

# **Overview & Scrutiny Panel**

## **Progress Against the Environment Priorities**

**For performance from  
1<sup>st</sup> April to 31<sup>st</sup> September 2024**

# Portfolio Holders



**Councillor  
Mrs Jan French**  
Deputy Leader of the  
Council



**Councillor  
Peter Murphy**  
Portfolio Holder for  
Refuse & Cleansing,  
Parks & Open Spaces



**Councillor Steve  
Tierney**  
Portfolio Holder for  
Communications,  
Transformation, Climate  
Change & Strategic  
Refuse



**Councillor Susan  
Wallwork**  
Portfolio Holder for  
Community, Health,  
Environmental Health,  
CCTV, Community Safety  
& Military Covenant



**Councillor  
Mrs Dee Laws**  
Portfolio Holder for  
Planning & Flooding



**Cllr Alex Miscandlon**  
Portfolio Holder for  
Leisure & Internal  
Drainage Boards

## Environment

### Projects from Business Plan:

#### Deliver a high performing refuse, recycling and street cleansing service

##### Diverting waste from landfill (Cllr Murphy)

During the first half of this year, the teams collected more than 20,000 tonnes of domestic and commercial waste from our customers. Within this total, the Residual Waste (green bin waste) has reduced by 3% (664 tonnes) from the same period last year and blue bin recycling waste collected has remained broadly similar (for these provisional figures). There has been less garden waste collected, 6% (350 tonnes).

	Quarters 1&2 2023/24	Quarters 1&2 2024/25	% Change
<b>Collected Waste Tonnages</b>			
Overall tonnage	21,524	20,860	-3%
Residual Tonnage (green bins)	11,793	11,479	-2%
Dry Recycling Tonnage Actual (blue bins)	4,204	4,183	>1%
Compost Tonnage Actual (brown bins)	5,527	5,199	-6%
Dry Recycling & Compost Tonnage Total (blue and brown bins)	9,731	9,381	-3.6%

Collected Waste –		
Percentage Recycling (blue bins to green bins)	26.3%	26.7%
Percentage Recycling (blue and brown bins to green bins)	45.1%	45.0%

Customers are producing less residual waste than last year, which is good news against the background of property growth that Fenland has experienced. Customers remain active recyclers and the good quality recycling has remained similar. These are provisional data figures for recycling in September with the commencement of the new contract.

By diverting this waste from landfill the Council has generated £241,000 of income from the County Council in recycling credits. This is paid against the County Council's savings in costs of landfill, which would be in the region of £1,500,000 for this material.

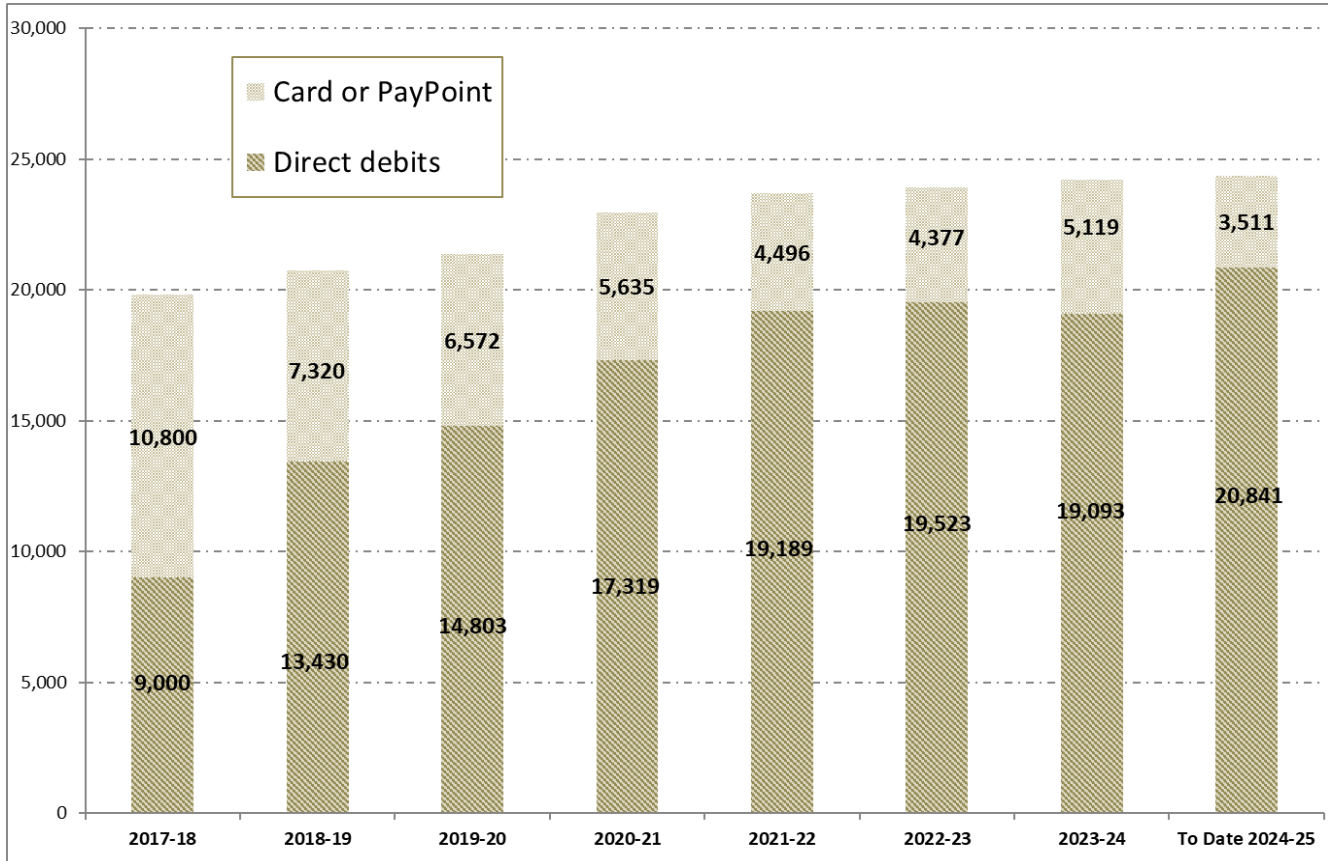
We will continue to support our customers to maximise their recycling efforts and to treat their waste as a resource to generate income and reduce overall costs.

To protect the quality of recycling materials collected, the collection teams rejected 3,320 blue bins in the first half of the year. Each of these customers is written to with information about how to get their recycling correct. Alongside the checks upon collections, supervisors performed inspections of 3,417 bins with properties received information directly from them encouraging best use of recycling bins. Of the 3,417 bins inspected, 4% contained incorrect materials (75).

### Garden Waste Collection (Cllr Murphy)

To date this year we have 24,352 subscriptions, with 86% direct debits and a total of £1,111,109 of income to cover the costs of providing the garden waste service. Last year there were a total of 24,212 subscriptions, with 78% direct debits, which generated an income of £985,000. This income covers the costs of providing the service.

### Garden Waste Subscriptions 2017-2024



The fees charged for the garden waste service increase as costs for providing the service increase, however with the direct debit fee, Fenland remains one of the lowest priced garden waste services in the Eastern Region.

### Delivering clean streets and public spaces (Cllr Murphy)

The cleansing team works 7 days a week, 364 days a year to keep Fenland's streets and public open spaces clean.

In the first half of the year, the team have received 774 requests from the public to resolve environmental issues, such as litter, broken glass, flytipping, drug related litter or similar. 90% (693) of these were attended and dealt with the same or next working day.

The development, increased kilometres of kerbs requiring sweeping, the weather and the amount of building work taking place in some of the Fenland towns continues to place increased pressure on the available HGV mechanical street sweeping resource and schedules have had to move to every 10 weeks as a result.

The scheduled cleansing and Rapid Response service, with support from Fenland's active local volunteers, including Street Pride groups, deliver clean streets and public open spaces in Fenland. The standard of cleanliness is monitored by Street Scene officers using Keep Britain Tidy surveying methodology across a range of land use types and all wards. Since April, officers have completed 591 surveys for litter and street sweeping and found 578 to be of a suitable standard (98%).

**Working with key stakeholders to deliver an effective waste partnership and update the Cambridgeshire & Peterborough Waste Strategy (Cllr Tierney)**

The Cambridgeshire & Peterborough Waste Partnership has delivered jointly procured contracts for the transport, sorting and onward sale of the dry recycling materials collected in blue bins across the area. These contracts commenced in September 2024 and Fenland's dry recycling materials are now being sorted and processed for onward sale by Biffa at their Edmonton plant. This will allow the Council to prepare for the anticipated changes in waste legislation over coming years.

**Deliver a competitive trade waste service (Cllr Murphy)**

The Council's commercial waste service offers residual, recycling and food waste collections to small to medium sized enterprises across Fenland via wheeled bins and sacks.

The service has 612 customers at present generating just over £250,000 of income in the first half of the year. The team collected a total of 600 tonnes of commercial waste, of which 110 tonnes was recycling or food waste.

**Monitor and respond to the DEFRA Waste & Resources Strategy consultation with RECAP partners (Cllr Tierney)**

The Council has received more than £1 million of capital funding from Defra to commence the work developing the food waste services as set out in The Environment Act for April 2026. A cross departmental team will shortly be created to design and manage this project with support from relevant portfolio holders and regular updates to Cabinet and Council.

**Work with partners and the community on projects to improve the environment and streetscene**

**Tackling fly-tipping, illegal parking, dog fouling, littering and ASB (Cllr Murphy)**

Fly tipping continues to be a priority for our communities and streetscene officers work proactively to investigate reported fly tipping, working closely with colleagues and other agencies to ensure swift removal of fly tipping, particularly where this presents a hazard, and to try and ascertain who is responsible.

During April to September 2024, the Council has removed 846 fly tips. The main locations affected have been Wisbech and its surrounding villages. The most commonly tipped items are household related, such as DIY waste and rubbish and bulky items. We have attended 307 of these incidents, looking through the waste searching for any evidence. This has resulted in the following enforcement actions:

- 3 x £400 Fixed Penalty Notices have been issued for individuals we believe have either

been responsible for fly tipping or those who have failed to employ the services of legitimate waste carriers (resulting in waste being dumped)

- 1 x £150 fixed penalty notice for littering
- 2 further £300 fixed penalty notice has been issued to a business for a duty of care offence, resulting in waste being dumped in Whittlesey
- A further 3 formal written warnings for fly tipping offences where the level of evidence was not sufficient to prosecute
- 5 formal interviews under caution have been carried out to those we suspect are linked to fly tipped instances

Intervention work has continued with visits to address locations where bulky items are left outside properties or in community areas where there are issues with refuse.

Fixed penalty notices for fly tipping are now £600 or £1000 (reduced to £450 or £850 if paid within 10 days) depending on the scale of the fly tip.

Littering, fly posting and graffiti are now £300 (£250 if paid within 10 days) and duty of care offences are £600 (£450 if paid within 10 days).

These new fines will be implemented from November 2024.

### **Illegal Parking (March Market) and Abandoned/Nuisance vehicles**

Additional enforcement work has been taking place on March Marketplace as the parking area returned to normal following enhancement works.

- During this time, we have issued 6 parking fines.
- A total of 128 vehicles have been reported as abandoned. All were investigated and only 8 was deemed abandoned and later removed by our contractor.
- We have also received a further 53 reports of nuisance parking which have been referred to the Police.

### **Markets and funfairs**

Since April 2024, we have welcomed a new pet food stall to the March Wednesday and Whittlesey Friday Market and a Thai food stall is starting soon in March on a Saturday.

During September and October, March, Whittlesey and Wisbech welcomed the funfairs which were well attended.

### **Fines**

In late September 2024, Cabinet approved a new set of fines for various environmental offences.

### **Maintain parks and open spaces through grounds maintenance contractor (Cllr Murphy)**

#### **Ground Maintenance Tivoli 2023/24**

Tivoli, FDC's grounds maintenance contractor has now completed the penultimate year of the extended 10-year contract, and are entering the final year of the contract, concluding in October 2025.

The retender of the Grounds Maintenance Contract is anticipated to commence in early 2025. The November switch over on contracts is built so to coincide with the end of the grass

maintenance season to ensure a smooth lead-in period prior to the commencement to the start of the annual seasonal grass cut start the following March.

This current year, though not without challenges, has seen Tivoli achieve a good level of scheduled maintenance across the district ranging from our flagship parks, verge cutting, shrub bed and tree maintenance, to play areas - all with positive feedback from residents. Additionally, the Tivoli team worked with Chatteris In Bloom to achieve successive Gold Awards in the Anglia In Bloom Competition.

Specific challenges which were not solely seen on this contract, but industry wide, included the long-wet winter and spring, followed by a cooler than usual summer which whilst great for gardens, put real pressure on the grass maintenance teams not only keeping the grass at the height required of our specification, but just the physical aspect of being able take machinery onto soft or soggy open spaces. This issue was countered by weekend working and extra resource being allocated to primary tasks to get them right first time.

The total grass cut per round is 1,033,207m<sup>2</sup> which equates to 16 million m<sup>2</sup> per season spread across our towns and villages.

### **Support community groups including Street Pride, In Bloom, Green Dog Walkers and Friends of groups (Cllr Murphy)**

In May 2024, the Council's Street Pride coordinator left the post after many years of service. Since that time work has continued to design a more sustainable way to support all environmental volunteers working across Fenland's groups, including Street Pride and Getting it Sorted (another role which had been vacant for many months). Following a successful recruitment process in the summer, a new officer started with the council in late October.

During the months of April to September 2024, Street Pride volunteers continued to deliver great community project work. Some examples are detailed below.

The Street Pride groups continued to deliver their regular works across the Fenland market towns and villages, ensuring the district remains a clean, safe and pleasant place to live, work and visit.

Whilst there are challenges in recruiting and retaining volunteers across the voluntary sector, many of Fenlands Street Pride groups have maintained excellent numbers and utilised their various skill sets to grow their resources through running fundraising events and championing their work. We are immensely proud of our groups for the hard work they commit to maintaining a strong volunteer workforce, which is not limited to our market towns.

Murrow Street Pride meet regularly and have become pillars of their community, regularly running litter picks, planting and even sourcing a community bench and bus shelter for Murrow. They feel their success is largely owed to how they promote the social element to volunteering, by encouraging their volunteers to meet for coffee and cake (and sometimes a pub visit).

Going forward, we are looking to facilitate improved learning and skill sharing between Street Pride groups and find new ways to promote the excellent work they achieve.

### **Working with town councils and the community to provide local markets and market town events (including Four Seasons events) (Cllr Murphy)**

Market town events continue to thrive and in April the Council partnered with March Events Committee, March Library, Market Place Creative People, 20 Twenty Productions and Cambridgeshire Skills to deliver March St George's Fayre. This included a whole programme of arts activities running up to the event focused on the parade. London based Notting Hill carnival production company Mandinga Arts and local artist Ricky Outis worked with the community to create stand out head dresses and show pieces for the parade.

Market Place hosted a medieval encampment on West End Park which included headline performances from re-enactors and fire breathers! Popular taster arts also included making shields. Thousands enjoyed the event and engaged in the arts.

Working collaboratively, the group are already planning to bid for funds for 2025.

In June, Chatteris hosted their midsummer festival with the theme of 'Movies'. The group have been instrumental this year in fund raising, which has enabled them to improve the event programming. Highlights included Dangerous Steve stunt display and Stilt Walkers generously provided by working with local arts organisation Gorilla Circus. The group are keen to keep costs down each year and plans are coming together to install permanent electricity at Furrowfields Recreation Ground for 2025 using grant funding.

The summer festivals culminated with Whittlesey Festival in September. Local volunteers have worked tirelessly to fund raise this year, gaining several thousand pounds of both public and private sponsorship. This meant that much loved attractions including free children's rides and military displays could be offered. Despite a torrential down pour at lunchtime the crowds remained, and so did over 100 classic vehicles. Whittlesey Festival Committee is a shining example of local residents and businesses offering their time and skills to deliver incredible things. Special thanks this year went to volunteers David Bailey who brought together 2 full stage programmes of musicians, Andrew Stimson for organising over 100 classic vehicles, Marija Lysak for running an all-schools art competition and local businessman Carl Flippance who set a website up for the group, through which sponsorship is already being generated. Averil Cosstick, Tina Overton and Jenny Parker were worth their weight in gold too leading on sponsorship and fundraising. Jenny and Tina even went above and beyond when they raised just under £1000 with a sponsored sleepover in the undertakers!

Over the coming months we will be supporting Wisbech to deliver their Christmas Fayre and March to develop plans for St George's Fayre 2025.

### **Deliver the Council's carbon reduction and climate adaption plan (Cllr Tierney)**

The Council's carbon reduction and climate adaptation plan has a number of key priority workstreams. These are:

- energy and fuel management
- supporting residents to reduce energy costs and consumption including increasing active travel
- supporting residents to be resilient and thrive
- engaging with communities
- protecting our environment.



The focus of the plan is to ensure the council's statutory duties are met and residents are provided with opportunities to improve the energy efficiency of their homes and access grant funding streams open to them.

Progress against this action plan between April and September 2024 has been challenged due to resourcing in key roles, for example the Street Pride Coordinator's resignation in May and the challenges in appointing to a grant funded position to deliver the home energy upgrade scheme.

Key progress includes:

Working in partnership with Cambridgeshire Energy and Retrofit Partnership, the allocation of home energy upgrade funding has continued positively in Fenland with 154 properties approved for grant funding. This equates to grant funding in the region of £300,000 in 2024. This is the second year of a 2-year funding stream and the partnership are currently expressing an interest in the Warmer Homes grant funds that may be accessed for 2025 and beyond. Cambridgeshire Combined Authority have also offered support to bridge any gaps between one fund ending and another beginning. The table below shows progress across the county area.

	No. of approved properties	No. of clean heat measures	No. of energy efficiency measures
Cambridge City Council	6	6	17
East Cambridgeshire District Council	85	48	153
Fenland District Council	154	64	259
Huntingdonshire District Council	20	10	31
South Cambridgeshire District Council	66	17	99

In May 2024 the county wide solar together scheme closed as period of the contract had ended. The scheme, which is part of a community switching programme, is open to any resident to enter therefore the Cambridgeshire contract was no longer required.

**Review the current arrangements for parking enforcement in Fenland (Cllr French)**

There is no further update on the implementation of the CPE project. Currently progress on the CPE has been paused until such time as additional funding in region of £500,000 is found or committed.

Reference can be made to the joint portfolio holder report for May and the Cabinet report dated 18/12/2023 - Property, Assets & Major Projects – On and Off-Street Parking Enforcement Update Paper.

Officers are currently exploring the option of introducing a District wide parking places order across all FDC owned car parks. Whilst this would not offer enforcement of on-street highway areas, this would enable off-street parking areas owned by FDC to be regulated and enforced which would in turn free up parking spaces to reduce on-street parking contraventions

### **Street Lighting (Cllr French)**

A total of eighty-six streetlight faults were reported and attended to between April and September by Fenlands streetlight maintenance contractor on behalf of FDC, Clarion Housing Association and the seven Parish Councils that FDC provide streetlight services for. Fifty-one of the reported faults related to District Council streetlights during this period.

An overview of the fault attendance can be seen below. These figures exclude any programmed replacement or upgrade works.

<b>Fenland DC -</b>	51 Fault Reports
<b>Clarion -</b>	4 Fault Reports
<b>Parish -</b>	31 Fault Reports

The above figures include three major faults and four faults which required emergency attendance.

The current streetlight service provider contract with Cable Test Ltd is scheduled to end on 3<sup>rd</sup> November 2024. Over 600 streetlights have been replaced or upgraded since 2018 during the contract period through both capital programmed works or routine repairs and maintenance.

Following two rounds of tendering a new FDC streetlight service provider has now been appointed. Woodstock Street Lighting Services Ltd of Harlow have been appointed to provide the Council with streetlight repairs, maintenance and replacement work services over the next three years with the option of extending the contract for a further two years. The contract with Woodstock will commence on 4<sup>th</sup> November, however some services will be limited during the first 8-week period whilst material stock items are awaited.

### **Capital Streetlight Replacement Works**

A number of streetlight replacement or upgrade works have been ordered through the existing contract for both FDC and on behalf of six Parish Councils. The majority of this work has now been completed and it is anticipated that any outstanding works will be completed prior to the end of the contract period.

Some connectivity works are still awaited with UKPN and FDC officers will continue to progress these works over the coming months with the new streetlight service provider. The remaining capital streetlight replacement and upgrade works will be ordered through the new contract service provider following completion of streetlight electrical and structural testing works. The testing works commenced at the end of August and are scheduled to be completed in November. Following analysis of the completed testing data, the engineering team will inform the Parish Councils of any necessary asset replacement works.

### **FDC Car Park Maintenance (Cllr French)**

The six-monthly asset inspections for FDC's public car parks have been undertaken by the engineering team and any associated defects quantified. Various maintenance works to include surface patch repairs, re-lining and tree/vegetation maintenance have been ordered or await quotations.

The FDC car park gully and surface water drain cleansing works contract has now been re-tendered and the successful bidder appointed. The annual cleansing works will be undertaken in January/February 2025 following the winter season leaf drop.

Liaison with the National Trust associated with renewal of the Chapel Road car park site lease has been ongoing for several months. A 30-year lease term with a 15-year break clause has now been negotiated with the trust, however restrictions have been placed on holding annual fairs within the car park and this proposal is to be presented to Cabinet for approval at the November meeting. FDC's former lease will hold over on a protected lease arrangement until the new lease agreement has been signed.

## **Work with partners to keep people safe in their neighbourhoods by reducing crime & antisocial behaviour and promoting social cohesion**

### **Community Safety Partnership updates (Cllr Wallwork)**

The information set out below demonstrates how the Fenland Community Safety Partnership (referred to as partnership) identifies their work streams for Fenland. The information also includes an up-to-date performance picture for 2023/24 and the performance report relating to CCTV services for 2023.

#### **Key issues**

The Fenland Community Safety Partnership develops projects from chosen themes over the financial year; these themes are influenced by the content of an annual strategic assessment, county delivery board strategic needs assessments and bespoke deep dive reports linked to the partnership annual strategic assessment. The feedback from the half yearly community survey and those completed at engagement events throughout the year are reflected in the annual strategic assessment.

The current PCC, Daryl Preston, has agreed a funding settlement with the partnership until the end of March 2026 which is subject of annual review and half yearly health checks.

For 2023/24, the partnership accessed a funding stream linked to the introduction of the Domestic Abuse Bill to support our work linked to Domestic Abuse. This work must support the objectives of the County Domestic Abuse Sexual Violence Partnership (DASV). The partnership strategic priority is aligned to the OPCC Police & Crime Plan:

- Strategic Priority
  - Keeping Communities Safe
- Tactical Priorities
  - Putting Communities First
  - Crime Prevention

- Tactical Projects
  - Domestic Abuse
  - Community Engagement
  - Scams & Cybercrime
  - Hate Crime
  - Prevent
  - Child Criminal Exploitation
  - Shoplifting
  - Safer Wisbech/Safer Streets
  - Safety Zone
  - UK Shared Prosperity Fund
  - Organised Crime
  - Illegal Money Lending
- Statutory Responsibility
  - Domestic Homicide Reviews

### **Performance Monitoring**

The partnership continues to performance manage its tactical activity through an action plan. The priority headings of Putting Communities First and Crime Prevention ensure the action plan is linked to the Police & Crime Commissioners Plan. The partnership believes this long-term strategy and close link with the OPCC ensures improvements are sustainable for the long term.

The action plan also reflects the statutory responsibility the partnership has in respect of Domestic Homicide Reviews and subsequent recommendations from those reviews.

The partnership has six monthly performance monitoring meetings with the OPCC. The CCTV service has maintained its 24/7 delivery requirement during 2022 ensuring key targets have been met and maintained.

### **Background Information on the Fenland Community Safety Partnership**

The Fenland Community Safety Partnership (the partnership) is a statutory board that has been meeting regularly since 1998. Meetings are held quarterly every January, April, July and October.

Statutory partners are:

- Fenland District Council (FDC)
- Cambridgeshire Constabulary
- Cambridgeshire County Council (CCC)
- Cambridgeshire Fire and Rescue Service
- Cambridgeshire Integrated Care Board
- National Probation Service

Non-statutory partners include.

- Office of Police and Crime Commissioner
- Drug and Alcohol services
- Clarion Housing

The Partnership meets to set the strategic direction in relation to community safety issues.

Each time the partnership meets, the chosen priorities are reviewed, and performance is recorded and assessed in detail through the partnership delivery plan.

The partnership determines its primary work themes through the strategic steer and recommendations of an annual Strategic Assessment, which informs the partnership's place based preventative work which will also be closely aligned to the Police & Crime Plan of the OPCC. The partnership continues to link with the Countywide Delivery Boards through membership of the High Harms Board.

In addition to the Strategic Assessment, the partnership will commission more detailed research on key subjects as recommended within the assessment and support recommendations linked to Serious Organised Crime in Fenland. Activity by the partnership to support the Fenland place based preventative work is recorded within a delivery plan. Formerly referred to as an action plan.

The partnership has embraced closer links with the OPCC whilst continuing to deliver place based preventative work and responding to community concern linked to anti-social behaviour. Tackling anti-social behaviour is supported by funding a Problem-Solving Post and Communities Fund from the Police & Crime Commissioner. Quarterly monitoring meetings are held with the OPCC. The partnership continues to recognise its key role in tackling domestic abuse and work closely with Cambridgeshire Domestic Abuse Sexual Violence Partnership.

### **Performance updates for 2023/24**

Below are the performance highlights for 2023/24. The partnership action plan is divided into tactical priority areas, each of which link to the overall strategic priority of the partnership.

The public health pandemic of 2020 influenced how the partnership delivered its work during the prolonged period of the pandemic and has continued to use some of this learning as we have gradually returned to a pre-pandemic style of working. The partnership is proud of the fact we continued to deliver outcomes during those unprecedented times and having adopted some of the changes we had to make.

Following some feedback regarding the performance monitoring of the action plan at a previous O&S meeting and a subsequent partnership meeting, there has been an amendment to progress categories. These are **Not yet started or at risk of failure (Red)**, **Ongoing and behind schedule (Camel)**, **Ongoing and on target (Yellow)**, and **Completed (Green)**. The colour coding provides a quick visual representation of progress. However, it's important to read the narrative as this will provide the background to, and reasoning for, the progress rating.

### Domestic Abuse

#### Community Engagement

#### Community Awareness Campaigns

- Supporting media campaigns led by our partners including Refuge, County Domestic Abuse Sexual Violence Partnership (DASV) and Police.
- Sticker campaign for Christmas period supported by FDC, Libraries, Taxi's
- Domestic Homicide Review Recommendation partners event
- Partnership work with:
  - Womens Aid
  - Hourgalss

- Kite Trust
- IMPAKT
- Opportunities to improve awareness and confidence in our migrant communities through developing links with organisations that support those communities.
  - OPOKA (Polish community Organisation)
  - SKPC (Forging links with Lithuanian group)

#### Workforce Development

- These are sessions aimed at raising awareness amongst professionals and volunteers who work within the community of Fenland who are most likely to identify the impact of domestic abuse. Providing them with knowledge and confidence to signpost, support and refer.
- In partnership with Hourglass a session linked to abuse and harm of older people.
- In partnership with Cambridgeshire and Peterborough Domestic Abuse and Sexual Violence Partnership (DASV) delivery of session attended by 66 people focused on Domestic Abuse and Coercive Control
- An in-person review session looking at the recommendations from all Fenland Domestic Homicide Reviews to consider common themes, what has changed following the recommendations and consider new learning opportunities. This session also included an input on Professional Curiosity which was a known common theme.
- Coordinated the showing of Rattlesnake. A film that explores the impact of Domestic Abuse and Coercive Control on victims.

#### Domestic Abuse Housing Alliance Accreditation

- FDC Housing Options working towards accreditation
- Delivering training across the organisation
- Organisational DA Champions
- Staff better informed to support and signpost victims of DA

#### Domestic Homicide Reviews

- The partnership is responsible for ensuring Domestic Homicide Reviews (DHR) are conducted in line with legislative requirements
- DASV Partnership deliver the DHRs on behalf of all county CSPs.
- One DHR at authoring stage. Partnership panel meetings to develop findings for completion of review.
- Three reviews have been published by the Partnership on the CSP Page of the FDC website
- Three action plans remain live.

#### Community Engagement

##### Market Towns

- May 2023 at March town library
- September 2023 at Oasis Centre Wisbech
- October 2023 at Whittlesey town library
- January 2024 at the King Edward Centre Chatteris
- Partners supporting the events included, Fenland Neighbourhood Police Teams (NPT), Bobby Scheme, Police Cybercrime and Fraud Officer, Neighbourhood Watch and Barclays Bank Fraud Team.
- Events supported by partners covering subjects to include, Loan Sharks, Fraud &

Cybercrime, Crime Prevention, Neighbourhood Watch, Road Safety (Vision Zero)

- In addition to the four events, attended the Whittlesey Golden Age Fair.

#### Rural Engagement

- Communications with all parish councils seeking opportunities to link with existing rural events.
- Local police teams fully engaged, with regular attendance by the Constabulary Cybercrime & Fraud Officer.
- Coates & Eastrea
- Manea fire station
- Parson Drove coffee morning
- Walsoken coffee morning
- Elm Lunch Club
- Other locations, Christchurch, Doddington, Wimblington, Newton, Gorefield and Leverington.

#### Cybercrime and Scams

##### Workforce Development

- Supported by Cambridgeshire Constabulary and County Council Community Protection, a Cybercrime and Scams training session was delivered in April 2023.
- The session was designed to improve knowledge of scams and cybercrime, prevention advice and reporting options.
- Improving the scam/cybercrime knowledge of those who have closer contact with vulnerable groups
- The event was delivered by video conferencing.
- 44 frontline professionals from organisations across Fenland attended the session.

##### Community Awareness

- Representative of police fraud & cyber security team attends engagement sessions when available.
- Support and widen reach of social media campaigns linked to ticket fraud, energy scams, romance scams and WhatsApp scams to name a few.
- Use of CSP and FDC communications opportunities to share linked messaging from police, Action Fraud, HMRC and others.

#### Hate Crime

Raise awareness of Hate Crime, local trends and reporting options amongst partners especially those frontline professionals and volunteers who have direct community contact.

- Two training sessions held during 2023/24
- Working with Diverse Communities Forum and local police to improve awareness of hate crime and confidence to report.
- Third party reporting centre refresher training.
- Excellent links with Cambridgeshire Constabulary's Hate Crime lead.

#### Prevent

Raise awareness of PREVENT amongst partners and community to improve referrals.

- Worked with Eastern Region Special Operations Unit to hold a Prevent training session in November 2023.
- Total of 57 frontline professionals and volunteers attended both sessions.

### Child Criminal Exploitation

Focus on Looked After Children and their guardians/support workers.

- Supported by County Safeguarding Board
- Delivery of Cambs Against County Lines training to relevant staff.
- Two sessions attended by 43 people.

### Shoplifting

Improve confidence to report offences and options to report

- Improve data quality of online submissions, especially related to stolen items and suspects.
- Encouragement to use online reporting opportunities.
- Engagement with retailers in hotspot location of Wisbech town (linked to Safer Streets)
- Development of, publication and distribution of shoplifting booklet
- Partnership distribution to over 140 retail outlets across Fenland.
- Retailer feedback
  - QR codes in booklet were well received
  - Liked the examples of outcomes
  - GoodSam well received
  - Police response is still questioned (reassurance provided)
  - Some reluctance to report although again encouragement and education provided
  - Wisbech has a far greater issue than elsewhere

### Safer Wisbech Project Delivery

Following feedback through CSP community surveys it was identified the fear of crime in Wisbech was far greater than elsewhere in Fenland. This led to a CSP subgroup, Safer Wisbech, being formed. The group accessed funding opportunities through the Proceeds of Crime Act and OPCC Youth Fund to oversee delivery of three projects. Each focused on diverting young people away from ASB and crime.

- Detached Youth Work
  - Engaged over 100 young people
  - Aged 11 to 25 years, highest proportion 13 to 18 years.
- Wisbech Outdoors
  - Providing physical activities outdoors
  - 13 to 17 year age group
  - Summer of 2023
  - Giant Games
  - Football, Boxing, Tennis and Water Sports session
- Creating a Safer Space
  - Young people engaged in design and development of safe space

### UK Shared Prosperity Fund

Two projects are to be delivered with a focus on reducing ASB in Wisbech including diversion and education

- Projects
  - Firebreak
  - POSH Foundation
  - Boxing (JGNG Foundation)



- Op Luscombe
  - Improved police visibility
  - Greater community engagement

### Safety Zone

- Partnership work developing the project for delivery in 2024/25
- Dates and Locations set
- Delivery scheduled for May and June 2024

### Disrupting Organised Crime

- Partnership work coordinated by Cambridgeshire Constabulary
- Awareness raising session delivered to 45 professionals and volunteers
- Cannabis cultivation risks within rental housing sector
- Improve awareness of cybercrime, fraud and scams
- Risk of exploitation amongst vulnerable and looked after children

### Illegal Money Lending

- Training for Fenlands frontline staff & volunteers
- Community engagement across Fenland
- Media Campaign

### **Current 2024/25 Workstreams**

The partnership continues to support the delivery of the Crime and Police Plan of the OPCC through a delivery plan. Following the strategic assessment delivered in April 2024 the strategic and tactical themes remained unchanged. The adopted primary work streams for 2024/25 are:

- Violence Against the Person
- Scams/Fraud/Cybercrime
- Domestic Abuse
- Hate Crime
- Offending, a better understanding

### Violence Against The Person

- Funding secured from the County Serious Violence Duty project to deliver two young people related projects
- After School Diversion through outreach detached youth work
- Higher Needs Projects
  - Opportunities for mentoring and coaching
  - Participation in Sport
  - Social Media opportunities
  - Diversion through Creative Industries
  - Violence against the person and the LGBT+ community

### Scams, Fraud and Cybercrime

- Awareness raising of national and local trends
- Better awareness of when, how and to who to report
- Improved understanding of support networks
- Links to Organised Crime Profile

### Domestic Abuse

- Increase awareness of Domestic Abuse, its signs and symptoms and referral pathways amongst Fenland's frontline professionals
- Improve community awareness of Domestic Abuse, signs, symptoms, reporting and referrals.
- Work with DASV Partnership to adopt and implement DHR recommendations
- Support delivery of the County DASV Needs Assessment

### Hate Crime

- Raise awareness of Hate Crime trends
- Third Party reporting opportunities
- Understand better the local picture

### Offending a better understanding

- Commission a deep dive report

### **You Said - We Did**

Please see the below table detailing the 'you said, we did' approach from the previous Overview and Scrutiny meeting in 2023.

You Said	We Did
Councillor Booth said much of the discussion had referred to Vision Zero in respect of road safety and he suggested that they be invited to a future meeting as it had been some years since they last attended.	Cambridgeshire County Council Road Safety Manager, Simon Burgin attended the Overview & Scrutiny Panel sitting on 9 <sup>th</sup> September 2024.

### **Delivery Plans**

- The Partnership continues to support the Police & Crime Plan of the OPCC
- The OPCC has committed to funding the Problem Solving Post until at least March 31<sup>st</sup> 2026
- The partnerships strategic priority is Keeping Communities Safe and tactical priorities are Putting Communities First and Crime Prevention.
- For full information on Partnership projects for 2023/24 and the current 2024/25 see the delivery plans at Appendix A.

### **Fenland Diverse Communities Forum updates on delivering the Community Cohesion Action Plan (Cllr Wallwork)**

The Diversity Forum was founded to assist in addressing the cultural and structural inequalities around diversity and gain representation on local matters from all parts of our communities. The Council and its partners are keen to engage with local community groups, including Black Minority Ethnic and perceived hard to reach groups. The Forum has representatives from agencies and community groups working across Fenland and neighbouring areas.

Members of the Forum continue to work to minimise community tension and build community cohesion. Members have demonstratable knowledge, experience and expertise in equality and diversity issues so they can make a significant contribution to the work of the partnership,

minimise any potential duplication of effort and maximise and focus on agreed partnership outcomes. The Forum provides ongoing links with and between partners in the statutory, community & voluntary services as well as faith groups.

It also helps celebrate and raise awareness of many key dates such as Diwali, LGBT, Black History & Gypsy Roma Traveller Months, Hate Crime Awareness Week and other key days throughout the year.

All partners work together to provide services that meet the needs of everyone in the community. In order to establish how we can improve services, there are regular group meetings to discuss this, and an agreed DCF action plan is refreshed annually to develop/deliver projects to assist in integration and provide appropriate Information, Advice and Guidance to help people to access mainstream services. We also work through these contacts to share positive messages back out to the community, on the importance of good community relations and counter misinformation to resolve tensions before they can escalate.

The action plan has six agreed themes to achieve the change partners seek.

- Better life opportunities – Education, aspiration and skills;
- People have a sense of belonging to the area – Improving access to services;
- People have a sense of belonging – Integration and celebration;
- Positive relationships within & between communities – including crime reduction & promoting a safer community;
- Diversity is valued – supporting the most vulnerable people;
- Health & Welfare.

The partnership action plan is driven, coordinated and managed through a core partnership group and primarily focuses on positive community outcomes. All proposals are then shared and agreed with our local community and agreed or tweaked following this engagement. An example of the partnership's work is shown below

Members of the DCF assist, have supported Western/ Eastern European communities to apply to the EU Settlement Scheme who otherwise were unable to apply due to lack of language, literacy or computer skills who otherwise would not have been able to apply.

The EU Settlement Scheme (EUSS) is a registration process for EU nationals and their family members who wish to stay in the UK after the UK left the EU. All EU nationals who do not have British citizenship will need to apply for settled status.

The EU Settlement Scheme (also referred to as Indefinite Leave to Remain) allows people who came here from Europe prior to BREXIT to continue to live, work and study here in the UK. It also means that they continue to be eligible for:

- public services, such as healthcare and schools
- public funds and pensions
- British citizenship if you want to apply and meet the requirements.

The latest local quarterly figures show the numbers of people who have obtained settled status in Fenland and other local authorities nearby:

- Cambridge – 35,340 – very high numbers of Italians – previous quarter 34,710 people.

- ECDC – 8,560 previous quarter 8140.
- Fenland – 20,640 – previously the last quarter showed 20,080 people, of these 6,230 people were from Lithuania, 5,730 people from Bulgaria. We have one of the largest Bulgarian communities in the East of England for a district council and only Boston outside of a large Town/ City has more Bulgarian people. From the figures and feedback from the community the Bulgarian population continues to grow, and anecdotal information also states that many Bulgarians are relocating to Fenland from other areas. These numbers are not included in this information as they may have gained settled status elsewhere in the UK.
- Hunts – 14,260 previous quarter 14,010 people.
- WNKLBC – 15,000 previous quarter 14,540.
- Peterborough – 75,150 previous quarter 74,350 people.
- SCDC – 14,400 previous quarter 14,010.
- S Holland – 21,200 previous quarter 20,820.

If people do have settled status, then they can then be out of the UK for 5 years (4 years if they are Swiss) without losing their status. Returning to the UK for visits will 'reset the clock' so they can be away for a further 5 (or 4 if you are Swiss) years – people need to carefully keep the evidence of returning to the UK or they can lose this status/ right to remain in the UK.

#### **Deliver the CCTV shared service with Peterborough City Council (Cllr Wallwork)**

The CCTV shared service has successfully maintained its **100% operational status** across a 24/7 period, making it the only council service delivered continuously, 365 days a year.

From April to September 2024, the CCTV service responded to **683 incidents**, an increase of 45 compared to the previous year, across our four market towns. These incidents included:

- Anti-social behaviour, including street drinking
- Criminal damage
- Violent crime
- Illegal drug use
- Possession of weapons
- Theft

As a direct result of CCTV intervention, **99 arrests** were made by Cambridgeshire Police, marking a significant increase of 21 arrests from last year. This underscores the important role CCTV services play in supporting the council and partners in crime response, enhancing community safety, and reducing the fear of crime.

In addition to its reactive response capabilities, the CCTV service remains proactive in addressing crime and anti-social behaviour by conducting regular camera patrols of the four market towns and other key locations. Since April, the CCTV team has completed **2,408 patrols**, ensuring that:

- Communities are monitored around the clock.
- Any issues or concerns are identified and managed promptly, regardless of the time of day or night.

The CCTV service also provides the council's '**out of hours' telephone contact services**, managing a variety of urgent matters, such as:

- Homelessness

- Stray and lost dogs
- Cleansing incidents
- Dangerous buildings and structures
- Environmental complaints

From April to September, the team has responded to **over 169 calls**, delivering vital support to council functions outside of regular working hours.

Additionally, the CCTV service recently completed a joint procurement process with Peterborough City Council for a new **CCTV maintenance contract**. This contract, covering both preventative and planned maintenance, is critical to ensuring the system operates efficiently, effectively, and meets the required quality standards. The new contract will:

- Replace the existing contract starting on **3rd January 2025**.
- Cover a **five-year term**, with an option to extend by **two years** under annual increments.
- Provide a robust and comprehensive maintenance strategy to secure the system's longevity and reliability.

Key Summary:

- **100% Operational Status:** The CCTV service continues to operate 24/7, 365 days a year, ensuring uninterrupted monitoring.
- **Incident Response:** A total of **683 incidents** responded to between April and September 2024, leading to **99 arrests**, highlighting the service's crucial role in community safety.
- **Proactive Patrols:** **2,408 patrols** conducted to maintain vigilance across market towns and key locations.
- **Out-of-Hours Support:** Responded to **over 169 calls** for various council services, reinforcing the team's commitment to supporting the community outside regular hours.
- **Maintenance Contract:** A new maintenance contract has been secured through a joint procurement process, ensuring system efficiency and quality for the future.

These achievements highlight the CCTV shared service's proactive and responsive approach, demonstrating its vital contribution to public safety, council support, and the overall welfare of the community.

### **Street Drinking Update (Cllr Wallwork)**

Wisbech town centre continues to be the district hotspot and street drinking activity in the area and is closely monitored and responded to in a partnership approach.

Community reports into authorities continues to be low and where street drinking is observed by CCTV, very few incidences if any at all involve behaviours which require police to be notified. Additional CCTV has been installed in Church Terrace Gardens and another in Museum Square (externally funded through Safer Streets initiative). Partnership information sharing and Op Luscombe continues.

Operation Luscombe is a Police led but multi agency response to street based ASB within Wisbech with a focus on nuisance such as begging and alcohol related anti-social behaviour. A multi-agency meeting happens every two weeks and coincides with the availability of a

support hub for those referred into the scheme. It is a tiered intervention which encourages those referred into the scheme to work with agencies and access support. Each tier of the intervention increases the punitive intervention.

- Green: Invite to hub
- Amber: Community Protection Warning
- Red: Community protection Notice
- Blue: Criminal Behaviour Order application upon conviction

FDC secured external funding for additional police patrol activity linked to Luscombe and improving community engagement.

- Alcohol removal = 35
- Green = 18
- Amber = 0
- Red = 1
- Blue = 1

Positive feedback has been received from the business community within the town centre about the increased police visibility.

**Key PIs:**

Key PI	Description	Baseline	Target 24/25	Cumulative Performance	Variance (RAG)
CELP7	Rapid or Village Response requests actioned the same or next day	93%	90%	90%	
CELP8	% of inspected streets meeting our cleansing standards	97%	93%	98%	
CELP9	% of collected household waste – Blue Bin recycling (1 month in arrears)	26.6%	28%	26.7%	
CELP10	Customer satisfaction with refuse and recycling services	93.6%	90%	N/A (March 2025)	N/A
CELP11	Customer satisfaction with our garden waste service	89.8%	85%	N/A (March 2025)	N/A
CELP12	Number of Street Pride and Friends Of community environmental events supported	255	204	92	
CELP13	% of businesses who said they were supported and treated fairly	100%	95%	100%	
CELP14	% of those asked who are satisfied with events	97%	90%	97%	

<b>Key:</b>	
	Within 5% of target
	5-10% below target
	10% or more below target

<b>Comments</b>