

Agenda Item No:	7	
Committee:	Overview & Scrutiny	
Date:	19 February 2018	
Report Title:	Progress in Delivering the Environment Corporate Objectives 2017-2018	

Cover sheet:

1 Purpose / Summary

This report sets out the Council's progress in delivering the corporate objectives from April 2017 to December 2017. This is to ensure that members have the most up to date information possible.

2 Key issues

Particular successes are:

- 58% of our household waste is being diverted from landfill by either recycling or composting
- Almost 20,000 households signed up to the Garden Waste Service in its first year
- 96% of all rapid response or village response requests are being actioned either the same or next day
- 99% of inspected streets are meeting our cleansing standards
- Work is progressing well on the £1.9million Heritage Lottery Bid for Wisbech High Street
- The enabling of the successful improvement of dilapidated properties throughout the district
- New powers; Public Space Protection Orders, have been introduced, replacing the previous Dog Control Orders
- June 2017 saw the commencement of the Kingdom enforcement pilot, with 1,213 Fixed Penalty Notices being served for smoking, litter and dog fouling related issues, to the end of December 2017
- There are now 20 Street Pride groups, made up of over 300 volunteers
- St George's Fayre, Chatteris Midsummer Festival, Whittlesey Festival and March and Wisbech Christmas Fairs were all successfully delivered
- The Community Safety Partnership has reviewed its action plan.

3 Key Areas of Focus for 2018

- Dry recycling quality and participation
- ISS World additional works
- Tender for enforcement partner
- CCTV business diversification

4 Recommendations

It is recommended that the Panel considers the progress made by the Council in delivering the corporate objectives in the Business 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 Councillor Ralph Butcher, Portfolio Holder for Growth Councillor Chris Seaton, Portfolio Holder for Finance Councillor Mike Cornwell, Portfolio Holder for Communities
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Background Paper(s)	Business Plan 2017-2020

Overview & Scrutiny Panel

Progress against the Environment Priority

April 2017 to December 2017

Portfolio Holders



**Councillor
Peter Murphy**
Cabinet Member for
Environment



**Councillor
David Oliver**
Cabinet Member for
Community Safety &
Heritage



**Councillor
Chris Seaton**
Cabinet Member for
Finance



**Councillor
Ralph Butcher**
Cabinet Member for
Growth



**Councillor
Mike Cornwell**
Cabinet Member for
Communities

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

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

Portfolio Holder: Cllr Peter Murphy

Description	Target 17/18	Cumulative for 17/18	Variance
Performance Measure			
LPI CEL8 % of collected household waste – blue bin recycling	28%	28%	

Collected Household Waste Blue Bin Recycling

	Q1	Q2	Q3	Overall	2016
Dry Recycling (Blue Bin)	2,166	2,120	2,158	6,444	5,970
Residual Waste (Green Bin)	5,390	5,522	5,349	16,261	15,644
Dry Recycling % of waste	29%	28%	29%	28%	28%

The first 3 quarters of 2017 have resulted in a recycling rate that is similar to the same period the previous year, with property growth reflected in increases in both blue and green bin tonnages.

The RECAP partnership authorities are working collaboratively with the aim of improving the performance of the dry recycling contract across Cambridgeshire and Peterborough.

To accompany this partnership approach, work continues to encourage customers to correctly present their dry recycling materials. During the year to December more than 5,000 inspections took place which saw 9% (454) of properties thanked for being very active recyclers on the second visit. This work will continue because it has proven to be effective and will be supported through the Getting IT Sorted Volunteer development work where trained community champions are recruited to promote the value of recycling to their community.

The overall Cambridgeshire data has been confirmed only for the first 2 quarters of the year to September. The overall recycling rate for household waste in Fenland from collected waste and household waste recycling sites (HWRCs) was 58% and is on target to deliver a 50% rate for Cambridgeshire by the end of the year.

Fenland Half Year Household Total	Collected Waste	HWRCs in Fenland	Total
Recycling and Composting	8856	8816	17672
Residual Waste	10212	2614	12826
Recycling % of waste	46%	77%	58%

Fenland customers using their blue bins along with the materials recycled at household waste recycling sites in Fenland and through the garden waste service all contribute towards this total.

Description	Target 17/18	Cumulative for 17/18	Variance
Performance Measure			
MPI % missed bins collected the next working day	92%	90%	

Missed Collections (Blue and Green Bins)

	Overall
Missed Collections Reported	1,874
Collected next working day	1,660
Percentage	90%

The number of missed collections is an important indicator of service quality for our customers. Work and investment in processes has resulted in reducing levels of reported missed collections. The average of less than 10 per working day demonstrates this commitment.

The majority of the reported missed collections are returned to the same or next day following report.

What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
LPI CEL9 Customer satisfaction with refuse & recycling services	88%	85%	254	249	98%	

Indications are that customers are satisfied with the service offered by the refuse and recycling team. The response rate of 50% from the 500 surveys sent out is very good for this type of feedback.

A selection of the comments made, many of which referred to the brown bin service, charging and vegetable waste:

- *It is a shame that we can no longer recycle food waste in the Brown Bin. I understand that you can only charge for garden waste but this is a recycling opportunity lost.*

- *I have always found the operatives polite, helpful and tidy. I am satisfied with the current collection service. Thank you.*
- *Excellent service, thanks.*
- *Not collecting our green bin due to having some garden waste in it was extreme considering it's meant for everything.*
- *There should never have been a charge levied against the brown bin.*
- *I wish refuse collectors would return bins to where they find them.*

All feedback and comments were responded to where the customer has raised an issue, asked a question or requested a response. The results and themes are shared with the refuse and recycling collection staff.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: *Maximise the value of materials collected for recycling*

Portfolio Holder: Cllr Peter Murphy

Description	Target 17/18	Cumulative for 17/18	Variance
Performance Measure			
MPI Income generated through recycling materials	£279,000	£217,133	

The data up to the end of November shows that the first eight months of recycling have generated more than £200,000 of income.

Variations in the market values of some recycling commodities as reported by AmeyCespa are reducing income potential.

From April to December the recycling collection crews found more than 7,000 blue bins that contained incorrect materials that prevented them from being collected.

The biggest issues reported by crews are textiles and bagged waste. Education and community engagement will focus on these areas in future promotions.

Work on increasing recycling levels across the area means that we remain on target and are delivering a similar income to this point last year.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: *Implement an effective, self-funding garden waste collection service*

Portfolio Holder: Cllr Peter Murphy

Garden Waste Service Update

Subscriptions

The level of subscription in the first year of the garden waste service reflected the responses from the original public consultation. With approaching 20,000 subscriptions, the service was scaled to meet the needs of the 44% of properties who decided to take up the service.

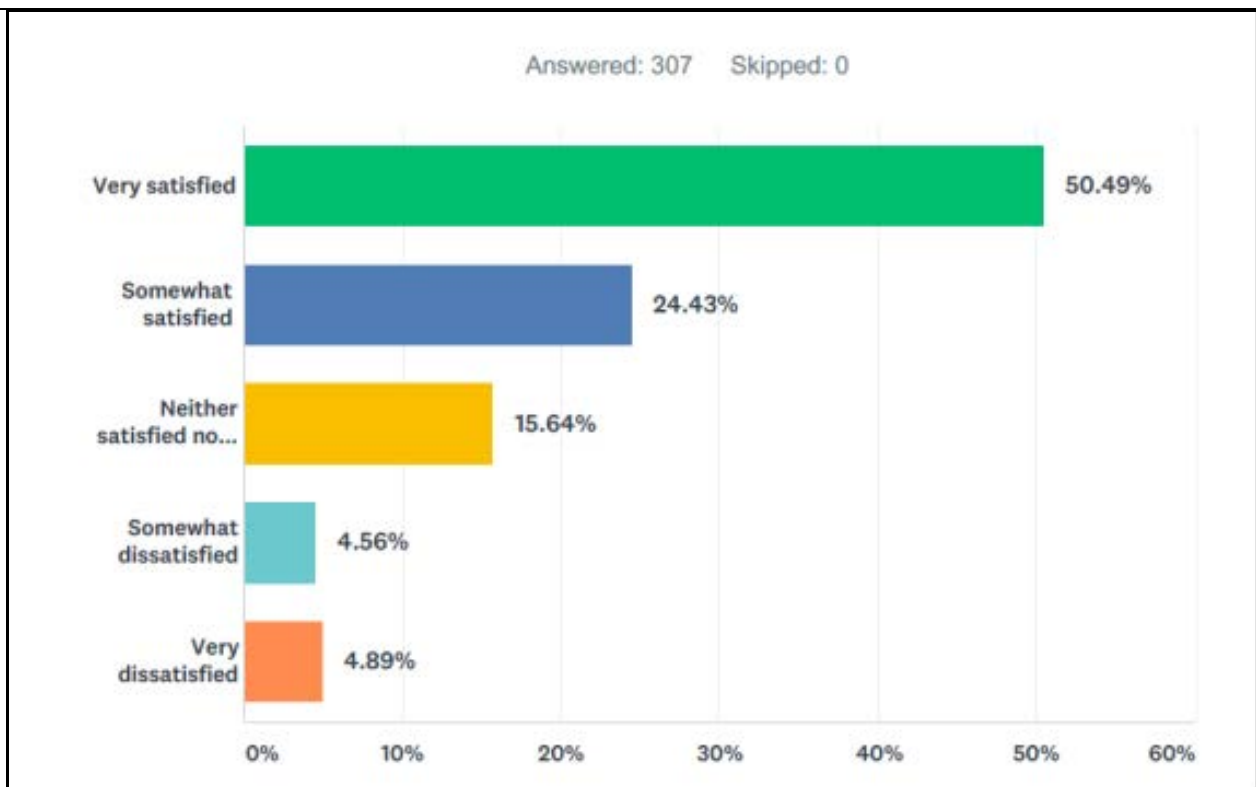
The garden waste service is expected to be a self-funding service as planned within the Council's CSR process, and medium term financial plan, and as a result will contribute more than £500,000 to the savings target.

Customer Satisfaction

Customer satisfaction with the first year of the service was positive following the large scale change to the service.

During July and August we asked 750 customers their opinion on the new garden waste service via email and letter.

Of the 307 customers who responded, the majority were satisfied with the service offered (75% Somewhat or Very Satisfied).



Around 10% declared dissatisfaction with the service. The majority of the comments related to the change to a chargeable service and concerns about food and vegetable waste.

Garden Waste Webpages

One of the key aims of the project was to develop an effective on-line signup process for customers. We also asked how easy customers found it to subscribe and 92% (282) of the 307 respondents found it extremely, very or somewhat easy to subscribe.

The great majority of customers (15,700) did indeed signup online without additional support or contact being required.

Household Waste Recycling Centres (HWRC)

The HWRCs in Fenland are run by Amey Ltd for the County Council.

We have been working closely with Amey and the County Council and they report that whilst the sites are dealing with more waste, the numbers of customers and total waste remain within existing contract resources and none of their operations have been impeded since the introduction of the scheme.

Amey, who also deal with the materials collected in the brown bins and composted at Waterbeach have reported that they are very pleased with the quality of the materials being delivered in brown bins; where contamination and costs of disposal were an issue for them last year, but have seen improvements this year.

Second Season Subscriptions

The efficiency of the service, along with the positive levels of subscription, have

allowed us to maintain the fees at the 2017 rate of £40 and continue to offer the annual direct debit discount into the second season.

The preparations and communications for the second season of the garden waste service are going well. Already more than 11,500 customers are signed up, with the majority taking advantage of the annual direct debit discount.

All current subscribers have been written to or emailed directly about the move to the new season, along with information for customers on the Christmas bin tags delivered to all properties, in local newspapers, parish newsletters and on the council website.

Subscription sticker packs will begin being delivered from the end of January and customers are being informed that they can use the sticker on their bin immediately.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: *Deliver clean streets and public spaces, as set out in the national code of practice*

Portfolio Holder: Cllr Peter Murphy

Description	Target 17/18	Cumulative for 17/18	Variance
Performance Measure			
LPI CEL6 Rapid or Village Response requests actioned same or next day	90%	96%	

Cleansing Rapid and Village Response April to December

Area	Requests	Requests Met	Performance
Chatteris	85	84	99%
March	159	153	96%
Villages	239	231	97%
Whittlesey	126	118	94%
Wisbech	290	278	96%
Totals	899	864	96%

With the cleansing team working 7 days a week, customers reporting litter, fly-tipping, dog fouling, needles, broken glass and similar issues can expect the majority of their requests to be dealt with the same or next day.

The rapid response service has over recent years developed a strong reputation and

positively contributes to keeping Fenland looking clean. So far this year, the team have managed to attend 96% of the reported incidents on the same or next day.

Description	Target 17/18	Cumulative for 17/18	Variance
Performance Measure			
LPI CEL7 % of inspected streets meeting our cleansing standards (including graffiti and flyposting)	90%	99%	

April - December Cleansing Inspections

Area	Inspections carried out	Standards met	Performance
Chatteris	278	277	100%
March	296	292	99%
Whittlesey	294	292	99%
Wisbech	328	318	97%
Totals	1,196	1,179	99%

The regular inspection of the quality of street and public open space cleansing in Fenland is performed by Street Scene officers on a routine and unannounced basis using national scoring methodology which assesses litter, street sweeping and graffiti.

The Autumn sweeping plan resulted on a continued quality of service at a time of year which places increased pressure on the service overall. Regular feedback from Street Scene officers and supervisors is used to adjust cleansing schedules in line with local issues, changes and seasonal variations to maintain the performance of the service and direct resources where it is required.

The cleansing team have been able to complete more than 80% of their street cleansing on schedule, with 66,000 of the 79,000 planned streets, parks and public open spaces cleansed on the scheduled day. Where resources or other issues have not allowed for schedules to be completed, the team's focus is on the priority areas of highest footfall, and hot spots, in line with the Code of Practice on Litter.

What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
MPI Community satisfaction with cleansing services Twice-yearly (June and October)	77%	90%	26	22	85%	

300 customer satisfaction questionnaires were sent out towards the end of June; 24 surveys have been received back, which is a disappointingly low return rate compared to previous surveys. 85% of those returned were satisfied, with all of those satisfied, stating the service was 'Good' or 'Very Good'.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: *Work with key stakeholders to deliver an advanced waste partnership and to update the Waste Strategy in Cambridgeshire and Peterborough*

Portfolio Holder: Cllr Peter Murphy

Cambridgeshire & Peterborough Waste Partnership (RECAP)

The RECAP board have this year been developing their updated Action Plan and have recruited a Partnership Manager who starts their temporary contract at the end of January.

Meeting regularly, the partnership continues to support waste and recycling services in Cambridgeshire and Peterborough through shared procurement, education and strategic planning.

A revised Waste Strategy is planned for 2018. This will then allow for further discreet work to be developed to increase the waste diverted from landfill.

At their recent meeting on January 17th the partnership heard about proposals from AmeyCespa to add an energy generation element to the existing mechanical and biological waste treatment plant at Waterbeach which they run on behalf of the County Council.

The board also heard about the challenges facing recycling markets with recent changes to the paper and plastics markets.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: Support property owners, funders and local partner groups to access funding opportunities and improve the appearance of Fenland's streetscene and dilapidated buildings

Portfolio Holder: Cllr David Oliver

Wisbech High Street Townscape Heritage Project

The High Street Project continues to work with property owners and tenants of buildings on Wisbech High Street to encourage the application for grants to assist building works. Communications with the owners of buildings which are considered a "high" or "medium" priority have been the focus of the first year of the project. So far planning permission has been granted for the first floor residential conversion of 13-17 High St (one single open space) which has only been made possible with a HLF grant from the High Street Project. This will bring a large part of a building back into use which has sat empty for over 30 years as well as providing much needed accommodation to this part of the town. In addition to this, the grant will aid improvements the 4 retail units at ground floor by reinstating traditional shopfronts.

Following months of community involvement and consultation, plans for "The Gap" at no 24 High Street have been finalised and a planning application was submitted in December 2017. The proposals will bring this derelict site back into use with a space for community use at ground floor for exhibitions, workshops, performances etc and a platform at roof level offering visitors unique views across the town and fenland beyond.

Negotiations with the owner of two adjacent derelict properties continue to be one of the highest priorities of the project. Addressing this derelict site and bringing it back into use will require the majority of the available HLF grant. FDC are investigating all options available to ensure the successful delivery of a scheme at 11-12 High Street as part of this "once in a lifetime" funding opportunity.

A grant was approved and awarded for essential roof and window repairs to an empty property which has enabled the owner to secure a lease with a new tenant for the next 10- years. Negotiations and applications for grants from several other properties are still coming forward.

An exciting Activity Plan to accompany the building improvement works is well underway. Events in 2017 have included a Gutter Clean Day, Heritage Open Day, Photographic Workshops, various exhibitions, walks and talks and the creation of a dedicated project Website. There are several more activities being planned including archaeological investigation, tunnel tours and supporting formal post-16 training courses in heritage-related construction to be delivered by the College of West Anglia.

Community consultation and involvement continues to be at the heart of the High Street Project, with regular meetings and updates. Delivery of the Activity Plan is only possible with the support and commitment from several groups and volunteers.

Dilapidated Buildings & Untidy Land

Significant investment was made in time and financial resources to secure improvements to dilapidated building across Fenland. A list of around 130 referred cases has now been closed via a range of approaches, including working with owners and enforcement action; in some cases S215 Notices were served.

1 Nene Quay (Constantine House), Wisbech

Following ongoing liaison and the serving of a S215 Notice, successful completion of repairs to the exterior of Constantine House were finally achieved. Internal works by the owner are continuing, to bring this property into active use.

The Phoenix Hotel, Wisbech

Opportunities continue to be explored in an effort to bring back into use this fire damaged property. The situation is not of the Councils making and financial viability along with ownership issues continue to impact on any potential resolution.

New cases relating to untidy land and buildings continue to be reported and investigated as part of a multi-skilled, one team approach, where Environmental Health, Licensing, Housing, Planning and Streetscene share powers across services as 'business as usual'.

Manage the operation and maintain FDC-owned public car parks

Throughout 2017 a number of routine repairs, maintenance and minor improvement works were undertaken within several FDC owned Car Parks throughout the District. These works consisted of:

- Parkinson Lane Car Park Entry/Exit signage improvement
- Darthill Road Car Park boundary wall height reduction and stabilisation works.
- Grosvenor Road Roundabout evergreen planting works
- Grosvenor Road Car Park boundary footpath surfacing.
- Nene Parade Wisbech Tree crown lifting/trimming and wood bark refill
- Church Terrace Car Park patching, lining and reconfiguration of parking layout.
- Furrowfield Car Park erection of No HGV parking signs.
- Furrowfield Car Park boundary fence replacement
- Patching works to City Road Car Park, City Road Lorry Park, George Campbell LC Car Park, March Market Place, Somers Road Car Park, Chapel Road Car Park and Darthill Road Car Park.
- Car Park road marking works to Darthill Road Car Park, March Market Place, City Road Lorry Park and Queen Street Car Park.
- New car park user/visitor signs erected in the following FDC car Parks: City Road, George Campbell LC, Queen Street, Grosvenor Road North & South, Furrowfields, Church Lane, Church Terrace, Chapel Road and Somers Road.
- Rat prevention measures undertaken in City Road Car Park.
- Gully emptying to all FDC car parks across the District.
- Winter Gritting operations were tendered for all FDC car parks, leisure and business centres.
- Removal of a diseased tree in City Road Car Park

Further repairs, maintenance and minor improvements are scheduled for 2018 within City Road, Church Terrace and West Street Car Parks. Additionally tree replacement works have been programmed in the Spring within Grosvenor Road Car Park.

All of these essential improvements ensure that the FDC public parking facilities are kept safe and remain operational for users and visitors alike whilst continuing to improve the assets. Some of these facilities are also strategically placed to assist the delivery of integrated journeys made by public transport which is supported by our transport policy.

Portfolio Holder:

Cllr Peter Murphy

Manage and maintain highway related assets and infrastructure (street furniture, bus shelters, etc)

Throughout 2017 a number of routine repairs and maintenance works were undertaken to FDC owned highway related street furniture assets to include:

- Replacement of 50 Street Name Plates at various locations across the District
- Repainting of 5 No. FDC seats in Whittlesey Town Centre.
- Funding provided for repainting works to FDC Bus Shelter on East Park Street, Chatteris
- FDC Bus Shelter repair works to South Green Coates
- Cleaning works undertaken to all 27 No. FDC owned Bus and Cycle Shelters.
- Roof, gutter and fascia repairs/improvements undertaken to FDC brick built Bus Shelters in Chatteris
- Works ordered for the replacement of FDC cycle hoop in East Park Street Chatteris, and FDC Bus Shelter in broad Street March.

Further maintenance and minor improvement works are scheduled for 2018 to various FDC owned seats, bus shelters and highway related infrastructure.

These essential works ensure that FDC highway related street furniture remain in a safe and suitable condition, providing better facilities for pedestrians and motorists alike whilst supporting the need for multi model transport journeys.

Portfolio Holder:

Cllr Chris Seaton

Manage and maintain district, parish and Roddons' street lighting

In May 2017 the former contractual arrangement with our then street lighting service provider (Balfour Beatty) came to an end and the decision was made not to enter into another such third party works agreement.

An interim street lighting service provider was quickly appointed and since that time over 200 reported street lighting faults have been attended to in a timely manner on behalf of the District Council, the 12 Parish Councils and Circle Housing Association.

Works have included fault finding, emergency attendance to remove columns involved in road traffic collisions, bulb replacement, photo cell replacement and lantern bowl cleaning.

Additionally a number of rechargeable work items were undertaken to include replacement of lanterns, column doors and straightening of leaning columns in rural

locations.

A new street light repairs and maintenance works contract has been prepared and is currently out to tender. The new street light service provider contract is for a 3 year period with the possibility to extend for a further 2 years subject to agreement. The contract also makes provision for other Councils within Cambridgeshire to join and benefit from competitive tendered rates.

Tenders are due back at the end of March, with contract award scheduled in April.

Proposals were put to Parish Councils in 2017 outlining a new arrangement for the management and maintenance of Parish lighting with Parishes funding future maintenance and energy costs and FDC providing management and administration. 10 of the 12 Parish indicated their agreement to the proposal. Once the results of the current R&M tender exercise are known, projected costs will be shared with Parishes and their final decision invited. This will be presented to Cabinet for a final decision on the proposal.

Portfolio Holder:

Cllr Chris Seaton

Street Lighting Improvements

In 2017, six district/parish street lights were cut down or removed as a result of structural failure or a road traffic collision and arrangements made for suitable replacements.

A new street lighting specification was written to provide scope for old street light lanterns, bulbs, photocells and columns to be replaced where required with new LED luminaires, lamps and components utilising the latest technology. The new specification is aimed at reducing both future maintenance and energy costs as well as providing better whole life costing.

A contract using the new street lighting specification was prepared and tendered in September 2017 for the replacement of 106 No. Category One defective street lighting assets belonging to Circle Housing, FDC and various Parish Councils. The replacement works are scheduled to commence in February 2018 and be completed in March.

Works were also tendered to appoint a specialist contractor to undertake mandatory electrical and structural testing along with condition and inventory data collection for all FDC and Circle Housing street lighting assets. Completion of the works will provide information on energy consumption and remaining asset design life whilst informing future replacement work programming and costs. Works are to commence in February 2018 and be ongoing for several months.

Additionally the way in which street lighting faults are reported was improved by redesigning our street light webpage. New street light identification plates have been

commissioned which will provide updated customer contact information with the ability also to scan the new ID plates using a smart phone device which links to the FDC street light web page by scanning a bar code. Installation of the new identification plates are scheduled to commence in February 2018.

A jointly funded street lighting scheme led by March Town Council to improve the street lighting along Wimblington Road, March was implemented using the County Councils street lighting service provider (Balfour Beatty). The scheme funded by FDC, March Town Council and Cambridgeshire County Council facilitated the permanent removal of 8 former FDC street lighting assets and their replacement with 19 new street lights.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: *Deliver a fair approach to the enforcement of environmental standards, such as flytipping, dog fouling and littering through education, guidance and appropriate use of Council powers*

Portfolio Holder: Cllr Peter Murphy & Cllr David Oliver

Tidy Fenland Enforcement Pilot

The Tidy Fenland Enforcement Campaign was launched in May 2017.

The first three weeks' activities included; awareness raising through press and media coverage, public consultation, identification of hot spot locations, implementation of a new Public Space Protection Order (PSPO) for the control of dog fouling and nuisance dogs, litter counts and increased signage.

In mid-June a team of two Kingdom enforcement officers started patrols in identified hot spot areas to support the Council's Tidy Fenland Campaign, serving Fixed Penalty Notices (FPNs) when offences are witnessed.

The Kingdom officers are a shared resource with Peterborough City Council. Patrol hours are generally between 9am and 5pm, six days a week plus early morning patrols to engage with dog walkers. The first six months of the pilot indicate the service is cost neutral.

Between 12 June and 31 December 2017, nearly 1,300 patrol hours were achieved and 1,213 FPNs served by Kingdom; 1163 were smoking related, 5 food related, 4 for dog fouling and 41 for other types of litter such as food wrappings and containers. During the same period June to December 2016, 16 FPNs were served for littering or

dog fouling offences.

Enforcement activity

The table below shows the number of FPNs served, those paid / cancelled or referred for prosecution.

Month	Fixed penalty Notices Served	Referred for prosecution	Withdrawn/ cancelled and not referred for prosecution	Paid	%age paid
June	173	29	24	120	69%
July	105	21	12	72	69%
August	330	81	42	219	66%
September	196	63	10	123	63%
October	127	17	17	93	73%
November	150	n/a	6	105	70%
December	140	n/a	1	71	51%
Total	1221	211	112	803	68%

Payment of fixed penalties can be made to Kingdom, on-line or by telephone, in FDC shops and hubs or via Paypoint outlets in shops. For the period of the pilot to date, most customers pay using online facilities.

Where appropriate, offences not settled through the fixed penalty are referred for prosecution to the Council's solicitor. To date 36 cases have been prosecuted and found guilty by Magistrates. Council costs are awarded for each case.

Litter Levels

In early June 2017, chosen hotspot locations were assessed for littering levels in each of the market towns. Litter types of discarded food and drink cartons, fast food take away wrappers and boxes and cigarette related litter were counted. In October 2017 these areas were reassessed using the same technique. The results in summary show:

- Each town has seen an improvement in a number of areas.
- In Wisbech, the results show an improvement in all areas measured. There have been more patrol hours in Wisbech than other towns.
- In March, there were large increases of food related litter counted in Broad Street and the Iceland Footpath.
- In Whittlesey, the Manor Field and Causeway saw large increases of cigarette related litter.

The results of the litter survey have been fed back to Kingdom to inform their enforcement of 'hot spot' areas.

Customer Feedback

During June and October 2017, 98 1to1 customer surveys were undertaken in the market towns. The surveys' focus was to gauge the level of awareness of the campaign, littering and dog fouling offences, the level of penalty and asked the customer to rate how clean their local area was. There was an increase in the awareness from 79% to 83% of littering being an offence with 81% of the public supportive of the work.

Business Support

84 businesses have signed up to a voluntary code of practice in support of the campaign, the enforcement work and have been reporting issues such as fly tipping or misuse of bins.

Businesses have been displaying posters, tidying areas around their shops and premises and working with streetscene and Kingdom officers to ensure compliance with trade waste issues in their local area. Many larger landowners, such as Sainsbury's and Horse Fair shopping centre have agreed for action to be taken on their land.

Portfolio Holder: Cllr Peter Murphy

Description	Target 17/18	Cumulative for 17/18	Variance
Performance Measure			
Officer hours spent on active town patrol	6,000	4,755	

During this time period officers have carried out a total of 4,755 hours on active patrol within the Fenland district. The patrol hours include almost 1,300 hours delivered by Kingdom officers. Broken down into locations as follows:

Wisbech: 1,039
 March: 714
 Whittlesey: 759
 Chatteris: 428
 Rural :126

During the same time period last year 3,296 hours had been achieved.

Whilst out on patrol Streetscene Officers deal with both proactive and reactive issues;

- 255 reported abandoned vehicles where 24 were removed by our contractor. The number of reported vehicles increased this year although those actually abandoned were 10 more than the same period the previous year.
- 76 nuisance vehicles relating to cars parked illegally, untaxed, uninsured, parked on our open spaces and neighbour disputes. This is 39 less than the

previous year.

- 212 matters relating to our open spaces. In the main service requests to our contractor. Less than in the previous year which was 308.
- Marked 179 graves for open spaces.
- 307 matters relating to fly tipping. Including reporting tipped waste, attending scenes looking for evidence and carrying out follow up investigations. Fly tipping investigations remain a large part of the Streetscene Officers' work and residents are aware of this work and reporting issues.
- 330 Street Scene related queries. Ranging from environmental issues & general enquiries from the public or other organisations nearly the same as last year at 335.
- 357 matters relating to cleansing and refuse. Such as litter pick requests, overflowing bins, toilet issues & detritus. This is nearly 100 more than last year.
- 110 dog issues. In the main issues relating to dog fouling. This is lower than the 212 complaints received in the previous year.
- Removed approximately 370 fly posters from around the district. Similar to last year's figures.
- Resolved 44 trade waste matters.
- Visited 243 businesses across the district as part of our Tidy Fenland Campaign to check compliance.
- Reported 55 matters to Highways which was 55 less than last year. This may be due to their new online reporting tool which may not have been captured.
- 31 reports made to Circle Housing regarding issues with their land which is similar to last year.
- 16 Reports to Assets relating to our street furniture. 12 less than last year.
- 51 site visits supporting regulatory services- environmental health and planning this is higher than the 31 visits carried out last year.
- 30 customer service requests regarding fun fairs. This was not recorded last year to compare.

Progress against planned enforcement campaigns targeting dog fouling, fly tipping and parking

Kingdom Officer support has released capacity within the Streetscene Team to allocate more time to their overall enforcement work programme, including fly tipping.

During April – December 2017, officers investigated a number of fly tipping cases and enforcement action was taken against those who were responsible. Some of the work from this is outlined below:

- 7 fixed penalty notices (FPNs) have been issued to individuals for fly tipping offences. This is two more than for the same time period in 2016. All but 1 has been paid (which is still within the time limit).
- Successfully applied to the courts on 3 occasions throughout the year to carry out covert surveillance in accordance with Regulation of Investigatory Powers Act. (RIPA)
- Took part in an external RIPA audit showing that the Council have been using covert cameras where proportionate and necessary.
- 18 formal interviews under caution have been carried out by officers. This is 10 more than in the same time period for 2016.
- 28 witness statements have been taken and used for evidence gathering. This is 10 more than in the same time period for 2016.

Other enforcement actions taken by Streetscene officers include:

- 57 FPNs for parking offences on March Market Place
- 3 Notices issued for failing to produce evidence of trade waste compliance
- 1 FPN for non-trade waste compliance
- 20 formal written warnings for environmental offences (in the main fly tipping (lack of evidence) and householders duty of care breaches)

Implement Public Space Protection Orders (PSPOs)

Following on from our public and partner consultation which took place in December 2016 the Council began to transfer current powers for dog control matters, such as dog fouling and loose dogs, to new powers known as Public Space Protection Orders (PSPO). These new powers replaced the previous Dog Control Orders which had been in place since 2012.

The consultation feedback was used to develop the controls and locations where the new PSPOs would cover. Officers considered feedback from our partners and the public to hear local issues as well as talking to other Councils.

Responses to the consultation were comprehensive and very supportive of the proposal to continue with a PSPO framework to tackle nuisance dog issues. The penalty for breach of PSPO is £75, reduced to £65 if paid within 21 days.

The PSPO came into effect on the 24th May 2017. They cover 4 offences:

- Dog faeces must be picked up by the person in charge of a dog. This is district wide and not area specific.
- Dogs are excluded from certain areas (gated play areas as an example)
- Dogs to be kept on a lead in certain areas (some parks and cemeteries as an example)
- A person is guilty of an offence if they fail to comply with the direction given to them by an Authorised officer to put a dog on a lead.

Since the introduction of the PSPO 6 FPNs have been issued for breaches.

Dog related issues continue to be a focal point for the Council and moving into 2018 work will continue as part of our Tidy Fenland Campaign to promote responsible dog ownership.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Memorial inspections completed	5,000	4,617	93%	

During April to December the Street Scene Team have been following a programme of memorial inspections based on areas of risk.

Inspections have been carried out in the following cemeteries: Mount Pleasant Wisbech, Eastwood March, New Road Chatteris, Wimblington Church yard, Walsoken Cemetery, General Cemetery Leverington Road Elm.

A total of 4,617 inspections have been carried out during this period with a total of 658 being identified as being unsafe. Our contractors have then taken the necessary steps to make these safe, methods include laying the memorial, staking or cordoning the area off.

By comparison during April to December 2016 the Street Scene Team carried out 4,695 memorial inspections of which 356 were identified as needing to be made safe.

Inspections took place in our cemeteries as part of the rolling inspection programme. There were more unsafe memorials found during this period due to the style of installation used by stonemasons in the newer lawn sectioned areas.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: *Ensure properly maintained open spaces by working in partnership with ISS World and supporting community groups (such as Street Pride, In Bloom and 'Friends Of')*

Portfolio Holder: Cllr Peter Murphy

Description	Target 17/18	Cumulative for 17/18	Variance
Performance Measure			
LPI CEL10 Number of Street Pride and Friends Of community environmental events supported	204	153	

153 events took place in the first 3 quarters of 2017/18. This is slightly less than the same period of time in 2016/17 as this year many groups have chosen to maintain existing projects rather than create new ones.

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 and unique floral displays such as the memorial garden at March Railway Station in memory of those who have worked at the station, signal boxes, Whitemoor and the people of March.

The Council's Street Pride Coordinator now works with a wider range of community groups including 'In Bloom' and 'Friends' organisations. There are over 300 volunteers constituting 20 groups throughout Fenland who are supported by the Council.

On 5th October, a record number of 100 volunteers and local partners attended the annual Street Pride Celebration Evening. Representatives from In Bloom and Friends groups also attended which reflects the broad partnership work which has taken place.

The evening was an opportunity for the groups to network and develop ideas from presentations about the various projects.

Each group received a certificate of thanks in appreciation of their continuing efforts over the past year to improve their local street scene and open spaces.

Special certificates were also awarded for a number of projects to the following groups:

- Friends of Rings End Nature Reserve (Best Nature)
- Whittlesey Street Pride (Best Partnership) & Doddington Street Pride (Highly

Commended – Best Partnership)

- March Street Pride / In Bloom (Best Street Scene)& Friends of March Railway Station (Highly Commended – Best Street Scene)
- Friends of Wisbech General Cemetery & Waterlees In Bloom/Street Pride & Wisbech In Bloom (Joint winners for Best Youth)
- Chatteris In Bloom/Street Pride & Benwick In Bloom / Street Pride (Joint Winners for Best Promotional)
- Wisbech Street Pride (Best Clean Up).

A presentation was given by an officer from the Healthy Fenland Fund project group letting groups know about this health focussed County wide funding stream. The presentation highlighted the work of Street Pride a key project to support wellbeing amongst Fenland residents and as such the Healthy Fenland Fund would welcome applications from the groups.

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 Street Pride plan is reviewed each year at the annual celebration evening. The volunteers decide what they want to focus on each year against the 5 priority areas. In 2016/17 the groups focused on partnership working, with a number of litter picks held in conjunction with Wisbech McDonalds & Wisbech Tesco.

So far during 2017/18 partnership working has once again been a key part of the groups' successes.

Progress during April – December include:

Priority 1 – Sourcing funding – Whittlesey Street Pride were successful in receiving a grant from Tesco bags of help fund. To celebrate the group's 10th anniversary this year the group would like to create an anniversary garden at Grosvenor Road to enhance this site and the surrounding areas. This will involve installing a beet cutter and raised flower bed.

Priority 2 – Support from varied Council services – The Council's assets team worked with Chatteris in Bloom / Street Pride by providing paint for the bus shelter artwork, in preparation for In Bloom judging.

Priority 3 – Working with partners – March Street Pride / In Bloom joined forces with members of March Young Farmers. As part of their countryside challenge, the young farmers helped tidy up areas opposite West End DIY and Iceland.

Priority 4 – Involving young people – In April, Peckover Primary School launched their monthly litter picks with the assistance of street scene and street pride. Pupils on the school council asked if they could arrange some litter picks as they were unhappy with the amount of litter they had seen around the perimeter of the school. The school now runs a litter-pick each month, with a different year group taking part each month.

Priority 5 - Increasing sustainability and resilience of groups – Strimmer / brushcutter training was run for the volunteers by working in partnership with ISS, FDC's grounds maintenance contractor.

In Bloom Awards

In 2017, 4 groups chose to enter the Anglia In Bloom competition and were supported by the Council. 2 of the market towns, Chatteris & Wisbech, alongside Benwick and Waterlees entered.

March, Whittlesey and Parson Drove chose not to enter in 2017.

It was an excellent year for Chatteris, who won Gold, the last time they won Gold was in 2009. Wisbech also won Gold for the 10th year running.

A couple of projects to highlight are:

Chatteris Street Pride / In Bloom's remembrance project. Volunteers knitted and crocheted poppies which cascaded from the beacon in the church grounds. Money raised from donations or poppy sponsorship was presented to the Royal British Legion.

Volunteers from both Waterlees In Bloom and Wisbech In Bloom joined parents, teachers and children to plant 400 saplings, provided by the Woodland Trust, on the grounds of Orchards C of E Primary School for the schools 'forest project.'

Grounds Maintenance Contract Update

ISS World is now into the third year of the contract to manage Fenland's open spaces.

Year one proved problematic with some key staff leaving the organisation at very short notice immediately prior to the appointment of ISS. This challenge, alongside poor weather and the change to the management of Roddons land (that was previously maintained by FDC's contractor) led to significant contractor management

challenges for FDC's Open Spaces team.

Year two has seen a significant improvement in performance from our contractor. A new, experienced, contract manager has had considerable impact. The team are organised and core work has been completed to a good standard, leading to success in Anglia in Bloom and positive customer feedback.

The standard of grass cutting throughout Fenland over the summer months has been excellent. Usually a topic that generates a lot of community feedback, 2017 has been quiet, reflecting community satisfaction with open spaces management.

Storm Damage

Fenland has suffered several storms in the past year. Storm Doris in Spring 2017 caused significant damage across the East and had an impact in Fenland. ISS brought resources in from across the region to tackle the significant amount of challenging tree work that the storm generated. The ISS teams worked very hard to make Fenland's trees safe over a period of over a week. The resources brought to Fenland and the commitment of the tree teams is a credit to ISS.

Following the Storm Doris work, the Council has set aside funding to proactively examine and manage trees within high footfall public areas. This work will take place on a rolling annual basis and will ensure that the Council is managing our trees effectively, reducing the risk of damage in storms as well as the potential risk to people.

Year three of the contract commenced in November 2017. Whilst the winter is generally a quiet period, the Council is discussing performance with regards to extra work with ISS World. To ensure that customer satisfaction remains high, prompt action regarding ordered work is required. This has not always been the case and FDC officers are addressing this with the ISS team.

Wenny Recreation Ground Skate Park - Chatteris

Section 106 funding has allowed the community to work together with FDC's open spaces team to develop the new skate park in Chatteris. After considerable consultation with young people at the nearby Community College a supplier was procured and the park developed.

This work coincided with the development of a path across the recreation area as part of the County Council's 'safer routes to schools' initiative.

The resulting facility is exactly what the community had asked for – a large, multi-purpose concrete facility that continues to prove popular with young people of all ages.

Benwick Play Area Development

Following community consultation and a successful bid to WREN work took place to transform the play area in Benwick in 2017.

The resulting new play area and Multi Use Games Area is a credit to the community and a key asset for young people and their parents in the village. Feedback received by users is exceptionally positive.

Fenland's Open Spaces team has an enviable record of delivering community focussed play areas that are high quality, with the final facility in Benwick being another excellent example.

Bath Road Skate Facility

Bath Road skate facility has been in place for many years and has seen much community use. Made of wood, the ramps have received ongoing repairs over their lifetime – however in autumn 2017 the ramps reached the end of their life and have been removed.

A group has been formed of District and Town Council members, alongside FDC and CCC officers, as well as a representative of the Oasis Community Centre. The group is supporting the development of an improved facility on the original site.

Section 106 funding has been identified, alongside some funding from the Town Council's Mayor's fund. The community is actively supporting this work and are raising other funds to support the project.

A community survey went live in December 2017 and by mid-February the community response to the survey should be sufficient to build a comprehensive funding bid to supplement funding already identified.

Whitemill Coldham / Glassmoor and Ransonmoor updates

These projects are financed through funding provided by developers in Fenland. The funding enables community groups to access small grants which benefit their communities through environmental enhancements or projects. Community groups are supported to ensure the community benefit fully from the funding available.

From April – December £13,172 has been awarded to community groups from the Glassmoor Fund towards environmental community projects, £11,990 was awarded to

projects from the Ransonmoor fund. The Whitemill Fund is scheduled to judge bids in February 2018.

5 projects will benefit from the funding from Glassmoor. This funding will go towards recycled plastic fencing for a school, replacement LED Christmas lights, a communal wildlife project on an allotment site, restoring a heritage mud wall and literature to promote mud walls.

The funding from Ransonmoor will go towards 3 projects. This will include; upgrading cladding to the gable end and installing external wall installation between the cladding and building at Doddington Sports Pavilion, LED lights for a Christmas display and a replacement heating system for Parkfield Sports Club.

As a comparison from April – December 2016/17, £9,950 was awarded through the Glassmoor Fund. £3,885 through Whitemill and £2,456 through the Ransonmoor Fund.

Each year there is up to £47,850 available across the three funds for community groups; and there are two opportunities to bid per annum.

What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
LPI CEL13 % of those asked who are satisfied with horticultural / gardening services in FDC's open spaces	84%	84%	139	130	94%	

Following a successful grass cutting season, customer satisfaction with Fenland's green spaces remains high. In comparison with the previous year satisfaction has improved.

This year the team have received feedback regarding a handful of specific issues such as the children's area in Eastwood Cemetery in March. Following a consultation period with customers, planned improvements will be taking place in Spring 2018.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: Improve the viability of town centres by working with town councils and the community to provide local markets, market town events, and Four Seasons events

Portfolio Holder:

Cllr Peter Murphy

Four Seasons Events

All five of Fenland's events were successfully delivered between April – December and within budget. The Four Seasons, which all take place within this 8 month window are:

March St Georges' Fayre
Chatteris Midsummer Festival
Whittlesey Festival
March Christmas Market
Wisbech Christmas Fayre

It is estimated that around 5,000 visitors attended each event. We now have over 650 traders on our database, over half of which are from within Fenland, which is great for the local economy. Each event had a specific theme or entertainment offer;

Whittlesey Festival celebrated its 10th successful year in September with a headline performance from Romford Drum and Trumpet.

The St George's Fayre celebrated in style too with Chinese pole acrobatics on the Market Place.

Chatteris went on 'On Safari' with camels in the procession and animal encounters for visitors.

The Christmas events were very successful too, highlights included a record number of participation from local choirs and many stallholders selling out despite the snow.

Over 50 people volunteered to help organise and promote the entertainment at the events which make them so successful.

The Council has continued to offer support as set out in our 'Supporting Communities to Celebrate' guidance, to other event organisers within Fenland including support with the relevant regulatory requirements, licenses or safety for example and also offered training or signposting to other support.

In 2017 training was organised by members of the Safety Advisory Group including the police on counter terrorism and the highways authority on traffic management to community event organisers. This work will continue in 2018.

Markets Action Plan Update

The Markets Action Plan is developed annually through consultation with the traders. For 2017 – 2018 traders requested support to enforce parking issues which affect their access to March Market place, increased use of social media for publicity and market focussed events to increase shoppers accessing the markets.

Officers have been supporting this through a planned programme of enforcement patrols aimed at visiting on market days. As a result 11 FPNs have been issued to vehicles causing issues by parking on market days. The traders have fed back that they are happy with the increased support but have asked for it to continue and if possible increase. Kingdom enforcement staff have agreed to provide support to tackle these issues.

Our Social media and web pages have been used to promote the market throughout the year but the traders have fed back that they have not noticed an increase in footfall. Although 3 new traders who came to trade said they explored our website prior to making contact and found it helpful and informative.

Traders who apply for the Four Seasons events find them enjoyable with the events very busy for their stalls.

In addition the 321 incentive has continued to be offered, this provides; three weeks at half rent, 2 weeks for £10 a day only and 1 week free. Many traders' book stalls at our four seasons events and feedback these are very good events and sales are always high.

The Council's website information is continually 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 what they will find at our markets and who the traders are along with a bit of history about the town.

Traders are provided with support from the Street Scene Team on Market days that can assist with queries. The market is a mixture of regular licenced traders and those who attend on a casual basis.

A brief update on each individual market is outline below:

March Market

The electrical modernisation work which took place in 2016 has provided traders with a reliable supply and has not needed to have any repairs since it was installed. During 2016-17 approximately £4,000 was allocated for repairs to the old system. The capital bid investment has enabled more electric points to be available to those traders who need power as well as being able to support local events.

The new fruit and veg trader has become a regular to the market and has proven very popular with the customers. He now trades on both Wednesdays and Saturdays and has taken on an additional member of staff due to the demand.

The market is much busier on a Saturday and a new bakery stall has enjoyed trading since December. Wednesday is not at full capacity and promotion of our 321 incentive and referrals from other traders is helping to attract some casual traders, but

we have received feedback from traders that the footfall is low and that the market is not very busy. The charity stall however is regularly booked.

Whittlesey Market

A capital bid programme has been agreed to replace the current electric floor pit towers in Whittlesey. This is the last of our managed markets which has the old system and has been troublesome due to the constant need for repairs. Consultation is under way currently about the modernisation but the news of this work has been very well received by the traders themselves and the Town Council.

The Whittlesey Market is running at almost full capacity and traders have feedback that the market is busy. We have 3 regular traders here who have a good customer base within the town.

Chatteris Market

Chatteris has a small market which is well attended by regular traders and popular in the town. Our grocer meat and fish stall have a very loyal customer base and feedback that the market is a busy and friendly one.

What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
LPI CEL12 % of those asked who are satisfied with FDC's events	90%	90%	299	293	98%	

Satisfaction rates remain above target for the Four Seasons Events. Feedback is gathered using a variety of methods including face to face questionnaires during the event and online 'survey monkey'. All feedback is recorded and used to develop the events year on year. Highlights this year have included:

"Thank you to the organisers this is a quality event compared to other council run events in the country that we've attended.

"The Festival seems to get bigger every year, keep up the good work"

"A nice mix of different Stalls"

"Brilliant for local families. Love the layout. Lots to do and watch, Thank you!"

"Fantastic for the community, bring on more events like this."

"Very well organised"

"People really got into the Christmas spirit to enjoy themselves. A big thanks to the organisers, the shops that opened and to all the stallholders that braved the snow to make it a success."

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr David Oliver

Description	Target 17/18	Cumulative for 17/18	Variance
Performance Measure			
MPI Number of incidents recorded by CCTV	1,500	1,726	

During April - December 2017 the Council was able to respond and detect 1,726

incidents of crime and disorder, including anti-social behaviour, making use of the Councils CCTV service across our four market towns in Fenland. This is a very slight decrease as compared to April - December 2016 in which 1,752 incidents were reported.

A breakdown of incidents by town from April – December 2017:

Chatteris = 44
 March = 189
 Whittlesey = 66
 Wisbech = 1,427

Description	Target 17/18	Cumulative for 17/18	Variance
Performance Measure			
MPI Number of positive outcomes as a result of CCTV intervention	240	210	

During April - December 2017 the Council was able to achieve 210 positive enforcement outcomes from incidents responded to or detected by use of CCTV. This is a decrease as compared to April - December 2016 in which 376 positive outcomes were achieved.

These included arrests and fines for affray, criminal damage, drink driving, theft shoplifting and parking offences.

Positive outcomes achieved from April – December 2017:

Arrests (CCTV led) = 77
 Assisted arrests = 81
 Fixed Penalty Notices (CCTV led) = 10
 Fines & other positive actions = 42

Description	Target 17/18	Cumulative for 17/18	Variance
Performance Measure			
Number of incident reports shared by members of SIRCS [<i>Secure Incident Reporting and Community Engagement System</i>]	250	251	

During April - December 2017, members from SIRCS which includes representation from the four market towns in Fenland from retail, commercial and licensed trade submitted 251 incident reports for circulation.

The reports vary but include; retail related theft, business related crime and alcohol related incidents including violent crime within licensed premises.

This approach continues to support both local business and partner agencies to proactively tackle business related incidents to help reduce incidents of crime in Fenland by providing a secure and consistent method to information sharing across the district.

Description	Target for the year	Target 17/18 April - December	Achieved	Cumulative for 17/18
Performance Measure				
MPI Number of FDC ASB cases where positive action is taken	90%	90%	98%	

57 cases managed between April 2017 and December 31st 2017

6 cases – work on-going

Breakdown of area:

- Whittlesey: 8
- March: 11
- Chatteris: 6
- Wisbech: 32

Breakdown by ASB type:

- Nuisance/ Personal = 54
- Environmental/ community impact = 3

In all but one case there has been direct contact with the informant to allow discussion and full understanding of the issues being reported, which has then determined the appropriate response and outcome to the satisfaction of the complainant. The one case that has not reached that threshold involved a resident who would not respond to the Council and Police requests for information to help support tackling the concerns raised.

Community Safety Partnership Update

During the period April 2017 to December 2017 inclusive, the Community Safety Partnership (CSP) held 3 partnership board meetings in April, July and November. The April meeting provides opportunity to review performance over the previous 12 months and also determining the priorities for the year ahead.

For 2017/18 it was decided to prioritise work streams around 3 key areas which complimented the Police & Crime Commissioners plan. Namely, Supporting Victims,

Reducing Offending and Supporting Communities.

The July meeting reviewed a Strategic Assessment which focussed on shoplifting offending across the district. This resulted in the partnership deciding to focus efforts on prevention and diversion particularly those who were offending through need and desperation.

In November victims were the Strategic Assessment topic and focussed on Scams including cold calling, rogue traders and online scams. The partnership supported the County Council Community Safety team deliver initiatives to raise awareness and knowledge amongst the community, especially those from older age groups.

These meetings also provide opportunity to review the current action plan and assess the partnerships activities and progress against the identified priorities.

The CSP are also responsible for and accountable to the Home Office for the completion of Domestic Homicide Reviews. These reviews are completed through convening a panel which is independent of any criminal investigation with the intention to identify learning or best practise which can be shared to prevent further incidents of domestic abuse related deaths.

The review report author determines recommendations from the identified learning and/or best practise which are subsequently translated into an action plan. At the January 2018 CSP meeting the long term partnership management of DHR action plans will be discussed and determined

To date there has been a requirement for the partnership to commission 2 such reviews. One has been completed having been approved by the Home Office whilst the other is subject of Home Office review in April 2018.

Street Drinking Update

The Wisbech Alcohol Partnership (WAP), during April – December 2017, has been delivering against the agreed Alcohol Project plan which supports the ongoing work of the Home Office Local Alcohol Action Area (LAAA) project.

The Wisbech Alcohol Partnership continues to meet monthly to deliver the Local Action Area Program by working on the agreed 13 point action plan.

This includes the introduction of alcohol related Public Spaces Protection Orders (PSPOs) to cover areas of need in Wisbech.

The four active Public Spaces Protection Orders that cover the Wisbech town centre area continues to be actively supported by the Council and its supporting enforcement partners.

Since the Orders going live from 20th October, with a period of engagement and education on the PSPOs being delivered, formal enforcement commenced on the 4th December. There have been 21 recorded ECINs entries relating to patrol activity by Cambridgeshire Police. Some of these entries account for multiple patrol activity throughout a duty day and by multiple people.

On 5 occasions there has been the need to dispose of alcohol and persons provided with education and prevention advice.

There have been no prosecutions or use of fixed penalty notices to date. For more information on the PSPOs visit: www.fenland.gov.uk/pspo

The Alcohol partnership has also delivered the following key actions during April to December 2017:

- 21 joint partnership patrols (enforcement patrols) in key street drinking locations within Wisbech. Persons found to be drinking have been provided with advice on alcohol treatment pathways and alcohol removed from the persons where appropriate.
- Monthly recovery walks have been delivered in key street drinking locations by Inclusion (alcohol treatment provider) with support from staff from the Richmond Fellowship (mental health support) where persons have been directly engaged with by health professionals. The recruitment of a dedicated multi lingual recovery worker has been completed to continue this key piece of partnership activity.
- A drug and alcohol (dual diagnosis) training event was held for free in June 2017 at the Council Chamber and offered to wider partners and front line officers. This training helps inform and enable front line officers to understand addiction and have a wider awareness on substances and the effects they have on an individual. At least 15 front line officers attended this event from services including FDC, Circle Housing, NHS (CPFT), Private Security Industry and Cambridgeshire County Council. Further events continue to be provided at least quarterly in the district.
- Telephone discussions with the Home Office alcohol strategic lead now take place bimonthly to discuss the work of the alcohol partnership, the projects and actions being delivered and to highlight the recent community concerns raised on street drinking. It was confirmed that based on the National Police and Crime Commissioners best practice document on street drinking that the Wisbech Alcohol Partnership is delivering work streams as stipulated within the guide. There have been some suggestions made by the Home Office officer on other best practice being delivered by other LAAA areas which will be explored as part of the ongoing work of the partnership.
- The Wisbech Alcohol Partnership promoted the 'Morning After' campaign during December to help support and reduce the risk of drink drive and alcohol related traffic incidents in Fenland.
- The partnership circulated resource materials for the 'Morning After' campaign through local licensed trade via PubWatch and will make use of the CSP social media channels to highlight key messages throughout December. For further information on the 'Morning after' campaign please visit <http://morning->

BUSINESS PLAN AREA: Environment

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

Business Plan Action: Support the Fenland Diverse Communities Forum to deliver the Fenland Community Cohesion Strategy

Portfolio Holder: Cllr Mike Cornwell

Fenland Diverse Communities Forum

The Fenland Diverse Communities Forum (DCF) has a specific focus on promoting integration and community cohesion, tacking appropriate and timely action to minimise/ reduce community tension. The work helps the Council deliver its statutory Public Sector Equality Duty. Membership of the DCF is comprised from statutory agencies, housing associations, health sector, community, voluntary and faith groups.

The DCF develop together a Fenland-wide action plan to support the work of the DCF This is agreed at a bi annual Diverse Community Forum and then performance managed through a core group meeting regularly throughout the year.

These actions come under the following headings:

- Better Life Opportunities: Aspiration & Skills;
- People feel a sense of belonging: Improving Access to Services;
- People feel a sense of belonging: Integration & celebration;
- Positive relationships within & between communities: Reducing Crime & Promoting a Safer Community;
- Diversity is Valued: Supporting the most vulnerable people.

A Communities & Local Government representative has looked at the Council's approach and endorsed the work being undertaken as best practice.

Below are examples of the work that has been undertaken in 2017:

Cohesion

- Being involved in National Consultation on BREXIT- Bradford in West Yorkshire, March in Cambridgeshire, Witley Bay in North Tyneside, Aberdeen in Scotland, Enfield in London, Trowbridge in Wiltshire, Methyr Tydfil in Wales and Macclesfield in Cheshire were chosen as the initial locations for a stakeholder consultation including representatives from the DCF. A community panel was held later to further discuss citizens' views. The link below summarises the conversation held.

<http://nationalconversation.uk/march-cambridgeshire-keeping-up-with-the-pace-of-change/>

Health & Wellbeing

- To progress the Findings of the Public Health Joint Strategic Needs Assessment (JSNA)- a joint planning workshop to kick-start the public health project was held with all relevant partners at Fenland Hall.

This workshop covered the following:

- Develop a migrant welcome pack (video content)
- Increase English language and literacy skills
- Improve awareness and use of primary care (removing the culture of arriving in A&E prior to GP registration/ appointment)
- Improve data collection
- Improving engagement with communities (questionnaire)
- Ensuring JSNA recommendation are considered when commissioning services.

The initial meeting focused on identifying the best way to develop the migrant new arrivals (welcome pack).

Some ideas were discussed including better use of web sites and social media and partners went away to consider this further and how the project could be funded.

This resulted in a bid to the Controlling Migration Fund – a Joint bid between Fenland DC and Peterborough CC and has resulted in a grant of £94,200 being granted over the next two years to deliver an information pack of social media resource.

Safeguarding

- The Children & Young People's Partnership have identified potential concerns/ issues over children living in houses of multiple occupation or other locations where children are left with people in the property who are unrelated to the child and just happen to live there.

To address this they are working with the Rosmini Centre to deliver community training to raise awareness of this issue with parents and recruit appropriate people to act as child minders during the day, early evening and if needs be at night.

They are undertaking DBS checks of potential child minders and delivering a tailor-made course to cover all the aspects of the role.

This is making a real, positive difference to people's lives. They are now looking at a Fostering recruitment drive and are funded by the County Council to continue this work until the end of this financial year.

Workforce Development

A training session with the DCF was held on what is the Islamic view on mental health issues in this modern world?

The session was well supported by people from the health, education sector as well as housing associations and statutory bodies. Feedback was very positive and further sessions requested for those who could not attend. The learning can then be looked at in relation to organisational service delivery approaches where relevant.

ACT (Active Citizens Together)

This project started in October 2015 and was for a two year period, it was co-funded by the European Commission under the Rights, Equality and Citizenship Programme. The main aim of the project was to increase civic and political participation of EU nationals resident in the UK in their local areas. This was achieved by delivering an ESOL module on civic engagement delivered to EU migrants studying English at Entry Level 2 and 3, and a series of workshops on the same subject.

More than 200 European migrant citizens took part in the projects ESOL sessions (English for Speakers of Other Languages) across the region, with tutors using materials prepared for them by the ACT Project team, an officer of this council and the Rosmini centre.

Groups of students used the materials in many different ways including interviewing each other in pairs, filling in UK voter registration forms and discussing a question posed by a Tutor ... "People believe that communities these days are becoming less and less cohesive. Do you agree?" It was great preparation for their oral English exam.

Training courses were held at both the Oasis and Rosmini Centres.

Afterwards, the Tutor, said "it worked well – a fun, engaging and informative lesson".

Obtaining funding by working together

Approved Grants so far

Since February 2017 The Council has coordinated through the DCF and other partnerships such as Operation Pheasant to obtain funding. A breakdown of the successful bids and a short overview of each are reproduced below.

Fund	Bid	Project Overview	Funding figure
<i>Controlling Migration Fund (CMF)</i>	Wisbech Emergency Night Shelter Lead Agency Ferry Project	Maintaining & extending the emergency night shelter in Wisbech, to provide an alternative to sleeping rough	£134,897 2 year project
<i>Controlling Migration Fund (CMF)</i>	HMO Enforcement & Licensing Lead Agency FDC	This additional resource will enable the Council to get a grip on the private rental market in Wisbech and take a street by street approach to identifying and tackling dangerous faults and failings within private rented properties, many of which are run by rogue landlords and agencies	£196,095 2 year project

		in partnership with rogue landlords.	
<i>Controlling Migration Fund (CMF)</i>	Modern Day Slavery (MDS) Support Lead Agency Rosmini Centre	Concerns and issues around MDS was recently discussed at a summit called by Steve Barclay MP. Issues around MDS are often invisible and difficult to detect. A number of people have been identified as being exploitation and MDS. There is a culture of mistrust of authority meaning that other people do not complain due to fear of retaliatory action. This project aims to address these issues.	£136,000 2 year project
<i>Controlling Migration Fund (CMF)</i>	Information pack of social media resources Lead Agency Cambs & P'boro Public Health	It is clear from the JSNA (Migrant) findings that the health and wellbeing needs of migrant & indigenous communities in areas of Cambridgeshire and P'boro are compromised by a lack of understanding or misunderstanding of how various public sector systems and services work. It is expected that a suite of between 16 & 24 information films are developed and hosted on a self-contained website, Face book page and YouTube channel to address these concerns	£94,200 2 year project
<i>Controlling Migration Fund (CMF)</i>	Migrant Outreach Service Lead Agency - FDC	A project to tackle homelessness and the impact it has on local communities. With an aim of reducing the problem of/ preventing people returning to live on the streets	£86,400 over 2 years
<i>Home Office</i>	Migrant Outreach Police Support Lead Agency - Police	To enable bi – lingual and direct liaison support between the Constabulary, the Migrant population and partners.	Approx. £45,000 Over 1 year
<i>Heritage Lottery Fund</i>	Gypsy Travellers history and culture in the fens Lead Agency – Rosmini Centre/ One Voice4 Travellers	To enable bi – lingual and direct liaison support between the Constabulary, the Migrant population and partners.	£45,000 Over 2 years

CMF	Grow it, cook it, share it, and compare Lead Agency – Groundwork / ACCESS	Recruiting volunteers to be involved in practical green skills from all backgrounds to aid cohesion and integration. The course will aim to give a minimum of 6 long term unemployed residents into meaningful employment and up to 80 families with a better understanding of UK cultures or understanding the social background of the migrant community.	£108,394 over 2 years
CMF	Street Drinking Outreach work in Peterborough Fenland Lead Agency – Cambridgeshire County Council/ FDC	The Council will share £226,000 with partners to recruit two EU speaking alcohol outreach recovery workers. To mitigate the impact of alcohol misuse in Wisbech and P'boro	£115,553 over 2 years (Fenland share of bid) Peterborough bid £283,347 including £10,000 for an evaluation
CMF	HMO Enforcement & Licensing Lead Agency – FDC	This additional resource will enable the Council to get a grip on the private rental market in Wisbech and take a street by street approach to identifying and tackling dangerous faults and failings within private rented properties, many of which are run by rogue landlords and agencies in partnership with rogue landlords.	Drafted £192,370
CMF	Looking at Parallel lives – East of England Local Government Association	Communities that lead parallel lives will never integrate into the community/ area. This leads to tensions and potential conflicts. Roma do not readily integrate readily into local communities/ groups or even people from their own other Eastern European communities. This project will undertake research into Roma lifestyle, culture and how they are dispersed across the region. From, this work we, other councils, partners and Government can identify better ways to engage and deliver services.	£157,603.50 over 2 years

