 864 |
| Percentage | 84% | 88% | 91% | 82% | 86% |

| 2014/15 | Apr | May | Jun | Jul | Total |
|--------------------|------------|------------|------------|------------|------------|
| Reported | 202 | 245 | 257 | 266 | 970 |
| Collected next day | 189 | 202 | 232 | 219 | 842 |
| Percentage | 94% | 82% | 90% | 82% | 87% |

Numbers of reported missed collections remain around 250 each month on average, and around 12 each working day from the 13,000+ potential collections a day.

All missed collections are returned to, and 86% of these were the following working day, but pressure at peak times and operational issues, such as road closures, have meant that performance is below target for the first 4 months of this year. The performance is broadly similar to the same period last year.

| Description | Target 15/16 | Achieved (Apr-July) 15/16 | Cumulative for 15/16 | Variance |
|-----------------------------------------------------------|--------------|---------------------------|----------------------|----------|
| Performance Measure | | | | |
| MPI ES40 % of waste collections performed on allotted day | 99.4% | 100% | 100% | |

Following continued work on collection routes behind the scenes, this performance measure is much improved on the same period last year, with all scheduled rounds completed in April and May.

To date this financial year there have been only 2 occasions when rounds weren't fully completed, compared to 11 occasions in the same period last year.

Both occasions this year were as a result of traffic problems, in Wisbech and on the A47, when diverted traffic prevented crews from returning quickly to collections in surrounding areas.

The flexibility of the collection teams and their willingness to work together to complete their daily collections has ensured that the range of usual operational issues encountered have not had any significant impact on our customers.

The team has also made extensive use of logistics software to maintain round efficiencies as property growth takes place around the district. However, it is recognised that there is little further scope for absorbing growth into the existing round arrangements and work is underway to identify options for growth as part of a review of our waste strategy.

What do our customers say?

| Description | Baseline | Target 15/16 | Achieved (Apr-July) 15/16 | No of customers satisfied (Apr-July 15/16) | % 15/16 | Variance |
|------------------------------------------------------------------|----------|--------------|---------------------------|--------------------------------------------|---------|----------|
| LPI ES4 – Customer satisfaction with refuse & recycling services | | 90% | Not yet available | Not yet available | | |

The data for the first period of this year is due to be collected in July and the results are scheduled for August. There are 2 customer feedback processes undertaken each year to provide a spread of opinion about the service, each sample is of 500 properties taken at random across the district. Any feedback is investigated and fed back to frontline staff.

The most recent public feedback, completed in March 2015, achieved 98% satisfaction from the 319 responses received to the 1,000 questionnaires sent out. Of these, 314 were satisfied or above with the service provided.

Feedback was very complimentary overall with the main issue being bins not being put back to the place they were taken, which has been the subject of discussion with crews to target improvements.

CORPORATE PLAN AREA: Environment

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

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

| Description | Target 15/16 | Achieved (Apr-June) 15/16 | Cumulative for 15/16 | Variance |
|------------------------------------------------------|--------------|---------------------------|----------------------|----------|
| Performance Measure | | | | |
| MPI ES9 Income generated through recycling materials | £350,000 | £82,747 | £82,747 | |

This measure monitors the income created from blue bin and other dry recycling collections that is used to support service costs.

It is based any income received for the processed recyclate, , recycling credits paid to Fenland by Cambridgeshire CC (who have not had to dispose of the blue bin waste) and local recycling banks.

The majority of this income is currently from recycling credits because the downturn in global markets for recycling and the closure of several paper mills in the UK has resulted in a decrease in the value of recyclable materials and therefore impacted on our income.

On average across the 3 months April to June, for which there are figures, each tonne of dry recycling collected has resulted in an income to support services of just over £35.

CORPORATE PLAN AREA: Environment

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

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

| Description | Target 15/16 | Achieved (April - July) 15/16 | Cumulative for 15/16 | Variance |
|------------------------------------------------------------------------|--------------|-------------------------------|----------------------|----------|
| Performance Measure | | | | |
| LPI ES1 – Rapid or Village Response requests actioned same or next day | 90% | 92% | 92% | |

Response to requests for service

| April – July | Requests | Met | % |
|--------------|----------|-----|-----|
| Chatteris | 37 | 34 | 92% |
| March | 98 | 90 | 92% |
| Villages | 115 | 108 | 94% |
| Whittlesey | 63 | 48 | 76% |
| Wisbech | 232 | 219 | 94% |
| Overall | 545 | 499 | 92% |

The performance of the rapid response and cleansing teams in the first 4 months of the year is on target, although a number of vacant posts in the team and operational issues did have some impact on local performance. The service operates 7 days a week and the performance target is that 9 out of 10 requests for litter, fly tipping or similar services are responded to by the end of the following day.

| Description | Target 15/16 | Achieved (Apr-July) 15/16 | Cumulative for 15/16 | Variance |
|------------------------------------------------------------------------------------------------------|--------------|---------------------------|----------------------|----------|
| Performance Measure | | | | |
| LPI ES2 - % of inspected streets meeting our cleansing standards (including graffiti and flyposting) | 93% | 100% | 100% | |

| Town area (including villages and environs) | Inspections carried out | Standards met | Overall Performance |
|---------------------------------------------|-------------------------|---------------|---------------------|
| Chatteris | 112 | 112 | 100% |
| March | 38 | 38 | 100% |
| Whittlesey | 120 | 120 | 100% |

| | | | |
|---------------|------------|------------|-------------|
| Wisbech | 126 | 126 | 100% |
| Totals | 396 | 396 | 100% |

The maintenance of cleansing standards across Fenland is measured through random inspections performed by Street Scene Officers. These target a range of land use types, Monday to Saturday, and cover all wards. The results for the first 4 months demonstrate that cleansing standards have been of an acceptable standard on all 396 inspections made so far.

The lower average number of inspections in the area of March is as a result of ward variations from month to month. As all wards are inspected across the course of the year an equal number of inspections will follow.

What do our customers say?

| Description | Baseline | Target 15/16 | No of customers questioned (Apr-July 15/16) | No of customers satisfied (Apr-July 15/16) | % 15/16 | Variance |
|-----------------------------------------------------------|----------|--------------|---------------------------------------------|--------------------------------------------|---------|----------|
| MPI ES10 – Community satisfaction with cleansing services | | 80% | Not yet available | Not yet available | | |

The data for this PI is not programmed to be collected until August and will be for the first period of this year. There are usually 2 customer feedback processes undertaken each year to provide a spread of opinion about the service.

Last year the overall performance of public opinion achieved 89% from 203 responses to 1000 questionnaires sent out. Of these 180 were satisfied or above with the service provided.

Feedback was very complimentary overall, with the main issues being about dog fouling, which has been the subject of a targeted project by the Street Scene team to improve.

CORPORATE PLAN AREA: Environment

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

Corporate Plan Action: Work with key stakeholders to deliver an advanced waste partnership in Cambridgeshire and Peterborough

| Description | Action | Achieved |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|----------|
| Performance Measure | | |
| Cambridgeshire future waste partnership work | Deliver individual work streams | |
| <p>The Cambridgeshire Waste Partnership, RECAP, is a long standing and highly successful partnership of the Cambridgeshire authorities including Peterborough. The partnership works collaboratively for the benefit of all parties and in the last year has successfully delivered a jointly procured contract for the transport and sorting of blue bin recycling materials, along with joint public recycling education and vehicle procurement.</p> <p>Fenland has been involved in and benefitted from all of these work streams, along with countywide service development and investigative work around cross border working and modelling future waste services.</p> | | |

| Description | Action | Achieved |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------|
| Performance Measure | | |
| Joint contract performance update | | |
| <p>The jointly procured contract to transport and sort materials collected in customers' blue recycling bins commenced in November 2014.</p> <p>This contract, with its built in profit share, has offered Fenland some protection from the recent downturn in the value of recycling materials.</p> <p>When compared to the previous contract, the new arrangements have saved the Council £57,000 in the first 4 months of this year.</p> <p>Material markets have shown some evidence of recovery and there is potential for this contract to deliver income to the council in addition to the recycling credits paid by the County Council for each tonne of material diverted from landfill.</p> | | |

CORPORATE PLAN AREA: Environment

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

Corporate Plan Action: *Deliver the Streets Ahead Action Plan to improve the appearance of the Fenland streetscene, including dilapidated buildings, via working with property owners, funders and local partner groups*

| Description | Action | Achieved |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|----------|
| Performance Measure | | |
| Street Scene Enforcement Project | Number of identified properties repaired / refurbished / breaches remedied | |
| <p>Heritage Lottery Fund Bid for Wisbech</p> <p>The development of the Stage 2 Heritage Lottery bid is progressing well. In recent weeks a consultant appointment has been made for the drafting of a new Conservation Area Character Appraisal & Management Plan (CAAMP) for Wisbech. This work will result in a new CAAMP being adopted for the town by the end of the year in advance of the stage 2 HLF bid deadline.</p> <p>Following interviews of two nationally renowned Architectural practices, Haverstock have now been appointed to undertake and lead the design team inputs, with Conservation Architect, Rena Pitsilli providing expert input for some buildings.</p> <p>The majority of property owners have been engaged and it is encouraging to see their cooperation with the overall scheme.</p> <p>Consultation was carried out at the recent Rose Fair and a full interactive consultation event was carried out in the Market Place on 6 August 2015. A summary of feedback, once analysed, will be reported in the next briefing report</p> <p>The monthly Consultative Group continues to meet to progress and inform the project.</p> <p>Renaissance Project</p> <p>The renaissance project remains an important part of the Council's intervention work with property owners and developers. Late in 2014 the uptake of grant was slow due to a downturn in development, however this year so far several expressions of interest in shop front repair grants have been received for March town over the last month.</p> <p>Grant aided repair works continue to advance within the context of several longstanding dilapidated buildings district-wide.</p> | | |

Walkabout Log

Good progress has been made with the various property related sites that were identified back in August 2013. To date, the following achievements have been made:

- Total number of property cases is 84
- Total number of property cases completed to date is 27
- Total number of removed cases is 3 (those being dealt with under dangerous structures and buildings at risk)
- Total number of active cases is 54, where officers are proactively progressing

- Total number of streetscene cases is 44
- Total number of streetscene cases completed is 38
- Total number of active cases is 6, where officers are proactively progressing

Officers continue to progress the outstanding properties.

A key property of local concern is Constantine House in Wisbech. Under a Section 215 Notice this property has been 75% repaired. However, works ceased in May 2015 and after concerted efforts to engage with the owner, he has agreed to recommence works with a scheduled completion of the end of September 2015.

The Council believe that given these circumstances the Courts may not look favourably on legal action by the Council given the extensive works done by the owner to date and his renewed commitment to finishing the project.

The Council's enforcement team will be actively monitoring progress to ensure the recommencement and completion of works. Should the Owner not deliver then the Council would look to pursue the matter through the Courts.

Attached at Appendix A is a further, more detailed update on the work carried out so far.

| Description | Target 15/16 | Achieved (month) 15/16 | Cumulative for 15/16 | Variance |
|----------------------------------------------------------------------|--------------|------------------------|----------------------|----------|
| Performance Measure | | | | |
| Inspect FDC car park assets within market towns on a 6-monthly basis | 100% | N/A | N/A | N/A |

The next round of inspections is scheduled for September, prior to the winter period.

Previous inspections were undertaken in March 15 and all noted defects were addressed.

Ad-hoc inspections are undertaken as defects are reported and any other issues observed are addressed at that time, ensuring car parks remain safe and functional.

| Description | Action | Achieved |
|--------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|---------------------|
| Performance Measure | | |
| Manage the operation and maintain FDC owned public car parks | Effectively manage, maintain and improve FDC car park assets safe and fit for purpose for the benefit of the public | See narrative below |

City Road, March

The drainage channels in City Road car park dated back to 1995 and have become an ongoing safety issue. New units have been installed which improve both surface water drainage and pedestrian safety by removing trip hazards. The new channels are also stronger and designed to resist damage caused by HGVs associated with fairs and events. Further similar works are planned in the future.

Before and after images:



Queen Street, Whittlesey

Brick wall on the boundary of in Queen Street Whittlesey car park had become dangerous and leaning. The wall was taken down to foundation level and reconstructed using reclaimed bricks addressing the health and safety issue. The reconstruction works where undertaken with the minimum of disruption to car park users and the adjacent property owner, who is very happy with the finished result.

Before



After



Station Road, Whittlesey

The existing FDC footpaths adjacent to the Station Road Whittlesey car park were in a poor state of repair with many trip hazards. Additionally the absence of kerbs to distinguish between footpath and parking areas caused pedestrian vehicular confusion and conflict.

New kerbs which help to define both footpath and car parking areas reducing pedestrian/ vehicle conflict whilst removing all trip hazards and providing a safe place for pedestrians to cross.

Works now provide safer pedestrian access to local amenities and has removed a number of health and safety issues associated with illegally parked vehicles and trips. The works were undertaken over four days with 50% of the car park remaining in use throughout the duration.

Grosvenor Road, Whittlesey: By relocating the recycling bins and removing the overgrown vegetation 5 additional bays created and overall appearance vastly improved. A contribution by Whittlesey Town Council assisted further aesthetic improvements, by removing overgrown tree and shrub vegetation and laying the area to grass.

City Road Lorry Park, March

The removal of the defective street furniture will help to reduce the ongoing maintenance liability of FDC street furniture assets whilst the new surfacing has alleviated numerous trip hazards and improved the overall appearance and accessibility for pedestrians.

| Description | Action | Achieved |
|----------------------------------|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance Measure | | |
| Car park refurbishment programme | Undertaken project to relocate buses from Whittlesey Market Place to new facility in Grosvenor Road | Completed Grosvenor Road Whittlesey bus station, which incorporated improvements to Grosvenor Road car park and access road, together with enhancements to Whittlesey Market Place. |

The concept for the project was initially developed by the local regeneration forum to allow the Market Place to provide the opportunity for it to be used more as a community space and allow food and drink establishments which front the space to spill out and create a more alfresco offer to customers.

Cambridgeshire County Council provided the funding for the project, which was delivered by FDC on their behalf. The scheme included the creation of a new bus station in Grosvenor Road on part of the FDC car park, the demolition of the former FDC toilet block and the creation of an additional parking area where the toilets stood. The car park and access road was enhanced as part of the works and the overall capacity of the refurbished car park only varied by one space less from the old layout. This was further offset by improvements to the north car park adjacent to the A605 where 5 new spaces were created by relocation the recycling bins.

Having relocated the buses from the Market Place the dedicated pedestrian area was protected by new planters and a new location created for taxis. The space however remains flexible and available for markets, fairs and other activities.

Completed bus station



Completed car park and access road



Enhanced Market Place following relocation of buses



| Description | Action | Achieved |
|-----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|---------------------|
| Performance Measure | | |
| Manage and maintain highway related assets and infrastructure (street furniture, footway lighting, bus shelters, etc) | Effective and efficient management & maintenance of assets for the benefit of the public which are safe and fit for purpose | See narrative below |

Street Name Plates

Street name plates routinely become damaged from vehicular collision or simply deteriorate through age. The latest batch of 26 were completed between May and June.

East Park Street Bus Shelter, Chatteris

Bus shelters occasionally get damaged by vehicular collisions and require repair or replacement. The replacement of the end panel was undertaken in June.

| Description | Action | Achieved |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|------------------------------------------------------------------|
| Performance Measure | | |
| Street lighting improvements | Replacement of defective FDC and Parish street lighting assets | Replacement of Parish Category 1 defective street lights ongoing |
| <p>In accordance with FDC Cabinet decision in December 2014, arrangements were made for the replacement of all Parish category 1 street lights. These works are in the process of implementation. A letter to all Parish Councils is being dispatched in late August detailing the cat 1 and cat 2 street lights, along with financial contributions. A report summarising the situation will be submitted to September Cabinet.</p> | | |

CORPORATE PLAN AREA: Environment

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

Corporate Plan Action: ***Deliver the Street Scene Officer service and a fair approach to enforcement of environmental standards across the district through education, guidance and the appropriate use of the Council's powers***

| Description | Target 15/16 | Achieved (April-July) 15/16 | Total memorials inspected 2015/16 |
|-------------------------------------------|--------------|-----------------------------|-----------------------------------|
| Performance Measure | | | |
| MPI ES16 – Memorial inspections completed | 5,000 | 1627 | 1627 |

Inspections are carried out based on a planned programme of memorials.

Cemeteries included are: Mount Pleasant, General Cemetery Wisbech, St Mary's Wisbech, New Road, Meeks, St Peters & Pauls Chatteris, Doddington, Walsoken, Station Rd, St Wendreda's March, All Saints Elm, St James Newton, St Nicholas Manea. The inspection programme met its target for 2014/15 and is on target for 2015/16.

Memorials deemed to be unsafe are referred to the Council's grounds maintenance contractor. The contractor makes the memorial safe and the person responsible for the memorial is informed so that they can arrange for a repair.

| Description | Target 15/16 | Achieved (April-July) | Cumulative for 15/16 | Variance |
|----------------------------------------------|--------------|-----------------------|----------------------|----------|
| Performance Measure | | | | |
| MPI ES39 – Hours spent on active town patrol | 4,000 | 1469 | 1469 | |

Currently the team is averaging 362 patrol hours per month, which is on target for exceeding the annual figure of 4000.

| Town | April | May | June | July |
|-------------------|------------|------------|------------|------------|
| March | 97 | 97 | 91 | 72 |
| Wisbech | 122 | 112 | 120 | 116 |
| Whittlesey | 74 | 74 | 81 | 76 |
| Chatteris | 72 | 62 | 75 | 68 |
| Rural | 14 | 17 | 14 | 15 |
| Total | 365 | 345 | 367 | 332 |

Whilst out on active patrol, Streetscene Officers will undertake routine inspections / identify issues for action, such as fly tipping, abandoned vehicles, cleansing issues, damaged street furniture.

Issues change from location to location.

Predominant issues in Wisbech include accumulations of waste being left in bin store areas, outside properties and in alleyways.

In Whittlesey issues include fly tipping and dog fouling.

In Chatteris there has been a focus on dealing with issues associated with vacant premises and areas where development is underway.

In March fly tipping, waste issues and car parking enforcement are a focus.

A new system is now being used to capture Streetscene Officer's work. The system will provide better data for the team in relation to the type and number of issues and ensure swift resolution to community issues.

An example of the type of work captured by this new system during July is below:

- The team have received 17 abandoned vehicle reports. All were removed by third parties. We have also intervened and resolved 7 nuisance vehicle enquiries.
- 30 reports relating to issues with our open spaces have been referred to the grounds maintenance contractor.
- 24 issues have been reported to the Highways team at Cambs County Council relating to weeds, potholes, damaged kerbs and private dwellings greenery overhanging the highway.

- 28 requests have been sent to the cleansing team to request litter picks or empty overflowing bins
- 8 incidents of broken street furniture have been reported to the Assets & Projects team.

| Description | Action | Achieved |
|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|----------|
| Performance Measure | | |
| Progress against planned enforcement campaigns targeting dog fouling, litter and parking | Fly Tipping and Responsible Waste Disposal campaign Summer Dog Fouling Awareness Campaign | |

Fly Tipping & Waste Campaign

In November 2014 a campaign was launched to raise awareness of business' responsibility under waste legislation. The project has involved a community awareness raising campaign using press coverage to raise the profile of fly tipping, one issue which is contributed to by a lack of appropriate waste collection arrangements.

A series of programmed business visits are undertaken each month to check waste collection provisions. Since January this year, 4 notices have been issued to request paperwork which was not available at the time of the visit and one commercial waste Fixed Penalty Notice has been issued and the £300 fine paid. These visits continue and where waste provisions are not in place, fixed penalty notices will be served.

Work to tackle fly tipping has been increasingly successful throughout 2014/15 and continues into 2015/16.

In January 2015 Streetscene Officers were provided training on the deployment of cameras to tackle fly tipping. Shortly afterwards the Magistrate's Court approved an application to deploy the cameras at a hot spot location.

In addition 35 new signs were put up at hot spot locations across the district. Fly tipping reduced at these locations.

During the 3 months cameras were deployed no fly tipping took place in the monitored area. A new location is now being monitored using cameras, following court approval.

In June and July, officers have received further training in taking statements and undertaking recorded interviews and presenting evidence ready for court prosecutions. This training has enabled the team to deal more efficiently with the increase of information being referred by members of the community about potential fly tipping taking place.

Two suspected fly tippers have been summoned to Peterborough Magistrates' Court. These cases are yet to be heard.

Foot and Paw Prints Dog Fouling Campaign

During Spring 2015 a campaign was launched to further raise awareness of the issue of dog fouling. The campaign is being led by the community and provides opportunities for the community to get involved. Dog fouling remains a community issue for all areas of Fenland.

This campaign works in partnership with the local Police Community Campaign 'Paws on Patrol'. Working in partnership has provided an opportunity to double resources and share information about areas of concern.

Work with the community has seen us approach 2 primary schools, Alderman Jacobs in Whittlesey and Glebelands in Chatteris. Students were asked to join in with the Dog Trust's national campaign, 'Be a Scooper Hero' and design an anti-dog fouling poster. The winning art work was made into posters which will be displayed around the town displaying the message, "The children of.... say..." this has a more powerful message rather than dog walkers being told to act responsibly by the Council.

3 press articles in both local papers and online have been released to raise the profile about the campaign. These have focused on the launch of the campaign and the work that we have been doing so far.

Fenland's open spaces have been the focal point of the campaign, with test spraying being carried out in Chatteris open spaces. Foot and paw prints have been sprayed onto the leading to bins. The paint used was a brightly coloured temporary paint and matching dog bin stickers tied in the message. Users of the open spaces were very complimentary about our efforts to try something new and reinforce the message that general waste bins can be used for dog waste.

Enforcement patrols continue and community engagement has provided evidence about those who may not be picking up after their dogs. A number of investigations have taken place one of these has led to a fixed penalty notice being served.

The campaign will move on to the other towns throughout the late summer and autumn.

Enforcement Activity

| | April | May | June | July | Total |
|--------------------------------------|--------------|------------|-------------|-------------|--------------|
| Littering FPN | 4 | 3 | 1 | 2 | 10 |
| Parking FPN | 6 | 4 | 6 | 4 | 20 |
| Dog Fouling | 0 | 0 | 0 | 1 | 1 |
| Waste – request for documents | 2 | 0 | 2 | 0 | 4 |

CORPORATE PLAN AREA: Environment

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

Corporate Plan Action: Ensure properly maintained open spaces, in partnership with The Landscape Group and community groups such as Street Pride, In Bloom and 'Friends Of' groups, including maintaining existing Green Flag awards for Fenland parks

| Description | Target 15/16 | Achieved (April – July) | Cumulative for 15/16 | Variance |
|------------------------------------------------------------------------------------------|--------------|-------------------------|----------------------|----------|
| Performance Measure | | | | |
| LPI EH1 – Number of Street Pride and Friends Of community environmental events supported | 204 | 92 | 92 | |

A large number of events have taken place over the past year with the range of volunteers increasing.

Street Pride also now supports In Bloom and Friends Of Groups, making sure everyone is able to access the same level of support / grants and wider volunteering opportunities across Fenland and the county.

There are now over 300 volunteers, constituting 23 groups throughout Fenland who are supported by the Council. There will be a 10 year celebration of the successful Street Pride initiative in October 2015.

In June, a new Street Pride group for Tydd St Giles was constituted and there are around 20 active members in this group.

Interest for a group in Wisbech, Waterlees ward is growing and support is being given to generate more interest.

Over the past 12 months, as well as regular work party dates, a number of additional events have been organised by the groups ranging from promotional stalls to partnership events such as the Street Pride and Fire Service event held in Manea.

| Description | Action | Achieved |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Performance Measure | | |
| Progress against Street Pride Plan | Priority 1: 'helping groups work together / grant funding' Priority 2: 'Support for groups by varied Council services' Priority 3: ' Increased partnership working' Priority 4: 'Opportunities to involve more young people' Priority 5: 'Increasing sustainability and resilience' | |

The current Street Pride plan was developed in 2015 and will be refreshed in early 2016 following the Celebration event in October this year. This event is used as an opportunity to consult with all of the groups and capture their priority areas for the following year.

The 2015/16 Street Pride plan focuses on how the Council will support groups in 5 key areas. Progress during April- June include:

Priority 1 – Sourcing funding - One special community project has received grant funding so far in this financial year, to create a sensory garden.

Priority 3 – Working with partners - The community payback team have provided significant support to volunteer groups leading up to the In Bloom competition. The team are in demand from many groups needing assistance with painting, weeding and general maintenance to projects.

Priority 5 – Increasing sustainability and resilience of groups - A '5 Steps to effective health and safety risk assessments' training course was held with 17 volunteers from across 12 groups attending.

Groups have also been revising their pledges (action plans) from last year and those groups that the Co-ordinator has recently started working with are compiling their own pledges for 2015/16.

| Description | Action | Achieved |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|----------------------------------------------------------------------|
| Performance Measure | | |
| Green Flag awards | Maintain green flag accreditation | 2 Green Flags retained in St. Peters Church Gardens and Wisbech Park |
| <p>The Green Flag accreditation for St. Peters Church gardens, as well as Wisbech Park, have been retained through the work of the local Friends and Street Pride groups, FDC's open spaces team and our partner TLG,</p> <p>The Green Flag Award scheme is the benchmark national standard for parks and green spaces in the UK; parks are judged against 8 criteria to see if they meet the standard.</p> <p>It was first launched in 1996 to recognise and reward the best green spaces in the country. It continues to provide the benchmark against which our parks and green spaces are measured.</p> | | |

| Description | Action | Achieved |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------|
| Performance Measure | | |
| In Bloom Awards | | |
| <p>The judging for this year's Anglia In Bloom competition took place in July and August. Local community groups have showed considerable commitment to ensuring that their town or village is blooming this summer.</p> <p>The Council and contractors, TLG, support this community work in the run up to the judging. Fenland on the whole continues to improve entries year on year and this reflect the pride the local community has in making sure where they live stands out.</p> <p>Results of the competition will be announced at a formal awards event in September.</p> | | |

| Description | Action | Achieved |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------|
| Performance Measure | | |
| Grounds maintenance | | |
| <p>Enhancing open spaces in Fenland This year planned enhancements to the open spaces in Fenland include:</p> <ul style="list-style-type: none"> • Manor Play Area, Whittlesey Removal of the old (28+ years) play area, with a relocation of a new play area | | |

to the space between the two Manor Centre buildings. This ensures that CCTV is monitoring the play area, as well as having the skate park and car parking adjacent to the new park. Finally, the leisure centre is open to park users to use facilities.

This £100,000 play area features varied activities for all ages from toddlers up to teenagers. For the first time in Fenland, the play equipment also includes an electronic element – something that captures the imagination of young minds.

Funding for the play area came from FDC, Whittlesey Town Council and WREN.

- **Footpath Improvements**

Over the years footpaths erode and require repair or replacement. Since April the Council has spent £71,000 within several of Fenland's open spaces, including cemeteries, on footpath improvements. Results are excellent with the improvements expected to last some time.

The areas improved include:

- The Crescent, Wisbech
- Whittlesey Cemetery
- Chatteris Cemetery
- The Avenue Recreation Ground, March
- Gaul Road Recreation Ground, March

- **Wenny Recreation Ground – skate Park and pathway**

For some time, residents around Wenny Rec' in Chatteris have wanted a path from the far end of the open space up to the entrance near the school. The Council has been working with the County Council to add this improvement into the space. A wide path, suitable for cycling and walkers together, will be added over the next few months. This will ensure that the area is far easier to access during the wetter, winter months.

Funding from Section 106 and a recently successful WREN bid for £75,000 has ensured that the skate park project can now proceed. Input and consultation with local young people has led the design of the skate park. Works will begin late in the summer, with the project taking around 2 months to complete.

- **Wisbech Park Bandstand**

Another successful WREN bid for £35,000 means that renovation works to the bandstand have now progressed to the procurement stage. Work should begin in early Autumn, improving this important asset within Fenland's largest community park.

Grounds Maintenance

The partnership with TLG continues to run smoothly, with support from TLG for In Bloom work proving invaluable.

Where issues have arisen, the contractor is responding promptly to these to maintain high levels of community satisfaction.

A key aspect of the contract is grass cutting. This aspect of the grounds maintenance contract across Fenland is being carried out to schedule, resulting in well maintained open spaces.

A New Grounds Maintenance Contractor

Over the past six months officers have been working to procure a grounds maintenance contractor to continue the work when the current contract with TLG expires on 1 November 2015.

Due to the size of the contract, procurement has taken the form of an OJEU (Official Journal of the European Union) process. The Council offered two options of:

1. Grounds maintenance only
2. Grounds maintenance and cleansing services

Following a formal, comprehensive and transparent process, the Council has decided that the most economically advantageous tender to accept was that of grounds maintenance only, with ISS World the successful bidder. The Council is putting in place contractual arrangements to ensure a smooth transition from TLG to ISS in November.

The cleansing service will remain in-house, with a number of efficiencies identified by the team as part of this procurement process being put in place.

What do our customers say?

| Description | Baseline | Target 15/16 | No of customers questioned April - July 15/16 | No of customers satisfied April - July 15/16 | % 15/16 | Variance |
|-------------------------------------------------------------|----------|--------------|-----------------------------------------------|----------------------------------------------|---------|----------|
| LPI LS2 - % of those asked satisfied with FDC's open spaces | 81% | 84% | 157 | 131 | 83% | |

Street Scene Officers continue to ask customers what they think of Fenland's open spaces as part of their varied daily work. Satisfaction is on track to achieve the target this year, with improvements such as the Manor play area boosting community satisfaction.

Issues reported regarding open spaces include dog fouling, which the Council is addressing, as well as more minor issues such as pathways not being smooth or trees needing a trim.

CORPORATE PLAN AREA: Environment

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

Corporate Plan Action: Work with businesses to inform and promote innovative environmental practices through the Green Business Club

| Description | Target 15/16 | Achieved April to June 2015 | Cumulative for 15/16 | Variance |
|--------------------------------------|--------------|-----------------------------|----------------------|----------|
| Performance Measure | | | | |
| Number of Green Business Club Events | 1 | 0 | 0 | |

The Council's Green Business Club was established in 2009. Since this time local businesses have accessed information about services and training available to them via the club's membership list. These businesses are often larger enterprises who are able to support this type of activity and interest.

In 2015/16 an event is planned for small to medium sized enterprises in Fenland. Plans are underway for a business advice forum to be held in November, at which companies can access free and impartial information relating to food safety, health and safety, licencing, commercial waste, water efficiency, fire safety and trading Standards.

| Description | Action | Achieved |
|-----------------------------------------|--------------------------------------------------|----------|
| Performance Measure | | |
| Whitemill Coldham and Glassmoor updates | Support community groups to access grant funding | |

In recent years the Council has negotiated Section 106 funds in relation to wind turbine developments. Funding is made available for communities local to the turbines for projects with environmental benefit.

This year £11,000 has been awarded through the Glassmoor Fund to an innovative environmental project within the catchment of the turbines. Ramsey Mereside Village Association were granted the funds for a wind and solar powered lighting project that would light external communal areas with the added benefit of improving safety.

The Glassmoor Committee, which is made up of local residents, were also pleased to hear during this period that New Road School had also completed the installation of an educational wildlife area for their students, for which they had received funding earlier in the year.

In the past three years alone, over £77,000 has been awarded to community projects

from the Glassmoor and Whitemill funds. The Council is now working with Wimblington and Doddington Parish Councils to initiate a similar grant fund in relations to the Ransonmoor wind farm, which will benefit the local community for 25 years. The inaugural meeting for this fund will take place on 20th October and will involve residents of both villages as committee members.

CORPORATE PLAN AREA: Environment

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

Corporate Plan Action: **Work with town councils and the community to provide market town events, local markets and activities to improve the viability of our town centres, through the Four Seasons events**

| Description | Action | Achieved |
|--------------------------------------------------------|--------------------------------------------|----------|
| Performance Measure | | |
| Community events delivered successfully across Fenland | Deliver four seasons events across Fenland | |

In April the St George's event took place in March, and in June Chatteris Midsummer Festival. Both of these events went very well with around 5000 visitors attending each event.

In particular, the Chatteris Festival was reported in the press to be the most impressive to date owing to £5,000 additional funding which was received from the Arts Council to add to the Mardis Gras festival parades and facilitate pre-event arts activities.

Volunteer committees continue to steer the nature of events, whilst the Council plays a logistical role.

The Council has collaborated with Wisbech Town Council on how to reinvigorate Wisbech Christmas Market; discussions resulted in the Town Council pledging to contribute financially in order that it be held on a Sunday to benefit more of the community.

Preparations for Whittlesey Festival on 6th September are well underway. Visitors to this year's event can look forward to the revered Haverette's all girls marching band and a flypast by RAF Dakota, which have been made possible owing to the committee's fund raising efforts throughout the year.

In relation to the development of the Council's event service, a number of significant improvements have been made. In response to the Council's Channel Shift priority, the event booking process is now available electronically and progress is being made to introduce online payment for the remaining events this year. Better use of electronic processes has also enabled the Council to retain a database of over 400 traders and organisations which can be utilised to develop the quality and nature of future Four Seasons events.

Markets Action Plan Update

Market Forum meetings take place every quarter. The feedback from these events is very useful for both the Council and the traders.

At the March Forum, traders were consulted about the priority areas of concern and development for them and the action plan for 15/16 reflect these areas for development.

The traders requested the following as key areas of focus:

1. Marketing support to increase footfall
2. Promotions from local community groups
3. Support for regulatory issues

Promotions have taken place in April and July and are planned for August and September. These focus on raising the profile of the markets and increasing the footfall. Promotions are in partnership and funded through grants from 20Twenty Productions. These promotions bring street art to the towns by local groups and provide an attraction at the market places.

We have continued with the popular 321 incentive to attract new traders onto our markets. We have also placed an advert in the Market Trade News which is popular amongst traders. Three new traders have joined Whittlesey, March and Chatteris this year.

Website information has been updated and content revised. All information needed to trade at one of our markets is readily available and easy to find. Shoppers are also advised about what they will find at our markets and who the traders are, along with a bit of history about the town. We are also promoting our local markets through our tourism website.

Moving forward we aim to explore the use of continental markets within Fenland and review the location of the March market.

What do our customers say?

| Description | Baseline | Target 15/16 | No of customers questioned (Apr - July 15/16) | No of customers satisfied (Apr - July 15/16) | % 15/16 | Variance |
|--------------------------------------------|----------|--------------|-----------------------------------------------|----------------------------------------------|---------|----------|
| LPI EH4 - % satisfaction with FDC's events | 90% | 90% | 67 | 67 | 100% | |

Questionnaires are undertaken during Four Seasons events, of which two have taken place in this quarter, namely St Georges Fayre and Chatteris Midsummer Festival.

Feedback from the events has been very positive, including satisfaction in activities for children and good organisation. Visitors enjoyed the themed events this year such as Mardis Gras at Chatteris.

Suggestions for improvement included increased bus service to the events.

All feedback is presented to the Four Seasons Committees for their consideration and action.

CORPORATE PLAN AREA: Environment

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

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

| Description | Target 15/16 | Achieved (April - July) 15/16 | Cumulative for 15/16 | Variance |
|--------------------------------------|--------------|-------------------------------|----------------------|----------|
| Performance Measure | | | | |
| Number of incidents recorded by CCTV | 2,000 | 885 | 885 | |

For the 4 months April - July 2015 the Council was able to respond to and detect 885 incidents, compared to 850 incidents during the same four months in 2014.

A breakdown of incidents by town;

Chatteris = 41
March = 129

Whittlesey = 62
 Wisbech = 653

Case study:

The Council team observes persons fighting outside licensed premises; one of the main male offenders is seen heading away from the area after assaulting a male and causing damage to local premises. Police Control is informed and provided with live location updates. As a result one male was successfully arrested for assault and criminal damages.

| Description | Target 15/16 | Achieved (April - July) 15/16 | Cumulative for 15/16 | Variance |
|--------------------------------------------------------------|--------------|-------------------------------|----------------------|----------|
| Performance Measure | | | | |
| Number of positive outcomes as a result of CCTV intervention | 360 | 126 | 126 | |

In the 4 months April to July 2015, the Council was able to achieve 126 positive enforcement outcomes from incidents responded to or detected by use of CCTV. This included arrests for theft shoplifting, drugs, alcohol related disorder and violence.

Here is a breakdown of the positive outcomes achieved and an example of one of the incidents;

Arrests (CCTV led) = 34
 Assisted arrests = 30
 Assisted FPN's / warnings = 62

Here is an example of one of the incidents where the Council supported partner agencies in detecting and reducing crime and anti social behaviour in Fenland.

The Council, during the early hours observes three males near a vehicle in a car park play fighting; males are then observed to be using a possible Class A substance. Police control is informed and local officers attend. The males are checked and searched by police. Two males were arrested for drug offences, thereby helping to tackle drug misuse in Fenland.

| Description | Target 15/16 | Achieved (April - July) 15/16 | Cumulative for 15/16 | Variance |
|----------------------------------------------------------------|--------------|-------------------------------|----------------------|----------|
| Performance Measure | | | | |
| Number of evidential exhibits provided to support prosecutions | 180 | 61 | 61 | |

In the 4 months April to July 2015, the Council was able to provide 61 exhibits to

support both the prosecution of offenders by local enforcement partners and to help identify offenders during crime and incident enquiries.

The Council provided evidence through the following means during April to July 2015;

DVD = 44

Video Print (still) = 17

| Description | Target 15/16 | Achieved (April - July) 15/16 | Cumulative for 15/16 | Variance |
|--------------------------------------------------------|--------------|-------------------------------|----------------------|----------|
| Performance Measure | | | | |
| Number of FDC ASB cases where positive action is taken | 75% | 98% | 98% | |

From 1 April to 31 July 2015, 22 cases were received by FDC, with 21 positive interactions

21 cases were dealt with, within the relevant timescales with positive interaction with relevant parties.

6 cases are still open and being investigated.

Case Study

North Green in Coates had been subject to both off road bike nuisance and substance misuse. Community Safety and the Police conducted patrols in the area and joint visits to the care home where some of the suspects were situated, as well as visiting the parents of those who owned the bikes. The owner of the land they were using to ride on was also contacted to ensure he had not given permission for bikes to be on the land. Engaging with the alleged perpetrators, their parents, the care home and the complainant allowed the issues to be resolved within 8 days. No further issues have occurred in North Green since the case was resolved.

| Description | Target 15/16 | Achieved (April - July) 15/16 | Cumulative for 15/16 | Variance |
|------------------------------|--------------|-------------------------------|----------------------|----------|
| Performance Measure | | | | |
| Number of Safety Zone Events | 3 | 1 | 1 | |

The Wisbech Safety Zone was held during week commencing 22/06/15 and was attended by over 400 students from 13 primary schools in Wisbech and the surrounding areas.

Year 5 students participated in eight different activities, including two new scenarios for water safety and dog safety.

All teaching staff rated the overall event as excellent and agreed that the event tied in with the teaching of the National Curriculum. The feedback from the students who participated shows that they all enjoyed the event and had learnt at least one new fact which will help them stay safe in the future

| Description | Target 15/16 | Achieved (April - July) 15/16 | Cumulative for 15/16 | Variance |
|----------------------------------------------------------------------------------------------------------------|--------------|-------------------------------|----------------------|----------|
| Performance Measure | | | | |
| Number of Community Action Areas identified by the Community Safety Partnership where positive action is taken | 4 | 1 | 1 | |

Lewellen Terrace in Wisbech has experienced fly tipping and fire setting in the alley that separates the street from York Terrace.

The Council conducted street patrols and two community engagement sessions with the local community in order to gather intelligence on the fly tipping issues. Patrols from the Council's Street Scene and Community Safety team have been undertaken at least fortnightly since the case first opened, with the cleansing team visiting daily to remove any waste found.

Fire & Rescue and Police were informed and updated on events. After the first door knocking session only one case of fly tipping was recorded (previously issues had been daily). The second door knocking session allowed us to speak with the majority of residents on York Terrace, providing the Council with feedback that will allow us to progress with resolving this case.

An event was held on the 14th August 2015 to bring the Council's Community Safety, Street Scene, Housing Options team and also includes police's exploitation team and Fire and Rescue. Together they aim to tackle this issue in a multi-agency approach. The wider partnership approach has been developed after the second door knocking session where we suspected that more of the properties on York Terrace were Houses in Multiple Occupation with possible overcrowding and exploitation issues.

Fly tipping and waste education leaflets have been designed and are due to be translated using the local community. We hope to bring 5/6 local businesses together to help translate the leaflet in order to distribute it at the event. 2 translators will be present for the Russian and Lithuanian languages however picture prompts will be used to engage with those who do not speak Russian, Lithuanian or English.

A combination of education, face-to-face engagement and general partner presence. This area will be monitored to ensure the incidents reduce after the engagement events

Partnership Activity

Community Safety Partnership

Progress on Overview & Scrutiny feedback

- You Said : That the plan for the forthcoming year needs to contain measurable actions and specific delivery timescales to enable success to be identified/scrutinised;
We Did: We have revised the action plan (see Appendix B) and would welcome your further feedback as the action plan evolves. A key change made to assist the performance management of the plan is to separate actions between work in progress from that which is in a development phase.
- You Said: That the plan needs to make specific reference to the use of illicit drugs rather than just focussing on alcohol, therefore raising awareness of the associated issues;
We Did: a meeting has been arranged in early Sept to review the action plan to ensure all identified needs are within the plan. This includes O&S feedback and data from CCTV on drug concerns within Fenland.
- You Said : To ensure that young people are engaged in the plan in particular the objectives in relation to road safety via the use of the Youth District Council and Social Media;
We Did: The CSP plan will be tabled and discussed at a meeting of the Youth District Council to gather their views on how it reflects issues that they are aware of in their day to day living.

The CSP and the Youth District Council supports road safety initiatives and is supported by local campaigns that work in secondary schools and are delivered through Road Safety Week; the CSP directly delivers early road safety messages to Yr5 students at the Safety zone events. At Full Council in July the YDC speech emphasised the work they do with regard to Road Safety.

- You Said: To ensure that the training in relation to Domestic abuse/ violence is offered to elected members to enable them to fulfil their community advocacy role;
We Did: The CSP will be developing a training package for community members highlighting awareness, support and reporting methods for the identified issue within communities. Domestic abuse will be one of the areas the training will focus on, along with Prevent (see below) and Child Sexual Exploitation.
- You Said : That the plan for the forthcoming year needs to reflect issues raised by local members, ensuring they have the opportunity to feed into the plan for example the sale of non-prescribed medication;
We Did: The CSP plan continues to work to themes which are having the greatest impact on the Fenland community that are linked to crime & disorder.

Issues raised by local members will be taken into consideration when deciding the CSP themes. All matters found by members that are having a detrimental effect on the community need to be fed into the Police which will then link in to the profiles/assessments that aids CSP action plan development.

- You Said: Ensure that the plan is reflective of national and local issues;
We Did: With the heightening of the threat levels in the UK the CSP supports the PREVENT strand which is 1 of the 4 elements of CONTEST, the government's counter-terrorism strategy. It aims to stop people becoming terrorists or supporting terrorism. Locally we are training frontline officers to improve awareness and provide practical help to prevent people from being drawn into terrorism?
Child Sexual Exploitation is another national issue which we are breaking down into awareness and prevention sessions delivered into Yr10 students in schools using the Chelsea's choice project.
Water safety sessions are now being rolled out across the district on the back of a national campaign, led by the Fire & Rescue and supported at the CSP awareness and prevent school engagements.
- You Said: Ensure that the work of the partnership is promoted more widely via social media, Golden Age fairs to maximise community engagement.
We Did: The CSP communicates with the community via its blog (<https://communitysafetypartnership.wordpress.com/2015/04/09/welcome-to-the-csp-blog/>), newsletter and Twitter feed (@fenlandcsp) which continues to show the work carried out in partnership across the district. The newsletter is also sent to each town and parish council.

CORPORATE PLAN AREA: Environment

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

Corporate Plan Action: Support the Fenland Businesses Against Crime (FENBAC) group to tackle crime against them, including theft, arson and damage to premises

| Description | Target 15/16 | Achieved (April - July) 15/16 | Cumulative for 15/16 | Variance |
|----------------------------------------------------------------------------------------------------------|--------------|-------------------------------|----------------------|----------|
| Performance Measure | | | | |
| Number of new SIRCS members trained (<i>Secure Incident Reporting and Community Engagement System</i>) | 36 | 11 | 11 | |

This system provides a secure and effective online means for businesses, including retail and licensed trade to share information amongst members and partners on offenders and local incidents and concerns.

The system has received a data cleanse and review to ensure it continues to comply with data Protection requirements.

In addition, local training champions will be ensuring that any premises that require training for replaced staff or for new member premises that this is arranged as soon as possible to support the continuation of information sharing on incidents of crime and anti social behaviour amongst the business community.

The total number of active SIRCS members at the end of July is 225.

CORPORATE PLAN AREA: Environment

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

Corporate Plan Action: Support the Fenland Diverse Communities Forum (DCF) to deliver the Fenland Community Cohesion Strategy

Partnership Activity

Fenland Diverse Communities Forum

The Fenland Diverse Communities Forum (DCF) is made up of around 30 partners in the statutory, voluntary, faith and community sectors who agree practical and effective work to build cohesive communities.

Year to date highlights:

Hate Crime

Work has continued to build knowledge and awareness of the 20-plus community reporting centres. Following the launch in March 2015, we have been delivering an ongoing training programme for staff and volunteers to enable people who have been victims of such crimes to report these in a venue in which they feel comfortable to do so. We are now starting to receive reports and as highlighted by Overview and Scrutiny, we recognise we will need to build community confidence to report hate crimes and continue to raise staff awareness at these centres on their role and responsibilities.

Human Trafficking

Human Trafficking Awareness training has also been facilitated to increase awareness of front line professionals of the issues around forced illicit activities, sexual exploitation, child trafficking, domestic servitude, forced labour and organ harvesting. Working with the East of England Local Government Association the Council and the DCF were able to fund this course externally and front line professionals of the partnership were able to attend and benefit from the knowledge imparted.

CORPORATE PLAN AREA: Environment

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

Corporate Plan Action: **Provide information and guidance to new arrivals to raise their awareness of their rights, responsibilities and how to access local services**

Partnership Activity

Information & advice to new arrivals

Generic Information, Advice and Guidance:

Providing advice, information and guidance for Central/ Eastern European migrants. This covers a range of issues, including employment, housing and welfare benefits and help with form filling. This happens by providing twice weekly drop-in sessions at community venues and an “open door” policy at community hubs in Wisbech. Around 500 residents from the Migrant population attend these sessions each month. The Council has supported the work of KLARS (Kings Lynn Accommodation & Resettlement Service) by supporting funding bids to deliver the service. The Council continues to work with KLARS to identify sources of external funding to ensure the service can continue to operate in Wisbech.

Schools Based Information, Advice and Guidance:

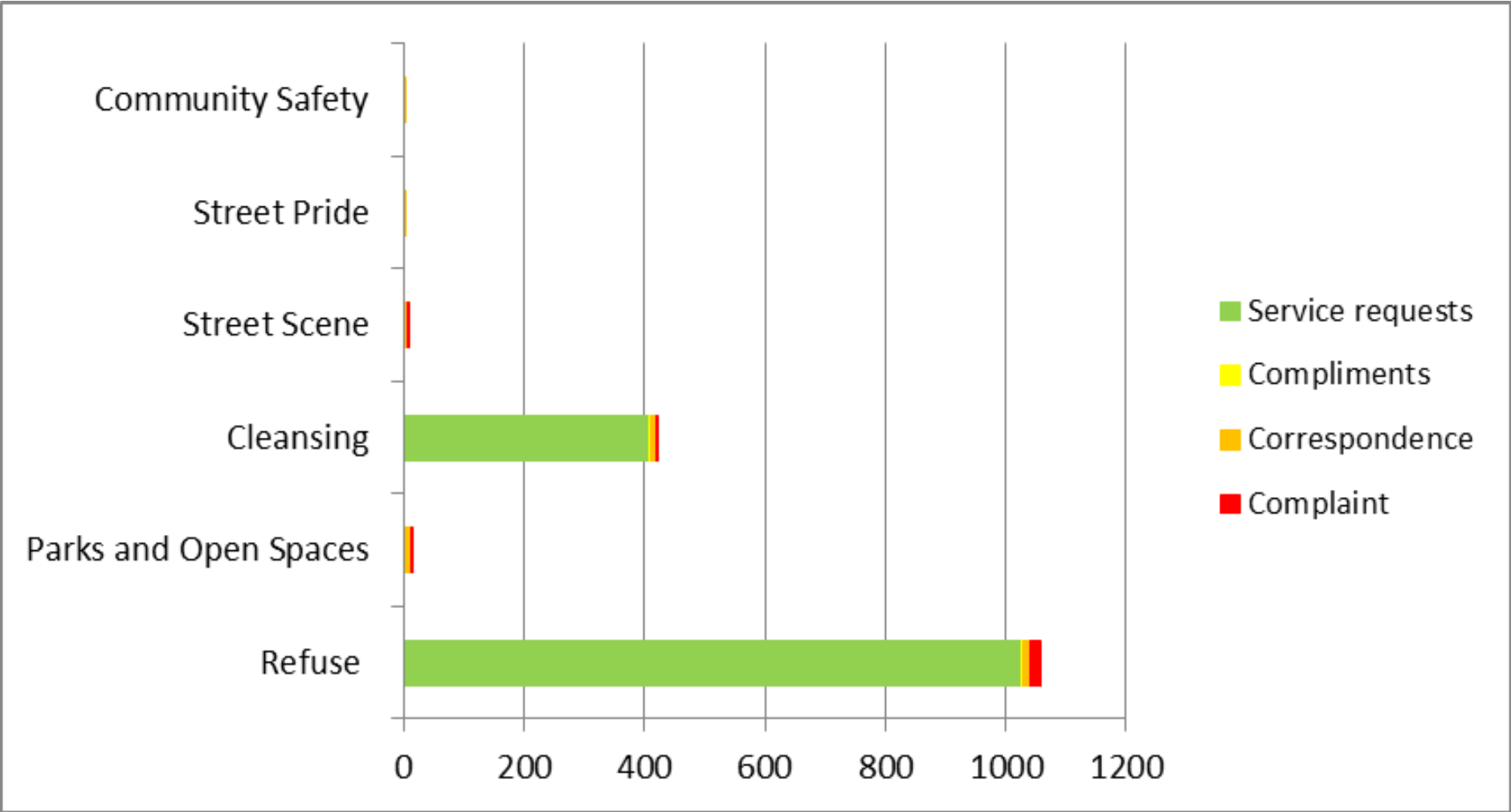
Ensuring that a school has good knowledge about the local community can assist in responding to and anticipating issues that may arise. In addition to generating partnership intelligence about local issues, engaging with the community in the way outlined below has assisted the Thomas Clarkson Academy in developing a better understanding of the Wisbech community. The Council through its officer and member role on the board of Governors has supported the school operationally and strategically to develop cohesive activity within the school.

An example of this is an officer of the Council working with staff on practical interventions to aid integration. 20 pupils have been appointed as ambassadors to engage with staff and pupils to pick up language and cultural barriers as intelligence to feedback to the school to work together to address.

3Cs Summary

| April to July 2015 | Service Requests | Compliments | Correspondence | Complaints | Total | Comments (Trends, action taken to resolve, etc) |
|----------------------|------------------|-------------|----------------|------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Development Services | | 5 | | 9 | 14 | 3cs responses related to a range of matters affecting the planning service. Generally the numbers received since April are consistent with previous months – there is not distinct increase in correspondence. |
| Community Safety | | | | | 0 | N/A |
| CCTV | | | 1 | 1 | 2 | Complaint relating to a window being broken and CCTV not working at that time, email acknowledging complaint and explaining that camera was damaged in a storm and is now repaired. Questions asked about CCTV and if still monitored 24/7. Response given that yes it is a 24/7 service |
| Cohesion | | 1 | | | 1 | Helping to develop training on issues such as hate Crime Reporting, Human Trafficking and cultural awareness of minority communities is enabling better and more appropriate engagement. |
| Refuse | 1025 | 5 | 11 | 16 | 1057 | All complaints were investigated and responded to. They range across a variety of themes, including bins returned to point of collection and assisted collections which remain a focus for the team. |
| Parks | | 2 | 11 | 3 | 16 | Low number of 3Cs recorded comprising expected day to day business (Please note that we are currently unable to provide data on requests for service for parks due to the introduction of a new reporting system) |
| Cleansing | 409 | 3 | 7 | 3 | 422 | The 3 negative comments received were in relation to litter in public open spaces. Linking with Street Scene, public open spaces are a priority for the team in the warmer months. |

| April to July 2015 | Service Requests | Compliments | Correspondence | Complaints | Total | Comments (Trends, action taken to resolve, etc) |
|---------------------------|--------------------------------------------------------------------|--------------------|-----------------------|-------------------|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Street Scene | Data unavailable due to system transfer during this period of time | 1 | 6 | 2 | 9 | <p>General correspondence for Streetscene for reports of fly tipping, dog fouling and accumulations of refuse community bin store areas. This type of issue is something being addressed in partnership with Roddons Housing Association later this year.</p> <p>Complaints relate to an abandoned vehicle which could have been removed more quickly. Procedures were reviewed following this issue. The second was a dispute over a fixed penalty notice for littering.</p> |
| Street Pride | | 1 | 2 | | 3 | Street Pride receives requests for assistance quite often through the Council's Street Pride Coordinator. |
| Assets & Projects | 5 comments | 2 | 2 | | 9 | There were 9 communications recorded during the period, with 5 being passed to other organisations as they were issues for which they were responsible, 2 compliments and 2 service based, with only one of which was negative relating to the appearance of some shops in March. No changes to service delivery were required as a result of the correspondence received. |
| Total | 1439 | 20 | 40 | 34 | 1533 | |



Bi-Monthly Report – Summary of Performance – July 2015

• **Performance Information – Progress to date**

- | | |
|------------------------------------------------------------|-----|
| - How many cases there are remaining on the list | 60 |
| - How many new cases have been added in the 2 month period | 0 |
| - Percentage of cases have been completed to date | 53% |

• **Formal Enforcement Action Information – Progress to date**

(What enforcement action are we taking? How many? Where are we in the process?)

- **3A Chapel Road, Wisbech (19)**

Stage 3 final warning letter sent to owner, Notice is currently being drafted with a view to serve mid-August 2015.

- **9 Market Street, Wisbech (42)**

Partial Compliance - Stage 3 letter has been sent and confirmation has since been received and a commencement date of 1st/2nd week in September 2015 has been given, however a draft Notice will be produced in the likelihood that works do not commence with a view to serve mid-September 2015.

- **1 Nene Quay, Wisbech (59)**

Final engagement attempt with owner this week – to be followed by appropriate legal action

• **Progress on Wisbech Heritage Lottery Fund (HLF) bid**

The development of the Stage 2 Heritage Lottery bid is progressing well. In recent weeks a consultant appointment has been made for the drafting of a new Conservation Area Character Appraisal & Management Plan (CAAMP) for Wisbech. Following interviews of two nationally renowned Architectural practices, Haverstock have now been appointed to undertake and lead the design team inputs, with Conservation Architect, Rena Pitsilli providing expert input for some buildings.

Consultation was carried out at the recent Rose Fair and a full interactive consultation event is planned for 6 August 2015.

Good engagement with property owners in respect of surveys and design to aid final proposals.

Consultative Group meeting to be held on the evening of 30 July 2015.

• **Renaissance Grants update**

Over the last month Officers have continued to liaise with prospective application in order to bring applications to fruition. Several expressions of interest in shop front repair grants have been received for MARCH town over the last month. Grant aided repair works continue to advance within the context of several longstanding dilapidated buildings District wide.

- **A Summary of new cases completed this period**
(this can just be the addresses and any before and after pictures)

(32a) (32b) (32c) **MEDIUM PRIORITY**

21 Hill Street, Wisbech/23 Hill Street, Wisbech/25 Hill Street, Wisbech



(65) **MEDIUM PRIORITY**

8 Nene Parade, March (Linked to No.74)



(87) **HIGH PRIORITY**

Blue Bungalow, 13b Bridge Street, Chatteris -



(93b) **LOW PRIORITY**

Fenland Second Hand And Removals High Street Chatteris



(118) **LOW PRIORITY**

Five Bells Pub, 13 Norfolk Street, Wisbech PE13 2LD (to the rear)



(51) **MEDIUM PRIORITY**

Former ATS Site - Next to Asda, Wisbech



(96) **MEDIUM PRIORITY**

Dilapidated Brick storage shed, off Railway Lane, Chatteris (56 High Street Chatteris)



(46) **MEDIUM PRIORITY**

Above Loafers – linked to 11 and 12 High Street, Wisbech –

TO BE REMOVED – Being dealt with under dangerous structures and buildings at risk



- **Streetscene and other enforcement related actions.**

There have been no new cases added for Streetscene services however work continues to coordinate the improvements to those remaining 6 cases.

Streetscene Officers have been concentrating on two main projects during May and June; dog fouling and fly tipping.

During June 1 fixed penalty notice was issued for dog fouling and six formal interviews have been undertaken to gather evidence in relation fly tipping reported by members of the community.

In August there will be further training for 17 officers to conduct formal interviews which will support the Council's investigation for planning and environmental offences.

Fenland Community Safety Partnership

Partnership delivery plan

01 April 2015 – 31 March 2016



Strategic Themes 2015 – 2016

Priority – Supporting children & young people

Priority – Domestic Abuse & Healthy Relationships

Priority – Exploitation

Priority – Empower residents to deliver safer communities

The Community Safety Partnership plan – Is developed to identify and tackle behaviours, locations and trends which have a detrimental effect on the quality of life for Fenland residents the plan is designed to react to new emerging issues and address long term problems

Identification – Development of profiles which identifies areas of concerns for the partnership to focus on and develop relevant actions to reduce threat, risk or harm. Partnership delivery will continue whilst these profiles are being developed allowing the profiles to identify gaps and steer the partnership in relation to further prevention, awareness and training.

Training – Identify relevant training for front line staff to improve identification, referral and improve reactions time to highlighted community issues

Awareness & Prevention – Development and delivery of community projects to improve self awareness of risk taking behaviours or improve community reaction to identified local issues

Intervention – Projects developed and delivered in partnership to reduce identified community issues or reduce risk taking behaviours

ACTION TO CONSIDER FOR CARRY OVER OR IDENTIFIED THREAT, RISK OR COMMUNITY IMPACT

- Improved partnership identification of vulnerable residents in Fenland
- Develop new Fenland based projects to improve reporting of Domestic Abuse to harder to reach victims
- Understand the implications of the changes to Violent crime recording across the district

ACTION PLAN PERFORMANCE

Key

| | |
|--|------------------------------------------------------------------|
| | Progressing well and on target: minimum risk of failure |
| | Requires intervention to ensure target is met: small-medium risk |

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| | relevant community groups who wish to support the delivery of the CSP action plan | Improved support and interaction from the community on all of the CSP themes | Develop and deliver training for community champions to deliver key community themes as directed by the FCSP | Training sessions delivered | Apr 15 – Mar 16 | Mike Hills Aarron Locks | Volunteering to aid community safety delivery Media reviewing, social media based with Police working in partnership with CCTV Training to businesses on SIRCS systems to continue to improve identification of shoplifters and promote retail and night time economy security | |
|------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| AWARENESS & PREVENTION – Key messages for the community as identified in problem profiles or prevent identified issues | | | | | | | | |
| Priority | Project | Outcome | Action | Target | Milestone | Lead Officer | Progress narrative / Risk | RAG |
| Supporting children & young people | Organise key messages highlighting CSE, healthy relationships and risk taking behaviour within education providers to appropriate age groups to have greatest impact | Projects delivered in education providers in Fenland gathering relevant feedback to ensure the key messages have been received and understood | Improve awareness of the issues and risks facing young people Knowledge of where and how to report / refer identified risk | Number of events 6 events that highlight risk taking behaviour | Yr5 Safety Zones Wisbech – Jun 15 Mar & Chat - Mar 16 Whitt – Mar 16 | Lisa Riddle | Breakdown of events <ul style="list-style-type: none"> Safety Zones – Jun 15- Wisbech Mar 16 - March, Chatteris, Whittlesey Development of a project which reviews the primary schools exclusion lists to develop early intervention tactics if involved in crime & disorder | |
| | | | Deliver the production of Chelsea's choice which highlights risk taking behaviour to Yr10 students | 5 productions delivered and feedback received | Jul 15 – Chelsea's choice event Sep 15 - School delivery | Sophie Wilkinson | Chelsea's Choice professional resource meeting held to 50 professionals and follow up plans are in development School productions go live in September <ul style="list-style-type: none"> Thomas Clarkson Academy, Wisbech 22 Sept AM Sir Harry Smith Community College, Whittlesey 23 Sept AM Cromwell Community College, Chatteris 23 Sept PM Neale Wade Academy, March 24 Sept AM Queen Mary Centre 25 Sept AM Fenland Learning Base & selected children's homes | |
| | | | Deliver KSI reduction education session to identified groups highlighted in KSI data | Baseline 14/15 for KSI involving U18s Awaiting data There were 6 KSI casualties under the age of 18 | Oct 15- Drive to arrive delivery Road safety week 23 – 29 Nov 15 | Road Safety Matt Stanton Adie Bradshaw | LR to get data to see if project is viable Road safety events reduce KSI's Drive to arrive project to be delivered to identified YPs known for risk taking behaviour targeted groups from FLB & On Track education providers Working with the YDC to deliver road safety awareness sessions into schools and / or communities – Drive Less Live More national campaign There were 6 KSI casualties under the age of 18 between 1/04/2014 and 31/03/2015 in Fenland. All of these were serious. | |
| Exploitation | Projects to highlight exploitation within the workplace, engaging businesses responsibilities and support | Businesses and employees have a greater understand of exploitation and are confident to report or support other members of their community | Improved awareness of exploitation across the district on the chosen areas recommended in the exploitation profile | Awareness campaigns to focus on community hubs and businesses No. of events - 2 | Programme developed Feb 16 Delivery Mar 16 | Mike Hills | Engagement pilot started Jun 15 which involves multi agency delivery in identified locations in Wisbech to gain community intel to aid direction future projects and need Localised project directed by local need and business diversity Business packs required and awareness & reporting training package required | |
| | | | Carry out targeted engagement sessions in key locations to engage and promote partnership interventions to reduce exploitation and improve quality of life for the community | Deliver 10 awareness sessions within the community 6 Numbers engaged 16 | May 15 start sessions | Police exploitation team Sophie Wilkinson | 6 Engagement sessions held in Wisbech at the locations below: Rosmini Centre, Town Centre and Queen Mary centre Main topics were housing and safeguarding, bereavement, environmental issues and organised travel from their country & current rent process to agents or lone collectors | |

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| Empower residents to deliver safer communities | Communication plan running along side partnership themes highlighting key messages on a monthly basis | Key messages delivered using communication channels to Fenland residents and improving sign posting and safeguarding | Develop a yearly communication plan inline with police get Closer campaign and CSP crime calendar | Number of CSP focussed media campaigns 6 | Detail and dates in Narrative | Sophie Wilkinson Julie Bailey | CSP information outlets are formed and diarised themes are in place in line with local issues that occur at certain times of the year. Number of Community engagement events to date (Not including Exploitation) - | |
|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| INTERVENTION – Projects delivered in partnership to tackle identified community issues | | | | | | | | |
| Priority | Project | Outcome | Action | Target | Milestone | Lead Officer | Progress narrative / Risk | RAG |
| Supporting children & young people | Development of incentive based projects to engage and empower YPs to support the community | Improved sense of community from the YPs leading to delivery of new skills within the community | Develop projects using existing best practice models to engage with identified YPs to access and commit to a professional led scheme locally run project/scheme | Schemes delivered Cadet schemes delivered in Fenland – 1 Detail in narrative | P&CC outreach officer Appointment Aug 2015 Sept 15 - delivery | P&CC Outreach Officer | Police Cadets; awaiting appointment of new outreach officer to enable progression of the Fenland scheme The new unit will launch in September at the Queen Mary Centre, Wisbech and weekly meetings will take place on Wednesdays from 5.00 to 7.00pm | |
| Supporting children & young people | Thorough partnership groups ensure the identified at risk young people have the appropriate intervention to reduce the risk | Improved identification and early intervention to prevent longer term issues and increased risk | Develop location based interventions for identified YPs through relevant groups which discuss the risk to individuals of locations | Young person CAA delivered Projects depend on need No baseline | Jul 15 - Identify key locations | Lisa Riddle | Problem profile delivery at July CSP to focus partnership direction Drive to arrive project to be delivered to identified YPs known for risk taking behaviour targeted groups from Fenland Learning Base & On Track alternate education providers, this leads on from Joy riding in the Waterlees area in Fenland with suspected YP's attending the alternate education providers | |
| Exploitation | Targeted projects on identified exploitation issues Develop improved identification through schools and community professionals project | Record an increase in reporting to improve the picture of exploitation in Fenland, leading to earlier interventions and improved safeguarding of those identified | Increase identification and referral of exploitation in key community groups and locations from community members and professionals | Number of identified premises Awaiting data Required intervention Awaiting data | Apr 15 – Mar 16 On-going project | Mike Hills Sarah Gove | HMO identification & interventions continue with over 100 HMO inspected and the occupants engaged Intelligence led targeting of rouge landlords and letting agencies that aren't complying to the relevant legislations | |
| Empower residents to deliver safer communities | Delivery of the multi agency alcohol project to reduce the risk of harm of alcohol misuse in Wisbech | Improved health outcomes for persons with dependency of alcohol Reduction in alcohol related ASB and associated environmental crime. Improved community awareness and understanding on the risks of alcohol misuse | Effective and timely intervention on our most vulnerable street drinkers to help breakdown chaotic lifestyle and risk of alcohol harm. | Number of positive engagement Street drinking/ ASB incidents in Wisbech | Apr 15 – Mar 16 On-going project | Aarron Locks (FDC) Joe Keegan (CCC) | Alcohol project plan has been approved by the FCSP and FH&WB Build on developing relationship with local employers to engage additional workplaces Offer visits to workplaces for interventions e.g. health checks | |
| | | | Increased GP referral and health care support to vulnerable adults at risk of from alcohol misuse | GP Referrals 14/15 | Apr 15 – Mar 16 On-going project | Aarron Locks (FDC) Joe Keegan (CCC) | Positive engagement with key employers who employ migrant population to improve access to health related services including GP registration | |

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Development section

| IDENTIFICATION – Mapping of current services available and identification of gaps and risk in Fenland | | | | | | | | |
|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|---------------|----------------|-------------------------------------------------------------------------------------------------------------------------------------|-----|
| Priority | Project | Outcome | Action | Target | Milestone | Lead Officer | Progress narrative / Risk | RAG |
| Domestic Abuse & Healthy Relationships | Development of Domestic Abuse problem profile for Fenland to highlight where resource should be allocated based on need and why Fenland continues to have a higher level of repeat offences / victimisation | Profile developed showing clear direction for the CSP with outcome focussed recommendations. | Provide specific profiles to support the CSP and wider groups to development of community based projects | Profile developed | 06 Oct 2015 | Leigh Roberts | How do we engage those harder to reach? | |
| | | Recommendations to develop a partnership project which focus on the need for Fenland residents. | Identify abuse trends which are not currently being addressed by wider support organisations | Key trends identified and accepted by CSP | 22 Oct 2015 | Vickie Compton | The Domestic Abuse Needs Assessment in conjunction with the victim's needs assessment (both published in 2014) may cover part this. | |
| | | Identify best practice to aid project development | Identify need where partnership support is required to improve awareness of Domestic abuse | Priorities set and resource agreed | 22 Oct 2015 | Leigh Roberts | | |
| Exploitation | Development of adult Exploitation problem profile to cover labour, sexual and emerging issues in Fenland | Profile developed showing clear direction for the CSP with outcome focussed recommendations. | Provide specific profiles to support the CSP and wider groups to development projects to aid victims of exploitation | Profile developed | 05 April 2016 | Leigh Roberts | Key action from profile are: | |
| | | Recommendations to develop partnership projects which aren't currently been run by other groups or organisations. | Identify key issues which are not currently being addressed | Key issues identified and accepted by CSP | 21 April 2016 | Mike Hills | | |
| | | Identify and share best practice of similar exploitation projects / initiatives | Identify need where partnership resource is required to improve quality of life of those suffering exploitation | Priorities set and resource agreed | 21 April 2016 | Leigh Roberts | | |
| Empower residents to deliver safer communities | Identify locations at ward level in Fenland where developing an asset based approach will lead to safer & stronger communities | Profile developed showing clear direction for the CSP to empower Fenland residents or community groups. | Provide specific profiles to support the CSP and wider groups to development of community based projects to aid the deliver of the CSP themes | Profile developed | 05 Jan 2015 | Leigh Roberts | Key action from profile are: | |
| | | Recommendations to develop community groups which aren't currently active to aid or lead of CSP themes. | Identify key support groups who can aid the delivery of projects and ensure they remain self sufficient | Key groups identified and accepted by CSP | 21 Jan 2015 | Dan Horn | | |
| | | Identify best practice from similar demographic areas | Identify need where community support would be most effective and valuable to aid delivery of CSP themes | Priorities set and support agreed | 21 Jan 2015 | Leigh Roberts | | |

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| TRAINING – Awareness to organisations of available training and development of programmes were there is a training need | | | | | | | | |
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| Priority | Project | Outcome | Action | Target | Milestone | Lead Officer | Progress narrative / Risk | RAG |
| Domestic Abuse & Healthy Relationships | Support relevant officers in Fenland to improve their understanding and identification identified in the profile recommendations Develop and deliver training to relevant officers to achieve the outcomes of DA & HR profile recommendations | Training packages developed which can be accessed by members of the community and professionals who access Fenland homes on a regular basis as highlighted in the Fenland profile | Promote general awareness training for Healthy Relationships workshops via the SRE Gateway Target all large organisations working with C&YP | Training promoted to identified organisations and confirmation workshop completed | Start training Oct 2015 | Si Kerss | Need to explore a new online training packages for healthy relationships material and see if it is relevant and appropriate to roll out to frontline staff to improve knowledge and awareness What other training is available or being delivered and by who? Training focusses on the gaps identified in the DA & HR profile Improved identification and increased referrals of victims of domestic abuse | |
| Exploitation | Support relevant officers in Fenland to improve their understanding and identification identified in the profile recommendations Develop and deliver training to relevant officers to achieve the outcomes of Exploitation profile recommendations | Training packages developed which can be accessed by members of the community and professionals Increase in reporting of exploitation in Fenland leading to earlier intervention for the victim | Training to aid identification of the signs of exploitation and what procedures to safeguard the victim | Training sessions delivered to relevant organisations | May 16 | Mike Hills | Require detail from the problem profile to aid development of relevant training requirements Look for best practice models Exploitation identification through community, businesses & professionals project Training focusses on the gaps identified in the exploitation profile | |
| Empower residents to deliver safer communities | Support Community members in Fenland to improve their understanding of the identified profile recommendations Deliver training to relevant community groups who wish to support the delivery of the CSP action plan | Training packages developed which can be accessed by members of the community Training focusses on the gaps identified in the relevant profiles require community support Improved support and interaction from the community on all of the CSP themes | Training to improve identification and what to do when identifying at risk members of the community | Training sessions delivered as recommended by Profile GAP analysis | Jan 16 Community groups training programme | Lead to be allocated with relevance to subject matter | Delivery of a community awareness program in key locations using existing community groups and local elected members to aid support to those suffering from alcohol Delivery of a community awareness program in key locations using existing community groups and local elected members to aid support to those suffering from Domestic abuse, CSE and PREVENT strategy | |
| AWARENESS & PREVENTION – Key messages for the community as identified in problem profiles or prevent identified issues | | | | | | | | |
| Priority | Project | Outcome | Action | Target | Milestone | Lead Officer | Progress narrative / Risk | RAG |
| Domestic Abuse & Healthy Relationships | Communication plan to highlight key messages to Fenland communities as directed from the DA & HR profile or local intelligence | Key messages delivered utilising existing resource and communication channels to Fenland residents and businesses improving sign posting and awareness | Improved reporting from harder to reach groups and key age ranges highlighted in the problem profile | Reporting broken down 14/15 | Jan 16 | Si Kerss | Also link to Cambs Domestic abuse social media as available. Other ideas from best practice models with delivery in line with CSP communication plan Work along side other projects as these issues are identified on a wide area of issues | |

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| | | | Project engaging with businesses to highlight DA & HR promoting business champions | Number of businesses signed up | Nov 15 Delivery and awareness Dec 15 Targeted Delivery | Si Kerss | Localised project directed by local need and business diversity Business packs required and awareness & reporting training package required discuss Cambridge city best practice model Link in to the health promotion to business and deliver a wide campaign | |
|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|-----------------------------------------------------------|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| Empower residents to deliver safer communities | Development of a good neighbourhood charter which includes community champions to support to identified community residents | Awareness messages Delivered to aid the community to be mindful of vulnerability and support they can offer to their community | Develop and deliver a Good neighbour character in identified locations considering need and direction from CSP profile | Charter delivered Feedback received | Dec 15 Project development | Annabel Tighe | Project in development | |
| INTERVENTION – Projects delivered in partnership to tackle identified community issues | | | | | | | | |
| Priority | Project | Outcome | Action | Target | Milestone | Lead Officer | Progress narrative / Risk | RAG |
| Supporting children & young people | Development of incentive based projects to engage and empower YPs to support the community | Improved sense of community from the YPs leading to delivery of new skills within the community | Develop projects using existing best practice models to engage with identified YPs to access and commit to a professional led scheme locally run project/scheme | Schemes delivered Detail in narrative | TBC | Allocate new lead due to staff changes | Possible Fire Breaks or similar concept, Hunts receiving first trail and best practice will be shared with Fenland for delivery | |
| Domestic Abuse & Healthy Relationships | Guided by the Fenland profile, DA implementation group and police data develop projects to highlighted community areas and/or individuals presenting as at risk | Referrals made by frontline officer increase after relevant interaction and training Fenland average comes into line with Countywide average | Improve identification, referral and signposting mechanisms from a wider cohort of front line agencies | To be reviewed to have most impact | Jul15- Identify Gaps | DV lead for Fenland | To be developed after review of October profile | |
| | | | Improve early reporting of DA to reduce the risk of repeat offences | To be reviewed to have most impact | Oct 15 project development from profile recommendations | DV lead for Fenland | Develop SMART targets for Fenland to work to developed after review of October profile | |
| Empower residents to deliver safer communities | Improved use of shared data to map vulnerable members of the community to aid support packages and early intervention | Utilise and develop existing systems to map key locations of vulnerable persons or highlighted locations | Further development of the Fenland profile ensuring the data is currently and relevant | Supported Fenland residents | Apr 15 – Mar 16 On-going project | Rob Mitchell | Exploring a project to capture intelligence of vulnerable residents in one system from a range of partners to enable improved engagement with these residents to allow improved support in the future in a more efficient way | |

Appendix B

Glossary

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|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| ABCs | Acceptable Behaviour Contract |
| Acquisitive Crime | Theft from dwellings, vehicles, non dwellings, commercial inc shop lifting |
| ASB | Anti Social Behaviour |
| ASBOs | Anti Social Behaviour Orders |
| CAA | Community Action Area – Location that requires a partnership focus to reduce incidents and improve public confidence |
| CAF | Common Assessment Framework |
| CASUS | Cambridgeshire Child and Adolescent Substance Use Service |
| CCTV | Closed Circuit Television |
| Crime Calendar | Analytical work from 5 years of data produced seasonal crime trends |
| CSP | Community Safety Partnership |
| CYPS | Children & Young People Service |
| DA & HR | Domestic abuse & Healthy relationships |
| DPPO | ASB power – Designated Public Places Order |
| ECINS | Empowering-Communities Inclusion & Neighbourhood-management System (E-CINS) |
| FDC | Fenland District Council |
| 'Get Closer' campaign | Police campaign to place the service in the public eye including awareness, targeted and partnership media |
| New Horizons | Multi use outreach vehicle for prevention, intervention and emergency response to identified crime and the reduction of fear of crime |
| 'Hidden Groups' | Hard to reach groups or difficult to identify or engage |
| IDVA | Independent Domestic Abuse Advocate |
| IOM | Integrated Offender Management |
| LAC | Looked After Children |
| LARM | Locality Allocation and Referral Meetings |
| LCG | Local Commissioning Groups |
| MASH | Multi Agency Safeguarding Hub |
| Mosaic Data | Mosaic is a classification system that gives you access to a vast range of demographic data |
| NHS | National Health Service |
| NPT | Neighbourhood Policing Team |
| NTE | Night Time Economy |
| Op Titan | Police operation monitoring and enforcing licensing conditions in pub cluster areas |
| PRP | Private Rented Property (House in Multi Occupation) |
| P&CC | Office of the Police & Crime Commissioner |
| PSG | Problem Solving Groups |
| PSHE | Personal, social, health and economic education |
| RAO Group | Partnership group for licensing monitoring and appropriate action around identified breaches |
| RONI | Risk Of NEET Indicator |
| SIRCS | Secure Incident Reporting and Empowering Communities System. |
| TLS | Traffic Light Model System |
| UKBA | United Kingdom Border Agency / UK Immigration services |
| YSP | Youth Service Providers – Community outreach team |