

AGENDA

OVERVIEW AND SCRUTINY PANEL

MONDAY, 4 MARCH 2024

10.00 AM

**COUNCIL CHAMBER, FENLAND HALL,
COUNTY ROAD, MARCH PE15 8NQ**

Committee Officer: Helen Moore
Tel: 01354 622461
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- 1 To receive apologies for absence.
- 2 Previous Minutes. (Pages 3 - 12)

To confirm and sign the minutes of the meeting of 15 January 2024
- 3 To report additional items for consideration which the Chairman deems urgent by virtue of the special circumstances to be now specified.
- 4 Members to declare any interests under the Local Code of Conduct in respect of any item to be discussed at the meeting.
- 5 Review of Clarion

A presentation to be given by Clarion on the day of this meeting
- 6 North Cambridgeshire & Peterborough Care Partnership (Pages 13 - 30)

A presentation to be given by North Cambridgeshire & Peterborough Care Partnership on the day of this meeting
- 7 Progress of Corporate Priorities - Communities (Pages 31 - 50)

This report sets out the Council's progress in delivering the corporate objectives from April 2023 to December 2023

8 Update on previous actions. (Pages 51 - 52)

Members to receive an update on the previous meeting's Action Plan.

9 Future Work programme (Pages 53 - 60)

To Consider the draft Work Programme for the Overview & Scrutiny Panel for 2024/25

10 Items which the Chairman has under item 3 deemed urgent.

Friday, 23 February 2024

Members: Councillor Mrs M Davis (Chairman), Councillor R Gerstner (Vice-Chairman), Councillor B Barber, Councillor G Booth, Councillor J Carney, Councillor L Foice-Beard, Councillor A Gowler, Councillor A Hay, Councillor S Imafidon, Councillor Dr H Nawaz, Councillor D Roy, Councillor E Sennitt Clough and Councillor Woollard

OVERVIEW AND SCRUTINY PANEL

MONDAY, 15 JANUARY 2024 - 10.00 AM



PRESENT: Councillor B Barber, Councillor G Booth, Councillor L Foice-Beard, Councillor A Gowler, Councillor A Hay, Councillor S Imafidon, Councillor Dr H Nawaz, Councillor D Roy and Councillor E Sennitt Clough

APOLOGIES: Councillor Mrs M Davis (Chairman), Councillor R Gerstner (Vice-Chairman) and Councillor Woollard

Officers in attendance: Paul Medd (Chief Executive), Peter Catchpole (Corporate Director and Chief Finance Officer), Amy Brown (Assistant Director) and Helen Moore (Member Services and Governance Officer)

In the absence of both the Chairman and Vice Chairman of the Overview and Scrutiny Panel it was proposed by Councillor Gowler, seconded by Councillor Barbar and agreed that Councillor Anne Hay act as Chairman for the duration of this meeting.

OSC27/23 PREVIOUS MINUTES

The minutes of the meeting of 28 November 2023 were confirmed and signed.

OSC28/23 REVISED GENERAL FUND BUDGET AND CAPITAL PROGRAMME 2023/24 TO 2028/29; CAPITAL PROGRAMME 2024-2027

Members consider the Budget report presented by Councillor Chris Boden

Councillor Boden paid tribute to the work done by Mark Saunders, stating his expertise and knowledge is second to none.

Members made comments, asked questions, and received responses as follows:

- Councillor Booth stated that there has been discussions over numerous years about how the budget should be set, what appears to be different this year from the report, the amount of loans we are going to have to take out for the capital programs in the future which the total estimated stated is around 30 million, he noted in the report it said, for every one million pounds borrowed this is going to have £100,000 cost with 5% of that due to interest and the other 5% is the capital repayment of those loans, that in itself explains where a lot of the deficit is going to rise in future years, in the medium term the Council is going to have to be paying off substantial loans over 20 years alongside some of the outstanding loans the Council already has which runs over 30 years. The concern Councillor Booth has is that this appears to be different to what has been presented in previous years but there has not been such a massive capital program presented to the Panel, although Councillor Boden has spoken today around what happens with the budget the Council appears to be heading towards quite high loan repayments that the Council are going to need to make to carry on with the capital investments, he stated supplementary to that this is something the Panel needs to seriously consider if the Council continue to run with this, for example in fees and charges the report talks about the Wisbech Port, there was a Working Task Group which looked into that, the issues with Wisbech Port is the income pays for the services but going back to capital investment it does not pay for the capital investment that is required, there is a figure quoted in the report of 50 million pounds,

the question asked by the Work and Task Group was whether the Council should continue with the Port. The Council needs to look at the services provided and as to whether the Port is sustainable in the long term. Councillor Boden responded he agreed the Council does need to look very carefully at the capital program, and what there is presented will have some amendments made for various reasons especially around what has been mentioned, the overwhelming majority of District Councils across the country finance their capital expenditure partially through disposals of assets but primarily through borrowing which is the usual way authority works, Fenland District Council has been in an exceptional position for a number of years but the Council will be coming out of this position in the same regime as the vast majority of other District Councils, not this year but certainly next year. In reference to the change to the capital and the impact on the deficit, the Council has been cash rich effectively paying up front for capital items which have a life span of 40 years which means most of the assets the Council has are deemed to have a useful life of 40 years with 40 years of benefit from the purchase so instead of those 40 years of benefits being accounted for each year it's all accounted for in the year of purchase, this does go against the accrual concept which is a basic concept in accounts and is made difficult in local authority financing because of the lack of depreciation within local accounts and the effective lack of depreciation, for example, in a company a charge of cost of an asset over the expected useful life of the asset is sent to the accounts each year that your using that asset, for local authorities it does not work the same way, when the Council makes a capital purchase out of cash however when making capital purchases out of borrowing then the situation reverts to a similar way to that of a Limited Company whiles the Council does not have depreciation there is a concept called minimum revenue provision and the minimum revenue provision evens out the capital borrowing cost across the estimated useful life of the asset, under the Government rules the MRP has maximized that at 40 years, this means the basic accruals concept which is missing when you are financing your capital expenditure out of cash then comes in effectively through the back door so each year the revenue account is hit by the amount of minimum revenue provision which is approximately the same which is similar in principle to depreciation although calculated in a very different ways that's why this linkage with the capital expenditure with the deficit maybe a slightly misleading way of putting it this is reverting to the idea that instead of accounting for capital expenditure in the year that it is acquired it will be accounted for the cost of capital expenditure over the estimated useful life of the asset. There has been a particular item come up in the last few months and is still ongoing to do with the opportunities give to the Council by Central Government on the Local Authority Housing Funds LAHF1 and LAHF2 this should give a figure of 4 million pound of expenditure incurred either at the end of 2023/24 or 2024/25 this will make financial sense for the Council and make a very significant difference in terms of both in quality of service provided for homelessness and also it will make a significant difference in terms of cost to the Council in terms of homelessness which can amount to hundreds of thousands of pounds a year. The Council has a significant amount of capital expenditure coming in at the end of this financial year and the beginning of the next financial year which is probably what will carry us over into a situation where at some point next year the Council will need to start borrowing there are discussions going on to see how this can be reversed with the hope that within a year or two there will be no need to borrow and this is under discussion with the Officers. Councillor Boden continued in answer to the question asked about the Wisbech Port in reference to the 50 million pounds reported, it is an eye-opening figure, in reference to the income that the Council provides for the service this is misleading, looking at the trading accounts this does show a loss and most of this loss is to do with Wisbech Port, the Council has also been informed by the Department of Transport that FDC should not be subsidising the Port operations from the Councils general funds as the rule is FDC should not be systemically financing the running costs of Wisbech Port additionally there may be difficulties that these subsidies were providing may soon reach the subsidy controls which exist because as a Council there is a rule about subsidising private companies beyond a certain level. This is ongoing and the Council will be receiving updated paperwork within the next few months. Councillor Booth responded he would like to pick up the point about depreciation and the life of the capital asset that still impacting the actual accounts as it still feels like it is going to cost the Council money in the medium-term forecast, there is an estimation at what rate this will affect the Council. Councillor Boden agreed with the statement and stated this will impact the accounts because if something is being paid cash in advance it directly affects the accounts but this will not directly impact the revenue

accounts, the mechanism for accounting for this changes significantly once it is moved from paying cash to paying by borrowing which is the way vast majorities of Local Authorities do this which does meet satisfactory approvals.

- Councillor Sennitt Clough stated as a Panel it's our job not to set the budget but to scrutinise so off the back of that, there's a saying that the best predictor of future behaviour is past behaviour except perhaps when we are talking about future finances, it was mentioned there was a pattern in your presentation and it was also mentioned that Central Government are complicating the ways in which Local Authorities receive money plus the term normally and probably was used a lot within the presentation, there was a mention of the 114 notices and at some point Croydon and Thurrock, Woking, Birmingham and Nottingham possibly sat here is a similar situation, so on the back of that what level of confidence is there that Fenland District Council will not be heading towards a similar situation? Councillor Boden responded that he has a great deal of confidence because the accounts are looked at in detail by himself as the Portfolio Holder because of this, he feels he has got a tight grasp of things and aware of the uncertainty that exists. The budget equalisation reserves were set up to look at variations between years in the outturns to try to avoid hitting the general fund. The reserves have now reached 1.87 million pounds which means with any particular year something unexpected happens the Council has an enormous cushion to be able to use through any unexpected event, what this does not do is address medium- and long-term potential deficits as this is a different matter but can act as a bridge between the medium- and long-term deadline if needed without using the general fund. Lessons have been learnt since Covid 19 and as a Council the results were better than expected because of the various negative and positive impacts of Covid 19 on the Councils finances, a plan has been in place since 2019 that by 2023 Council Taxes would be reduced but by the time the budget of 2022 was looked at nobody knew the impact Covid 19 was going to have on the finances so the reduction of Council Tax was not put forward, this is just one example of unexpected circumstances the Council can face, hopefully the likes of Covid 19 will never be seen again but it is always a possibility that something could throw the Council off track and plans need to be put in place so the Council is not so vulnerable next time. Central Government of whatever party will not drive Local Government into bankruptcy as this is not in the interest of Central Government let alone the Country so there is a high degree of certainty that water is going to continue to be pumped into the harbour so the boats can rise, that's not good enough however when you make a catastrophic mess of your finances and when you look at the likes of Thurrock, Birmingham or Nottingham they made catastrophic errors in terms of the investments that were made, the decisions that were made, and poor Governance, poor Officers, poor Members, poor Overview and Scrutiny, and that is the value of what is being done here today and it is part of the process to ensure that this Council does not make the same mistakes these other Councils have made. This is why it is important the Panel understands the process, the risk and the direction the Council is going, with all this in mind there is a high degree of probability that the assumptions made are correct and if they are not, there is a good cushion available with the budget equalisation reserves to ensure the one of something which is not expected will be able to be met.
- Councillor Nawaz thanked Councillor Boden for a scholarly all be it a theoretical presentation and there lies the problem that it is theoretical at this stage, he continued the references to the past patterns, the over cautiousness of Officers and the Officers always achieving the targets set which are all note worthy but within this there are also two pages of risks and assumptions made, some of those are positive some of those are not in total there are 21, suffice to say the Council cannot be too cautious with public money although it is comforting to know a lot of those external factors and unpredictable seem to have been accounted for there is a short fall of £539,000 against a reserve of 2 million. Councillor Boden corrected the figure stating it was substantially more than 2 million there is a general fund reserve, but this was not used this is what the budget equalisation reserve is for. Councillor Nawaz agreed the general reserve is not for this purpose as that is allocated for general projects. Councillor Boden responded in usual circumstances yes, the general fund would be used but Fenland District Council is in a better position because there is the budget equalisation reserve which has built up over the last five years. Councillor Nawaz stated it is anticipated that the financial settlement is going to be less generous than it has been in the past, 20-25% of Local Authorities have great worries about their financial future not least because of the unpredictable such as the financial settlement, possible litigation, staff, costs and rise in fuel cost given the situation in the Middle East. Overall,

it is a comforting presentation but would find it more reassuring if the deficit was addressed. Councillor Boden responded the financial statement and the paper that has been presented from Cabinet in December was written before the financial settlement was announced at the end of December, the financial settlement that was received contained quite a lot of pluses and minuses which cancelled themselves out to the extent of £10-20,000 difference so the financial settlement while it was uncertain when the paper was originally written ended up being exactly at the level that had been assumed, Councillor Boden went on to agree that 20-25% of authorities have expressed concern about getting through 2024/25 and this backs up a previous statement made that Central Government cannot afford to let 20-25% of authorities to go bankrupt and the only way this can be avoided is to pump more money into the system if this is done Fenland District Council will receive a portion of the money, but as stressed previously FDC are in a better position than most District Councils and if help was needed there are levers and methods within the Councils control to be able to solve any financial problems without having to go to Central Government plus there is the equalisation reserves. There are always challenges within these figures and as such the Council will have to do a lot of work, Members are going to have to make some hard decisions and Officers are going to have to do a lot of work but with the hard work already done within the Council many of these areas have been covered to do with the Accommodation Review, looking at the Trading accounts and the legality, looking at the Transformation processes, the Efficiencies as well as the Government Grants received, this puts Fenland District Council in a strong position compared to many other Local Authorities, but in the medium term there are always challenges which will require the Council to step up and meet, an easy way of achieving a shortfall for example would be to increase the Council tax by 2.99% over the next five years 2027/28 the medium-term financial strategy had a potential shortfall of two and half million pounds in 27/28, just by increasing the council tax by 3% would bring in an extra 1.6 million pounds and that's without an increase of fees and charges which could predict another £346,000. Councillor Boden also stated he is aware of the detail showing for NDR energy are going to be at least £500,000 more than currently being shown. There is a significant amount of opportunity to be able to meet this cost by balancing the medium-term financial strategy now by making decisions, the suggestion put forward would be instead of taking money from peoples pockets as a first option lets look at those efficiencies that the Council manage to achieve, lets look at the transformations in which the Council has delivered services, lets look at getting the trading accounts into order especially if it is legally required to do so, lets look at the accommodation review and what savings can be made, let's looking internally at how things can be managed before looking externally and that's without the idea of the taxes of putting car parking charges in place and the tax of significantly increasing the amount of the green waste bin collection, this is how to separate the financial side from the political side and the choices that need to be made if the choice was to fleece the public then the Council could sit back and not have to do much but it would be more effective to work extremely hard to ensure that the Council gets the best value for money out of the work done within the Council rather than pickpocketing the electorate at the first opportunity Councillor Nawaz thanked Councillor Boden for the reassurances shared and stated this is what he was looking for that the team are alert to lots of unknowns and prepared for the unpredictable and he will hold closely to the two phrases the Leader has used 'The Council will not fleece the public' and 'The Council will not pickpocket the public'. Councillor Nawaz commended councillor Boden for his words and commented he will be monitoring the situation throughout the year.

- Councillor Booth stated he would like to raise a few points one of the things to bear in mind which Councillor Boden has touched on is the fact that the budget set today does not have an impact just on this financial year it's the future financial years, having long been an advocate saying the Council should get the net service expenditure down to a zero rate increase, the difference in this report today is about the future capital expenditure that will be needed he would appreciate a clearer picture of what impact that will have, looking on pages 25 this gives an estimate about what that potential impact could have, looking at pages 28-29 it was just under 3 million, on page 22 it is saying it could be under 4 million so this gives an idea of the quantum and the potential impact that this could have. Picking up on a couple of other points Councillor Boden stated that the Government will not let Local Government Sector fail, I do agree with what has been said but however it needs to be recognised that District Councils are always the poor relations when it comes to settlements that are set out, the Metropolitan Cities

always get the Kings share of any settlement that the Government sends out, it's then down to County Councils generally the more rural County Councils get the worse and then below that is the District Council so with this in mind there will be some money but not as much as those at the top of the tree in the Governments eyes. The analogy about the rising water in the harbour might need to be a slightly different analogy because our Council would not rise as high as some of the other boats but that is just an observation. There does need to be some thought around what will happen in the future, is the Council turning a corner? Because looking at page 29 with the report of the outturn and usage from the equalisation reserve that is stating that this year the Council will be using £77,000 potentially although that is still up in the air with the final settlement from the Government, but that equalisation reserve is only equivalent of one year's deficit in the medium term financial settlement, so saying that the Council can rely on this is not realistic and can only be relied on at a very minimal level but this does all depend on what the final figures are on this year then what roles forward for future years this can land us at a crossroads particularly with capital expenditure that is required for this Council future years. Councillor Boden responded and agreed there are very similar policies, and in the past both himself and Councillor Booth have agreed on decisions that have safeguarded the future capital expenditure of this Council, so when looking at the capital expenditure now through the transformation processes, through the efficiencies being achieved and the accommodation review the job is to ensure the capital expenditure is under reasonable control, the effects of capital expenditure will be different on the overall financial position at some stage in the future than it has been in the past and that is instead of the effect on the overall accounts to be in advance of the use of the assets the affect of the accounts will be spread out over the course of the age of the assets as a result of the minimum revenue provision so that accounting means that the Council are able to look at the capital expenditure being spread out over a much longer period which is up to 40 years, this will change the impact which there is but this does not change the fact that if there is a note in the account for example saying something has cost 50 million pounds in an authority of our size which is an extreme example the same applies to everything which is in the capital program and that needs looking at extremely carefully to work out whether the timing of this is correct or whether it is needed at all or whether it can be provided in a better way than is currently intended to be provided, these are ongoing challenges which are faced everyday and there are Councils around the Country of all Political persuasions that indulge in vanity projects which end up burdening the local residents with long term debt and very little return, the one good thing about this Council is that we are not in the business of vanity projects and as long as the focus is on the interest of the residents and not the needs of the Council this gives a good starting point when making decisions.

- Councillor Barber asked a question on the accommodation review stating there is nothing within the current review as nothing is currently happening but how far in the future is the Council thinking of doing something about this because depending on which option is taken it could be costing the Council a lot of money which will need conversely it could bring in a bit of money depending on which option is chosen. Councillor Boden stated that he cannot go into too much detail reason being he has not seen the latest report which is being written up, until the report is completed it would be deem inappropriate to comment but suffice to say there is a lot of work going on behind the scenes with Carter Jonas and this should be coming to head within a few months, the complete report will come before Overview and Scrutiny before going to all Councillors to explain what the options are and to explain what the costs of avoidance are when possible and to explain how it is going to be possible for the Council to have an estate which is relevant for its needs. Paul Medd stated there is a process that is being followed and a lot of work is going on behind the scenes, he can appreciate the frustration this can create because he is aware everyone would like to see definitive details on this but he would like to assure the panel a lot of the necessary prep work is being undertaken so in terms of the next step as far as the process is concerned what will be worked on is something called as strategic outline business case which will set out details that are connected to the shortlisted options that will be presented the members will need steering of what the accommodation review could achieve, that report will get presented to Cabinet which Council Boden will present and the out come of that discussion will hopefully lead to a definitive option being pursued to full business case the hope is to present the strategic business case to Cabinet in March discuss the options and move forward to a more detailed business case once agreed this will then take a number of months to work on the sufficient detail which can be brought back to Members so the project

can proceed on the basis this will then move into the delivery phase of the project subject to details and engagement. Councillor Boden added at the very beginning of the process we were offered eight general options about how to move forward one was to go out find a site and build a new headquarters that will not be happening that sort of vanity project is not appropriate for the Council as it would not be cost effective the committee will be looking at the most cost effective method of achieving the necessary accommodations that the Council needs to have to full fill the function that is satisfactory for the requirements.

- Councillor Hay stated it appears from the report in 7.9 that TA2 savings and potential increases in those savings have already been included in the forecasts. If the predicted deficit is due to be met via the TA2 savings where are these additional savings going to come from. Following on from that it mentions a 0% increase of the term of the medium financial forecast but over the next five years the actual cash level is remaining the same within that report which indicates to me that it is an actual decrease in council tax because obviously the plan is to build how can this be justified when looking at this report from 2025/26 onwards there is a deficit of over two million, further on from that it was mentioned the 1.86 million that currently sits in the budget equalisation reserve and how it is a very significant cushion, in the report it stated that 2023/24 the Council is on course for a deficit of about £700,000 which would significantly decrease that 1.8 million, also 2024/25 there is a deficit of £539,000, when looking through the reports it would appear that the paper which is going to be discussed later on in this meeting for fees and charges, there is a possible extra income of £211,000 coming in which has not been included, what is the reason for not including this in the report. Councillor Boden responded that the Transformation Agenda 2 savings there was a TA1 which started four years ago and the TA2 is the new agenda with challenges that were looked at over a year ago which are now coming into effect there is still a significant amount of TA2 work to be done which has not yet been taken into account in the figures that have been presented within the report so there will be a number of TA2 savings to come in which have not been included in the medium-term financial strategy nor were they included in the next years budget and not all of the TA" savings are going to come into force next year and maybe even beyond that time scale this is a long term project which is continuing to produce more recurring savings for the Council. He continues as pointed out the cash level of monies received from Council tax would mean that this would be decreasing the Council tax charge that is shown in the papers produced, the reason for that is the increase in the tax base which is equivalent to the extra number of houses which are going to be built in the area, as stated before because of the challenge set to have a 0% increase in Council tax it was suggested that the medium term financial strategy would assume that the total amount of Council tax received each year would remain the same that is that the Council would not be taking advantage in the assumptions that we made in the challenges that were placed before officers I the increase of the Council tax base, the numbers have changed since the report was produced there was an amendment made by Mark Saunders in December because it was so significant he felt it needed to be changed so instead of the 1.3% figure which is in the papers the actual amount of increase within the Council tax based from 2023/24 to 2024/25 is 1.65% and that is equivalent to a Council tax decrease next year of 1.62%, also within the report in the medium term financial strategy the same assumption was made in 2025/26, 2026/27 and 2027/28 the Council does not know how many houses will be build within this period of time but what it knows is that the building will continue in Whittlesey , March and Chatteris over a three year period with a figure of 1.8 million pounds, the assumption being made is that every year for the next four years the Council tax charge will be reduced to each individual as stated back in February last year when this policy was introduced however it is unlikely to be achieved this year which is not that concerning but the concern lies within the following years of 2025/26/27 which is why the committee is fairly confident when it comes to the budget which is produced next month that the projected deficit for the year 2024/25 will be less than £539,000 plus part of the reason is the £211,000 which was identified earlier within the fees and charges, but saying that the idea of a Council tax decrease is not a comfortable thought in the year 2024/25, circumstances may change, numbers may change, things could look different in a months' time but as things look at the moment not just for 2024/25 but also for 2025/26 and beyond would improve the figures by £131,000 so the figure would raise to £242,000 in that figure of £539,000 and that is without a number of other figures which are due to take place which will make the position better than it currently is. As far as the justification of the money the Council will only take what is needed from the public but this has to be done with

caution until there is more certainty about the savings that will be achieved in the various ways which have been mentioned and this is why it is difficult to justify a Council tax decrease next year and certainly not the 1.62% figure which is shown within the document at the moment. Councillor Boden continued in answer to the question asked around the £211,000 for increase in fees and charges which is not included in the figures of £539,000 deficit this is because this is the way it has always been done and Mark Saunders has been encouraged to continue to work the way he always has done with all the prudence even though there has been this so called over budgeting this has been working and the committee know where they are, but the fees and charges are only set by Cabinet in January and the papers that have been provided for this meeting were produced for a December meeting and actually produced in November so at that time it was not possible to be accurate about the majority of the fees and charges and that's why the fees and charges are never included in the pre-budget estimates. In answer to the question asked about the significant deficit in 2023/24 the figure of £777.000 which is the projected outturn, that has been produced in the paper was calculated in November, year after year there is a projected outturn figure and the final outturn figure which is produced and the reason for that is number one, there continues to be saving made by officers all the way through the financial year right up to the year end and those are not all accounted for, secondly even after the November date that that figure is produced more money turns up unexpectedly from Central Government, so there is always a difference and one of the differences there will be this year is the officers will be looking at some of the reserves and look to see what the appropriate use of those reserves will be, when the question was asked about the 1.8 million pounds being a small figure it is not a small figure but is not something that can finance recurring significant deficits, it is a cushion which can be used between now and when all of the work being done on transformation, on trading accounts, on the accommodation review, on the efficiencies when that comes into effect so that is why that cushion is there, the officers would be surprised if the outturn for the current financial year is anything close to the deficit figure currently being shown as £777,000. Councillor Hay responded the figures being shown at this meeting are based on a lot of assumptions, can the panel assume that by the time the budget is produced in February so of those assumptions will be known as actual figures so it will be a lot easier to make informed decisions going forward. It was mentioned about making money from the green waste as an example earlier is this correct or is it only possible to recover the cost? Councillor Boden answered this was given as a possibility but not something that would be considered.

- Councillor Sennitt Clough stated she would like to take Councillor Boden back to the analogy of the votes she felt the subject of the Wisbech Port and Sutton Bridge was fully discussed there was mention about the Wisbech port and just to talk about efficiency and confidence moving forward how was the situation reached concerning the Wisbech Port plus if the information is correct Sutton Bridge is losing money is FDC responsible for the port of Sutton Bridge even though it is in another local authority. Councillor Boden responded stating he is unable to answer these questions as there will be a report coming out within the near future which will address some of the issues, some of which are being actively discussed and looked at therefore it would be premature to answer at this time but thanked Councillor Sennitt Clough for the question.
- Councillor Ray stated we live in great times of uncertainty and budgeting for the future is always a complicated process in 7.10 it mentions that the funding gap will be 2.558 million by 2028/29 given all the assumptions that have been made for this budget things should pan out quite well, what the general public want to know is can the officers give assurances that should things not go as well there is a similar unseen things happen such as Covid-19 that short falls will not be made up by cutting services or reducing the services residents get to try and balance those budgets. Councillor Boden responded firstly from experience medium term financial figures are interesting especially the ones which are many years out because invariably they start out with large deficits and then when you get the final outturn with large surpluses there is a process to be gone through where you start out with the medium term financial strategy apparent deficit in four years' time and where it ends up being after that year is finally finished and part of that is some of the assumptions made, for example in that figure quoted of two and half million pounds nothing is allowed for increases in fees and charges, now assuming that fees and charges after this year increase on average by 3% that's another £346,000 to be knocked off that figure straight away, with out sharing to much detail the income that is received from renewable energy and MDR is going to increase by at least £500,000 in that time and if there is a decision

over the next five years not to increase Council tax within those four years then that will produce another £536,000 to take off that figure of two and half million, so by giving this example it shows how a figure can be halved and the improvements for the accommodation review, the trading accounts, the transformation projects, the efficiencies and others have not been included. In answer to the second part of the question the committee can never give any guarantees about the services being cut, however it is not something that would be encouraged but some services may be subject to substantial scrutiny and potential change.

The Draft General Fund Budget Plan and Capital Programme 2024/25 was noted for information.

OSC29/23 DRAFT BUSINESS PLAN 2024/25

Members considered the Draft Business Plan 2024/25 report presented by Councillor Boden.

Members made comments, asked questions, and received responses as follows:

- Councillor Hay stated looking at performance measures and where it says create healthy communication through activities delivered via Active Fenland, this is measured by the number of sessions delivered per year surely there should be included the number of people who attend sessions because there could be 50 sessions and only 2 people attending. Councillor Boden responded this is a point very well made, but it would be unadvisable to keep changing the KPI's as this makes comparison difficult, having said that your point does make common sense and the officers will be looking into this to give consideration as to whether a change should be made because this needs to be about people and not activity, Councils are getting to a stage now where forward looking enterprises elsewhere in the Country are now moving away from KPI's and progressing forwards, KPI's are also becoming out of date for how data is recorded and reported on the activity that is offered and the success of that activity, this is a subject that will be brought before the Audit and Risk committee at some point this year.
- Councillor Tierney stated he would like to ask the panel for feedback on the document and the ease of understanding so improvements can be made in the future. Councillor Hay has encouraged the panel to privately email Councillor Tierney with their feedback.

The Draft Business plan 2024/25 was noted for information.

OSC30/23 REVIEW OF FEES & CHARGES 2024/25

Members considered the review of Fees and Charges 2024/25 report presented by Councillor Boden.

Members made comments, asked questions, and received responses as follows:

- Councillor Hay stated has there been any benchmarking with other Ports to make sure the Council is not pricing itself out of the market or is the Council still one of the cheapest. Sutton Bridge is seeing a significant downturn in traffic what is being done to market the Port as a suitable import export terminal plus what is Fenland Districts Council's involvement with the Port and will there be any losses, plus concerning the managing of mornings who will be responsible for any losses if any on that. Councillor Boden responded to the best of his knowledge there has been no benchmarking done because the Council are meant to recover any costs as part of the authority, and it is precisely because FDC are not meant to be seeking to act in competition against other local authorities who have got responsibilities that the Council are meant to utilise the Council's general fund to subsidise these charges. Legally FDC must ensure that the charges made are sufficient to ensure that the general fund is not being used to create a subsidy. As far as Sutton Bridge is concerned this is not the Council's responsibility as the Council does not own it or operate it the

Councils major connection is the Council is the Harbour Authority and the statutory authority for that purpose, Lincolnshire County Council would be responsible for any marketing to do with Sutton Bridge Port LTD or any other bodies involved. Lincolnshire Council pay Fenland District Council a management fee. Councillor Hay asked does the Council make money from Sutton Bridge Councillor Boden replied depending on the costs that are incurring in fulling that cost of service.

- Councillor Hay stated she would like to know about the occupancy rates at many factories and South Fens Business Centre together with the Boat House, it is understood that South Fens historically and still has problems with low occupancy, has any thought been given to a rent free period or for new occupancy to be given a period of 3-6 months at a discounted rate to encourage uptake in these Centres. Councillor Boden responded as Members will have seen it is being suggested that for the Business Centres and Units that thing should not change with what is currently being proposed as being the minimum rates and maximum rates to be charged right across Fenland, The problem is these are all in different locations with different expectations, different pressures and different cost, opportunities and demand which means the Council needs to be more responsive to the demands which exist or does not exist where there is persistent under occupancy, South Fens as pointed out being one of them to be alert of to give incentive to individuals to move in whatever those incentives maybe, it maybe to have more vetted periods it maybe that the rent charges for new occupancy are too high. Councillor Boden agreed that what is in the papers at the moment is not satisfactory and will be discussed further with officers and present any changes at Cabinet, as far as the higher rents across Fenland this feels the right amount for the next 12 months for those properties according to demand and supply but something that can be looked into and feel it would be appropriate to remove those upper limits from all of the properties across Fenland and to require the best available rent obtained from prospective tenants in the future but would not want to change the assumption which is being made about the amount of money that would be generated for the budget because this could be highly speculative. Councillor Hay stated its comforting to hear that each town is being looked at on its own merits.
- Councillor Gowler stated for the Port of Wisbech authority there are charges for everything it seems ridiculously complicated is there anyway of simplifying this document. Councillor Boden responded that he totally agreed but it is the standard practice and procedure which exists for every single Port, and it cannot be made any simpler that it is.
- Councillor Imafidon stated there is 25% increase in the Wisbech Port report are the Council working towards a situation where the officers will be offsetting the deficit that currently exists and how long will this process take if that is the plan. Councillor Boden confirmed this is something the officers are working towards; the timing is unsure and will be able to answer this when the report is produced within the near future as there are lots of things to be taken into consideration and to take one item into isolation could potentially be misleading, the 25% increase is meant to be an interim increase and the suggestion from that is the likelihood based on all the mathematics is that a figure larger than 25% will be required potentially so the Council stays legal Councillor Boden continued he could not go into anymore detail until the report is seen. I would like to emphasize that what is really important is the volume of shipping which takes place and the volume of goods which are moved as it is an integral part of the equation and those volumes have gone down in recent years and in last year particular, so the intent of the port operators whether it be Wisbech or Sutton Bridge is very important indeed.

The Overview and Scrutiny Panel AGREED to recommend to Cabinet that Fees and Charges be included in the final budget with the proposed changes around South Fens Business Centre for 2024/25.

OSC31/23 UPDATE ON PREVIOUS ACTIONS

Members Considered the updates on pervious actions and made the following comments.

Amy Brown stated Anglian Water have been written to for the outstanding information asked which has not been received yet. This will continue to be chased.

OSC32/23 FUTURE WORK PROGRAMME

Members consider the Future Work Programme.

No comments were made

12.02 pm

Chairman



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HOUSING GROUP

Fenland Scrutiny Panel

4th March 2024



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New Consumer Standards and Clarion Commitments

Kirsten Wildman, Regional Director

The Social Housing Regulation Act

'to improve the regulation of social housing to strengthen the rights of tenants and ensure better quality, safer homes'



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- Strengthen the Regulator of Social Housing
- Improve Consumer Standards
- Establish a Code of Practice on consumer issues
- Provide greater transparency for tenants
- Strengthen the relationship with the Housing Ombudsman and the Regulator

1. **To be safe in your home.** We will work with industry and landlords to ensure every home is safe and secure.
2. **To know how your landlord is performing,** including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.
3. **To have your complaints dealt with promptly and fairly,** with access to a strong Ombudsman who will give you swift and fair redress when needed.
4. **To be treated with respect,** backed by a strong consumer regulator and improved consumer standards for tenants.
5. **To have your voice heard by your landlord,** for example through regular meetings, scrutiny panels or being on its Board. The Government will provide help, if you want it, to give you the tools to ensure your landlord listens.
6. **To have a good quality home and neighbourhood to live in,** with your landlord keeping your home in good repair.
7. **To be supported to take your first step to ownership,** so it is a ladder to other opportunities, should your circumstances allow.



RSH Vision for Consumer Regulation



Four New Consumer Standards



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Safety and Quality

- **Stock Quality**
- Decency
- **Health and Safety**
- **Repairs, Maintenance and Planned Improvement**
- Adaptations



Transparency, Influence and Accountability

- **Fairness and Respect**
- **Diverse Needs**
- Engagement with Tenant
- Information about Landlord Services
- Performance Information
- Complaints
- Self-Referral



Neighbourhood and Community

- Maintenance of Shared Spaces
- Local Cooperation
- Safer Neighborhoods
- Domestic Abuse



Tenancy

- Allocations and Lettings
- Tenancy Sustainment and Evictions
- Tenure
- Mutual Exchange

Cross Cutting Themes

Data

Assurance

Oversight

Customer Involvement

Customer Insight

Accessibility

Improvements

Customer – on a page



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Vision

We provide positive customer service tailored to meeting customers' needs now and in the future.

Strategic objectives

Positive experience
We deliver quality services in an easy and accessible way, through customers channel of choice so that they have a positive experience every time they engage with us

Shaping services
We work with and listen to our customers so together we continually improve our services and local neighbourhoods

Improving life chances
Create opportunities by helping more people to find work, develop digital skills and effectively manage their finances whilst leveraging our scale to maximise social value.

Successful tenancies
We provide additional support for vulnerable residents who need help to sustain their tenancy.

Local partnerships
We build effective local partnerships so we can advocate on behalf of our customers

Projects

Service offer and delivery model - Knowing our customers - Digital optimisation - Successful tenancies - Positive learning culture

Success measures

1. 80% Customer Satisfaction
2. Customer ease score of 3
3. Less than 40 complaints per 1k homes

1. 75% have trust and confidence in Clarion
2. 75% say Clarion treats me fairly and respectfully

Over 150m of social value added per annum

Delivery against successful tenancies framework

Improved local stakeholder perception (target TBD once stakeholder plan is in place by April 2023)



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Our
Clarion
Commitments





Our
Clarion
Commitments



Our commitment No.1

We will provide services that are easy to access and respond promptly to your enquiries.



Our commitment No.2

We will listen, keep you informed, and treat you fairly and with respect.



Our commitment No.3

We will keep your home well maintained.



Our commitment No.4

We will maintain your building's safety.



Our commitment No.5

We will work to ensure that Clarion neighbourhoods are safe, clean and well maintained.



Our commitment No.6

We will help you to manage your tenancy by offering additional support services.



1. We will provide services that are easy to access, and respond promptly to your enquiries
2. We will listen, keep you informed and treat you fairly and with respect
3. We will keep your home well maintained
4. We will maintain your buildings' safety
5. We will work to ensure that Clarion neighbourhoods are safe, clean and well maintained
6. We will help you manage your tenancy by offering additional support services



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Clarion 2050

Paul Norman, Director of Strategic Asset Management

Clarion



Shaping tomorrow, today.

1

**Right homes,
right location**

Homes in the areas that we work, which meet the other five strategic principles.

2

**Understanding
our homes**

We understand the condition of our homes, the investment required over the whole life cycle and our customers perception of the homes we provide and maintain.

3

Safe homes

Homes that meet legal and regulatory requirements to make sure they're safe for our customers.

4

**Sustainable
homes**

Homes are net zero carbon ready and works undertaken reduce the customer's energy use.

5

Place Shaping

Understanding our neighbourhoods and communities, Creating spaces for people and nature, promoting mental and physical health and wellbeing.

6

**Financially
strong**

Building capacity and resilience into our long-term financial plan to enable progressive investment in our homes and communities.



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Clarion Homes in Fenland..

Sally Greetham, Head of Operations

Stock numbers in Fenland




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Property Type	Numbers
General Needs	3683
Leasehold/ Freehold	182
Shared Ownership	92
Livesmart (retirement schemes)	13 locations/ 361

Managing our Empty Homes

No of lettings in Fenland..

	General needs	Live-smart	Total
April 23- Jan 24	92	38	130
April 22 – Mar 23	118	47	165



Maximise the occupancy of our homes.

Target: 98.4%

Target exceeded: 98.6%

*Source –
Clarion Commitments Dec 23*

Managing Anti-Social Behaviour

- Take details and Risk Assess
 - Agree Action Plan
 - Work with other agencies
- == Incidents of crime should be reported to the Police
- talk to neighbours, mediation
 - Legal action, as a last resort





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Maintaining
our homes...

Carl Grimmer, Regional Director

Maintaining our homes

- **Delivery Model**
- **Performance**
- **Empty Homes**
- **Leaks, Condensation, Damp and Mould**
- **Challenges**
- **Customer Satisfaction**



How are we performing?

Clarion Response	
% Repairs completed in 24 hours	98.16%
% Repairs completed in 28 days	61.77%
% Commercial first time fix	84.82%
% Customers satisfied (Localz)	91%
% Customers satisfied (TLF)	93.3%

Swale – Gas / Oil contractor	
% Repairs completed in 24 hours	93.57%
% Repairs completed in 28 days	96.29%
& Gas compliance checks	99.74%
% Customers satisfied (TLF)	90.2%



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Sustainable Homes – Project update

Carl Grimmer/ Sally Greetham



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Sustainable Homes Progress Update

Demonstrator Phase

- 57 Properties completed since 2021
- Designed to achieve EPC C and Space Heating Demand 50 kwh/m²/year

- Improvement Measures

Windows, doors, cavity, loft and in some cases external wall insulation (EWI), heating and ventilation upgrades, enabling works including extending rafters/roof verges and ground works to facilitate external wall insulation due to thickness and depth of EWI. Some associated roof renewals and installation of PV panels.

- Total project anticipated cost to completion £8.2M
- Expenditure in 2023/24 £859,000
- Four properties at Garden Lane, significantly delayed due to UK Power Networks issues are now progressing and will complete in April 2024
- Property at 19 Station Drive, delayed due to structural issues is now progressing and will complete in April 2024



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Sustainable Homes Progress Update

Wave 1

- 170 Properties completed since 2022
- Designed to achieve EPC C and Space Heating Demand 90 kwh/m²/year (where EWI required, it has been designed to meet 70 kwh/m²/year)

- Improvement Measures

Windows, doors, cavity, loft and in some cases external wall insulation (EWI), heating and ventilation upgrades, enabling works including extending rafters/roof verges and ground works to facilitate external wall insulation due to thickness and depth of EWI. Some associated roof renewals

- Total Anticipated cost to Completion £11.3M
- Expenditure in 2023/24 £6.4M





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Sustainable Homes Progress Update

Wave 2

- Wave 2 began April 2023
- 49 properties due to complete by 31 March 24
- Designed to achieve EPC C and Space Heating Demand 90 kwh/m²/year

- Improvement Measures

Windows, doors, cavity and loft insulation, heating and ventilation upgrades. Properties selected which did not require external wall insulation for this phase

- Total Anticipated cost to Completion £1.8M (2023/24)



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Plans for 2024/25

- First 50 Properties selected in the Murrow and Wisbech-St-Mary area. Works to begin from 01 April 2024
- Total number of properties for completion in 2024/25 to be confirmed
- EPC assessments and Retrofit Assessments completed for most of these addresses
- Target will be - space heating demand 90kwh/m²/year
- Works will include some external wall insulation due to the number of bungalows included (larger perimeter in relation to space increases potential heat loss). Where ewi installed the target SHD will be 70 kwh/m²/year



EWI added



EWI with Brick Slips Finish



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Resident Feedback

“We have already noticed how cosy our rooms are now. We can’t thank you enough for all of this amazing work.”

Railway Road resident

“The work has updated the whole bungalow, made it more energy efficient and brought running costs down considerably – going from around £105 a week before the work to £58 since. The property holds the heat, and our new air source heat pump runs quietly and efficiently.

Our new smart meter shows a symbol when the electricity is being powered by the solar panels and it is lovely using the washing machine or dishwasher knowing it’s at that moment costing us nothing.”

Churchill Road, Gorefield resident



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Developing new homes Fenland

Dan Read, Regional Partnerships Director

Springfield Avenue, March



- 40 social rent homes
- 28 x 2 bedroom houses (79-82m²)
- 12 x 3 bedroom houses (95m²)
- Cocksedge Building Contractor Ltd Bury St Edmunds awarded Contract
- Planning approval June 2023
- Start On Site July 2024
- Practical Completion March 2026





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Home-link

Sally Greetham, Head of Operations



Home-Link update

Applicants on the Fenland housing register

	Emergency	Band A	Band B	Band C	Band D	TOTAL
January 2024	2	165	631	537	357	1692
March 2023	2	206	579	534	423	1744
March 2022	0	153	458	463	361	1435
March 2021	2	125	350	450	432	1359

New applications received

	New appl. received
Apr 23 – Jan 24	1217
2022/23	1381
2021/22	1726
2020/21	1507





CLARION
FUTURES

Clarion Futures

Yvonne Ogden, Communities
Manager

£84,645 direct investment into Fenland
£247,000 leveraged in via match funding

Headlines



Funded
youth
provision
across
Wisbech,
Whittlesey
and March

Funded
solar energy
for Wisbech
Community
Farm

Funded
Time Credits
to support
Fenland
volunteers

Funded
food hubs
March and
Whittlesey

Over **1000**
volunteering
hours

1289
YP
engaged

2628
Families in
Fenland
supported
with cost of
living

19
organisations
received
funding and
support

£20k
support for
Green
projects

£55k
grant
funding for
partners

874
people
supported
with their
wellbeing



**CLARION
FUTURES**

Clarion Futures Digital

Online everyday, safely and securely

Digital Device Scheme Loans

- Mobile Phone
- Tablets
- Laptops
- Mifi units / Data
- Accessories

Digital Skills Training

- Online
- In person

Digital drop in sessions

- Ferry Project
- Queen Mary Centre
- Lyons Court/Salem Court

Clarion Futures Money

We have supported households in the Fenland area with vouchers for food and energy.

We have also assisted 3 families with a grant to help with the purchase of school uniforms for their children.

We continue to be a champion for the Local Assistance scheme in Cambridgeshire delivering grant support in Fenland. In 2023/24 we have helped 40 residents in Fenland accessing funding of just under £10,000 through CLAS.

42
Devices
loaned

77
Volunteer
hours

74
learners
engaged

400
Residents
accessing
£10,000 via
CLAS

268
Residents
engaged
with Money
guidance

3
School
uniform
grants

7
Households
received
vouchers for
food and
energy

Employment and Training

£24k
support for
skills and
training

19 Fenland
residents
supported
into work

Our Jobs and Training Team have partnered with People and Animals at the Wisbech Community Farm.

Delivering Functional Skills Maths & English for NEETs

Introductory Courses in Land based Careers

ASDAN short courses in:

Equine Welfare and Behaviour,

Horticulture and Grounds

Maintenance.

School Engagement



1 Community
Centre
redecorated



85 people
engaged in
skills and
training



Clarion and Fenland Partnership working

Leased units for temp accommodation	15
Next Steps/ Rough Sleeper/ accommodation programme	10
Housing First	8





ANY QUESTIONS?

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North Cambridgeshire &
Peterborough Care Partnership

Progressing integration of health and care

Fenland Overview and Scrutiny Committee
4 March 2024 | John Rooke



Agenda Item 7

Who are we?

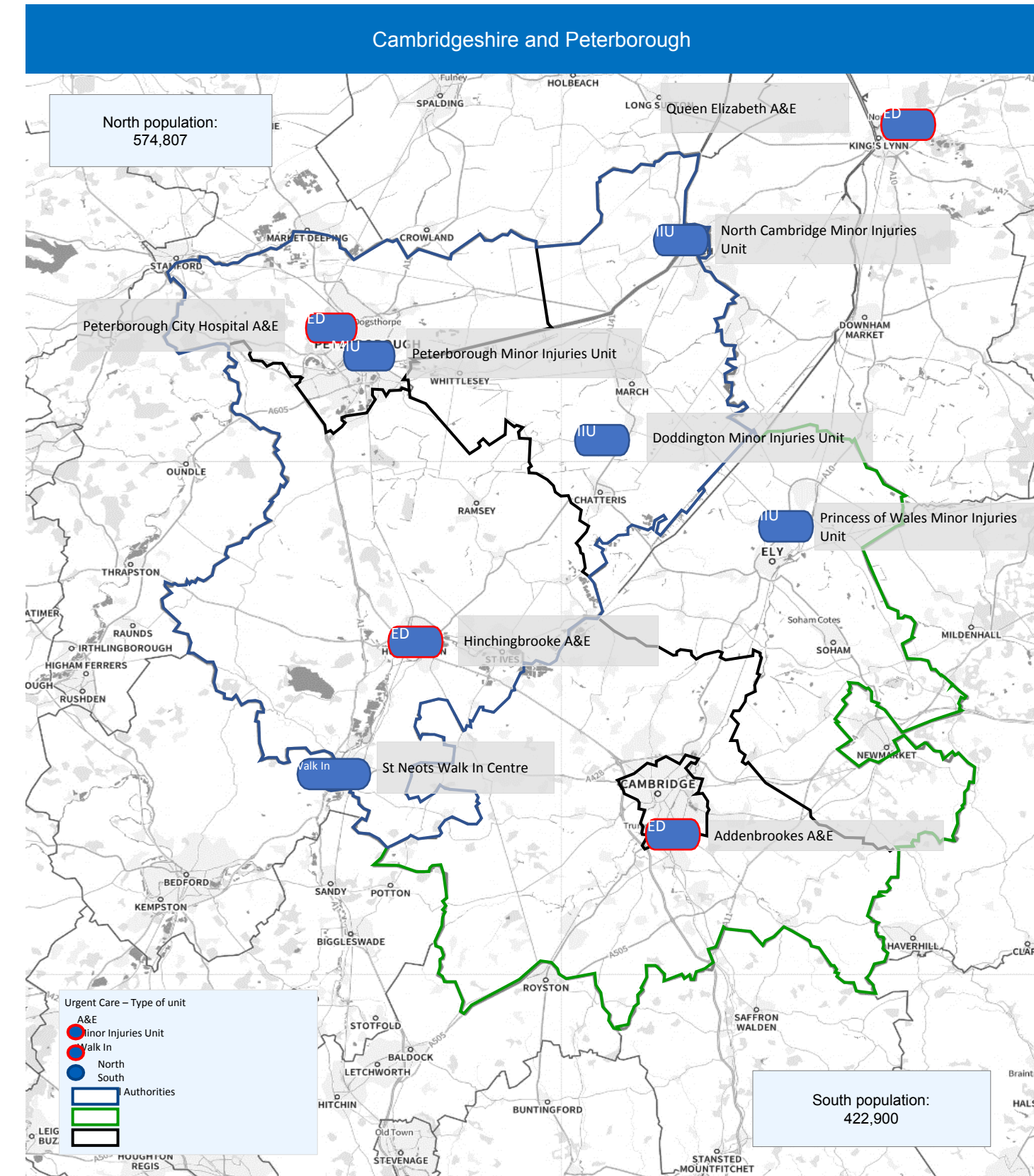
Our partnership is composed of NHS providers, County and District Councils, Healthwatch, voluntary community and faith sector partners.

Our partners work together to provide health and care services for our population:

- **Two upper tier local authorities:** Cambridgeshire County Council, Peterborough City Council
- **Two District Councils:** Fenland, Huntingdonshire
- **One hospital provider:** North West Anglia NHS Foundation Trust
- **Two community providers:** Cambridgeshire and Peterborough NHS Foundation Trust and Cambridgeshire Community Services NHS Trust
- **One mental health provider:** Cambridgeshire and Peterborough NHS Foundation Trust
- **Two ambulance trusts:** East of England Ambulance Service NHS Trust, East Midlands Ambulance Service
- **48 GP practices**
- **One Integrated Care Board:** Cambridgeshire and Peterborough ICB
- **Healthwatch** Cambridgeshire and Peterborough providing an independent patient and service user voice for health and social care
- **Circa 2,000** local voluntary, community and faith organisations

To facilitate integration of care and provision of services closer to home, we have established:

- **13 Integrated Neighbourhoods Teams** with a population ranging from 30,000 to 60,000 where local partners come together to respond to local needs and challenges



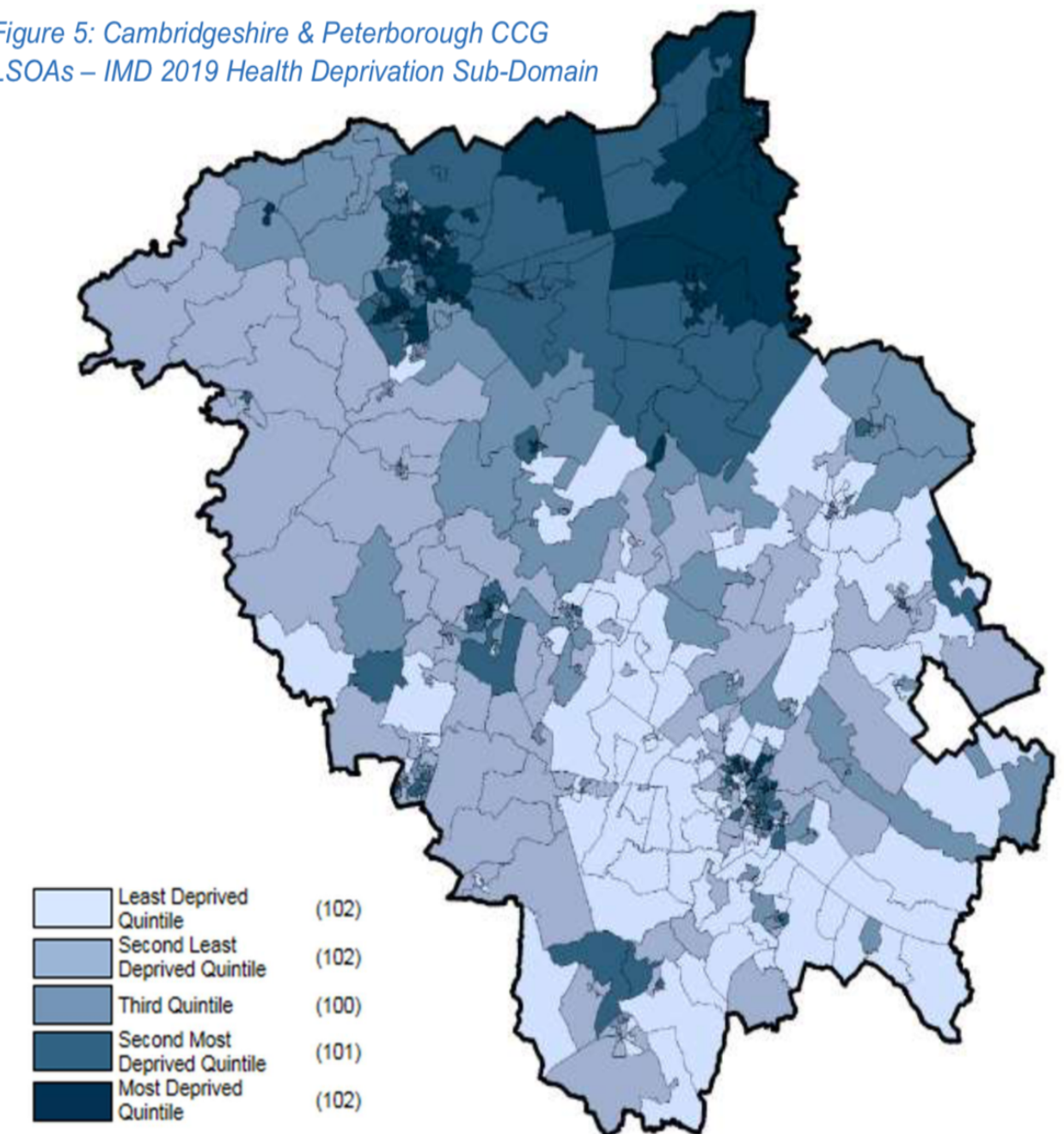
Diversity and inequity of outcomes

Our partnership serves a diverse population that experiences significant health inequalities

- There are 574,000 people registered with North Cambridgeshire and Peterborough GP practices
- North Cambridgeshire and Peterborough has **higher proportions of Black, Asian: Indian/Bangladeshi/Pakistani and 'other' ethnic groups** compared to the Cambridgeshire average
- **Deprivation is higher for North Cambridgeshire and Peterborough** compared to Cambridgeshire. Approximately 16% of children and 15% of older people live in income deprived households.
- Male and female **life expectancies are statistically significantly lower** compared to life expectancies for the Cambridgeshire at 80.5 years and 83.7 years respectively.
- **Recorded prevalence of obesity and estimated smoking prevalence are statistically significantly higher** compared to the average for Cambridgeshire. It is estimated that **10.1% of adults are obese and 19.8% of adults smoke**.
- Estimates of **people reporting long-term activity-limiting illness and being in Good or Very Good health are statistically significantly worse** than the averages for the Cambridgeshire.
- Statistically **significantly high recorded prevalence of Coronary heart disease, hypertension, stroke, COPD and diabetes** compared to the Cambridgeshire averages
- North Cambridgeshire and Peterborough has statistically significantly **higher all-age and premature all cause mortality rates** compared to Cambridgeshire.
- Statistically significantly **high rates of children's and adult social care users** compared to the Cambridgeshire average.
- North Cambridgeshire and Peterborough has statistically **significantly higher rates of hospital use** compared with the Cambridgeshire average.

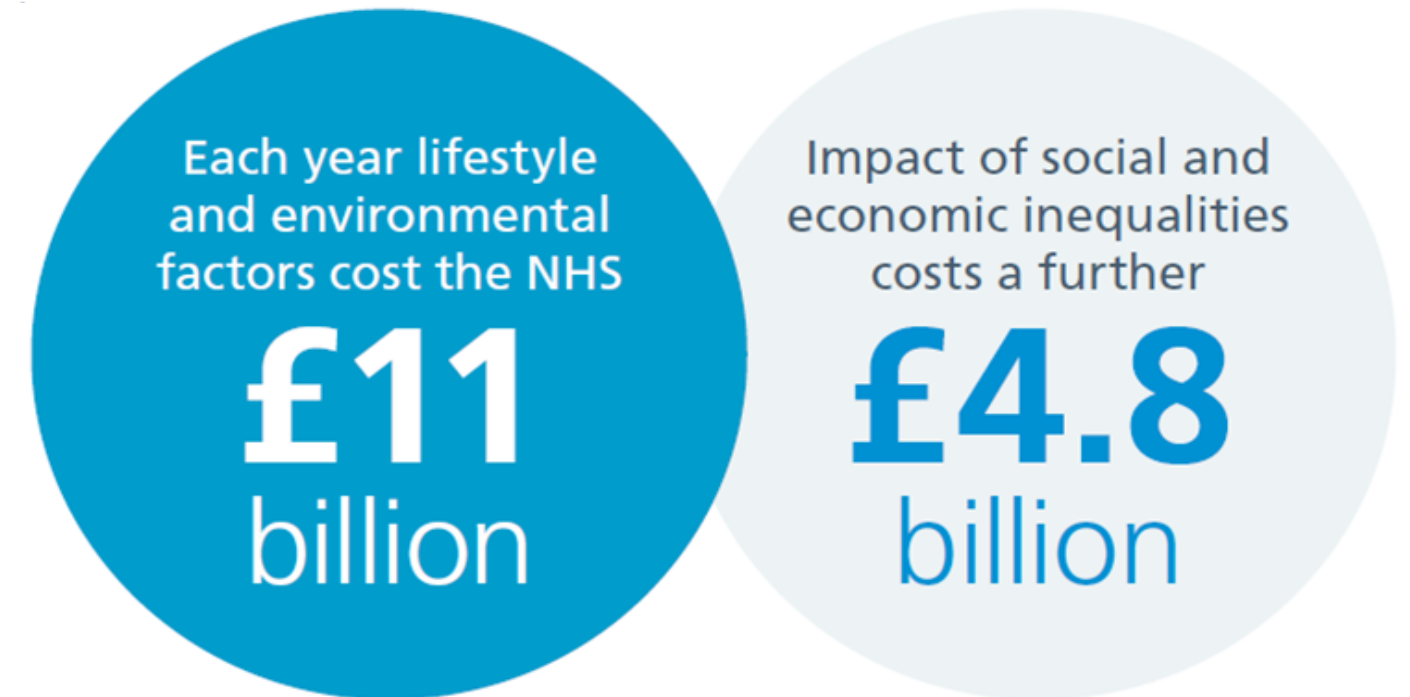
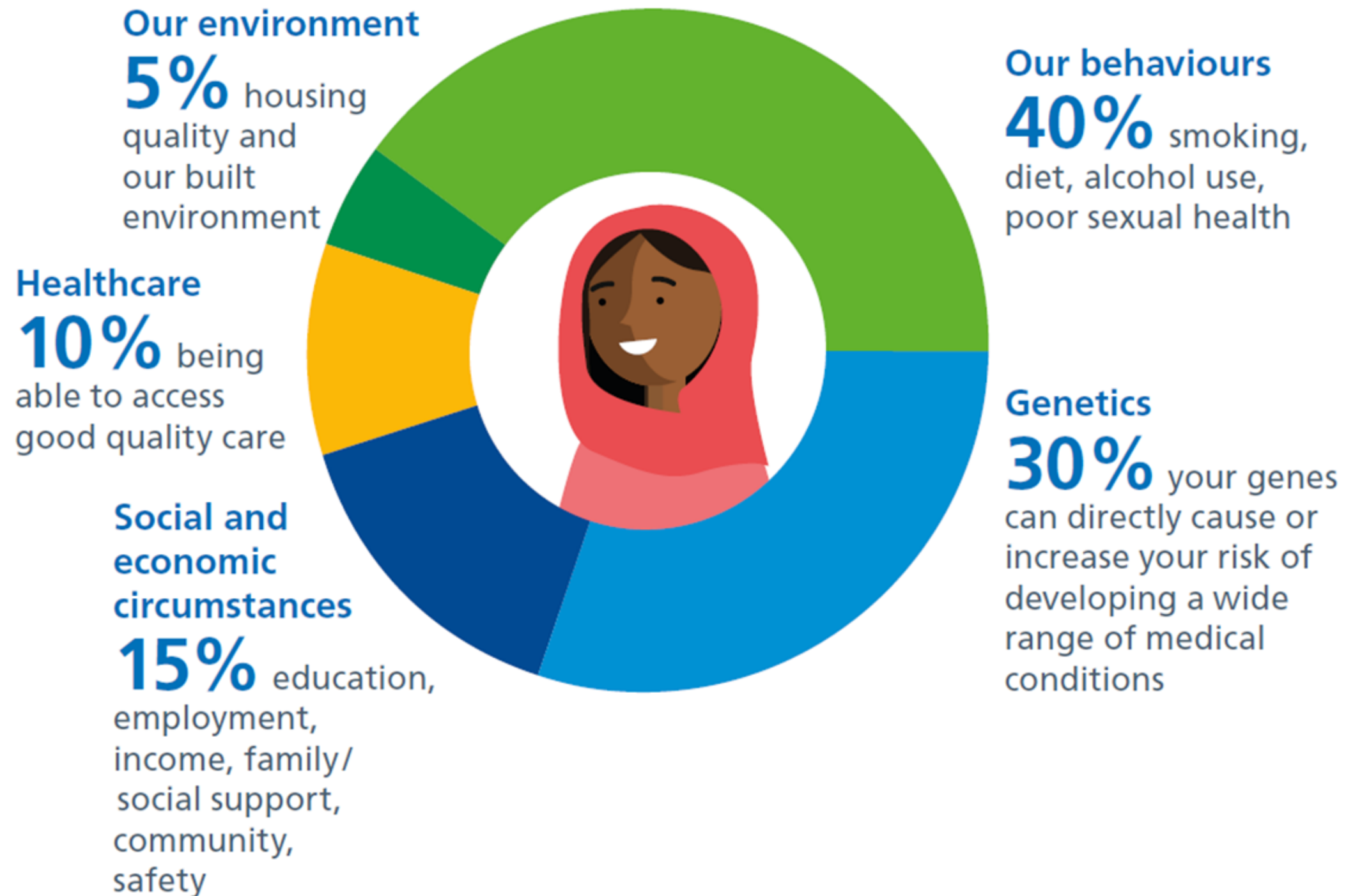
2019 IMD Health deprivation across Cambridgeshire and Peterborough

Figure 5: Cambridgeshire & Peterborough CCG
LSOAs – IMD 2019 Health Deprivation Sub-Domain

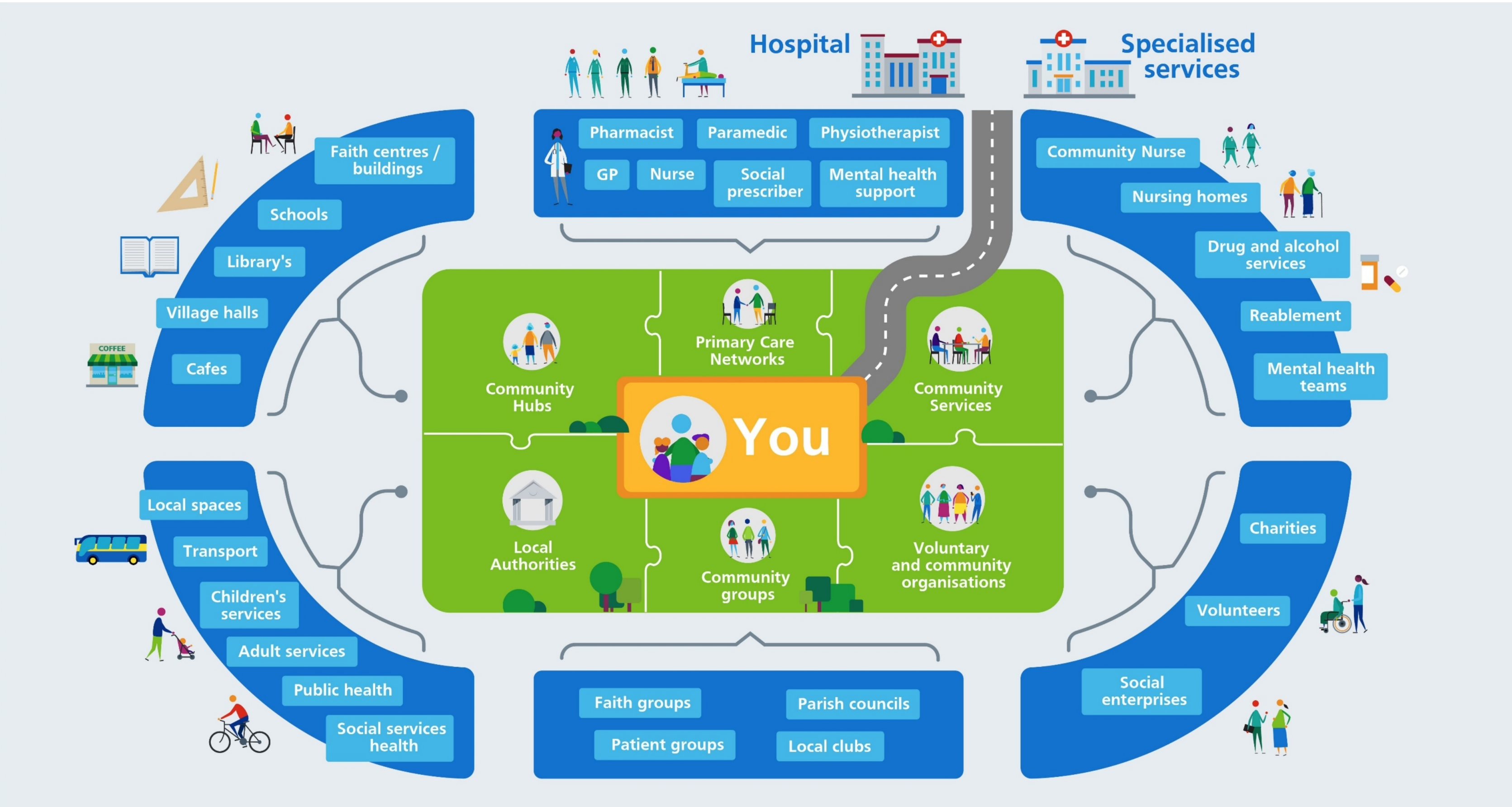


Finding non-traditional solutions to improve outcomes

Which factors impact your health?



Our concept of integrated neighbourhoods





North Cambridgeshire &
Peterborough Care Partnership

Our plan for 2023/24



Have better outcomes for our children

Reduce inequalities in deaths under 75 years

Increase the number of years that people live in good health

Integrated Care System priorities

Ensure our children are ready to enter education and prepared for the next phase of their lives

Create an environment to give people the opportunity to be healthy as they can be

Reduce poverty through better employment, skills and housing

Promote early intervention and prevention measures to improve mental health and wellbeing

North Care Partnership initiatives (2023/24)

Growing well

- Optimise and improve equity of uptake of childhood immunisations
- Development of the model of care for children and young people with complex needs through our integrated neighbourhood teams
- Support the development of family hubs with accessible services for communities
- Develop a model of virtual wards/hospital at home for children and young people

Living well

- Optimise and improve equity of uptake of screening, health checks and immunisations (all ages) providing support to stay active and healthy
- Support the design and roll-out of community mental health teams aligned to our integrated neighbourhoods
- Develop and support multi-partner initiatives (in each locality) to support those challenged by cost of living (all ages) including through community hubs
- Identify and support high intensity users and those at risk of cardiovascular disease through population health analysis and targeted interventions

Ageing well

- Deliver improvements in our urgent care system and hospital flow including the implementation of our *transfer of care* hub and virtual wards
- Develop a model of multidisciplinary support for prevention and support for those who at risk of becoming frail and who are frail
- Develop (in partnership with our South Care Partnership) and deliver upon a long-term strategy for integrated and resilient intermediate care

Implement and develop our *integrated neighbourhood teams* as our model of improving equity, prevention and integrated care delivery

How is our partnership responding now?

TARGETED INDIVIDUAL MANAGEMENT:

People who frequently attend unplanned health & care services

TARGETED INDIVIDUAL PREVENTION:

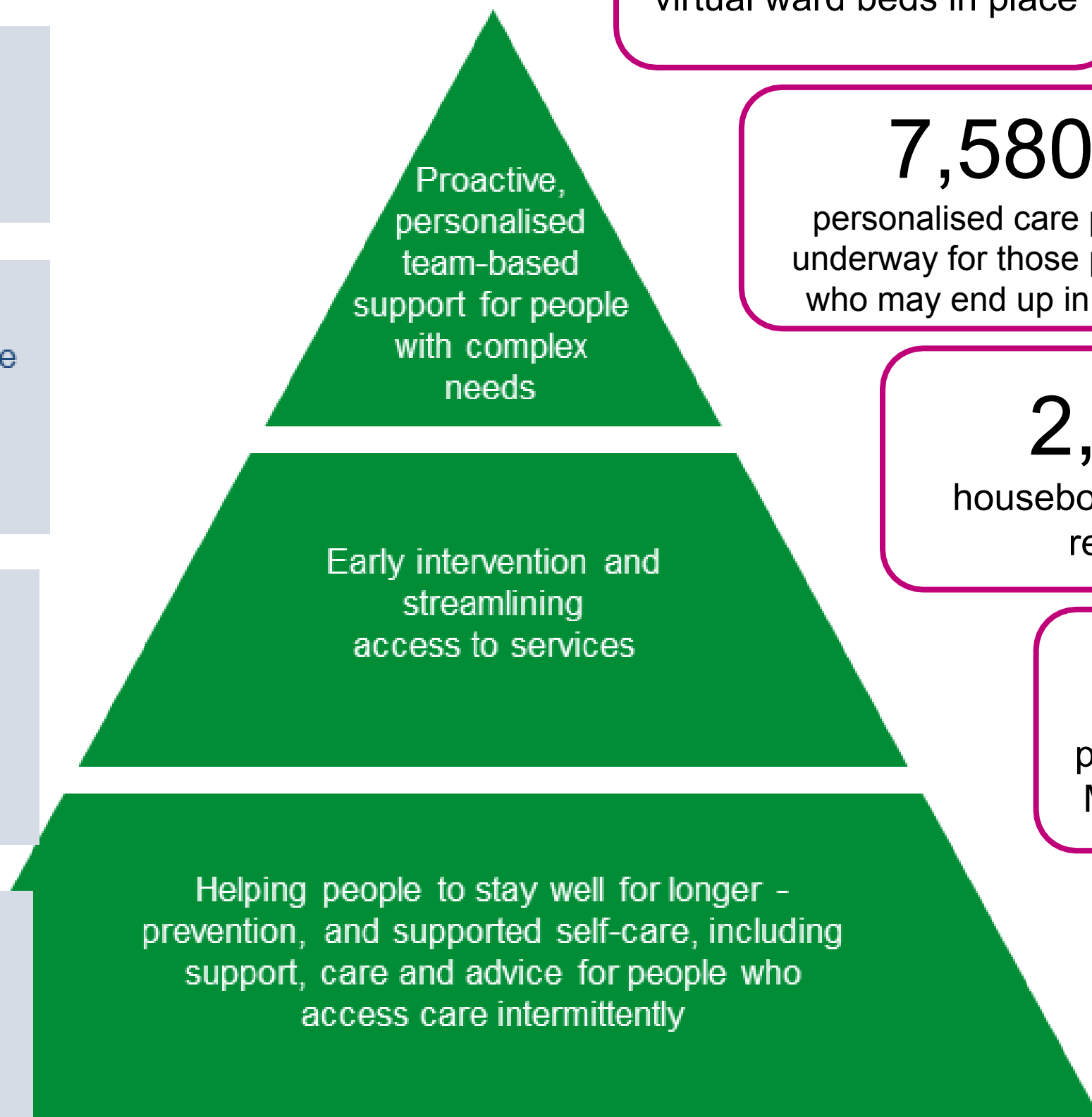
People likely to need unplanned support, care or emergency services frequently in next 3-6 months (if we don't offer proactive, personalised care now)

POPULATION EARLY INTERVENTION:

People likely to need unplanned support, care or emergency services in next 6-18 months (if we don't offer proactive care now)

UNIVERSAL PREVENTION / EARLY INTERVENTION:

Community prevention, screening and information sharing events



185

virtual ward beds in place

7,580

personalised care plans underway for those people who may end up in crisis

2,147

housebound diabetes reviews

3,474

people on-boarded to our MyAsthma self-care app

3,183

attending our family hubs in quarter 1, 23/24

Population health management approach

Fenland Locality – Key activities

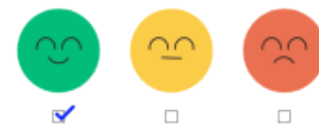
Fenland/South Fenland Integrated Neighbourhood

Cooking at Home programme: £2,500 funding secured through Clarion Futures to run three cohorts of the programme with 30 families. The 6-week course is aimed at families (with children of primary school age) and will support in educating families on how they can cook healthy meals together on a budget whilst providing them with basic cooking and numeracy skills.

Falls Prevention: A weekly Multidisciplinary Falls Prevention Service was established in 2022, within Doddington which includes:

- Multifactorial Falls Risk Assessments (Healthy You)
- FaME programme (Healthy You)
- Pre-Fit and Strength and Balance classes (Active Fenland)

Successful appreciative enquiry work undertaken with class participants at Doddington. 100% improvement in physical and mental wellbeing.




North Cambridgeshire & Peterborough Care Partnership

Ramsey area Cooking at Home course

19 October – 23 November 2023

This course provides families the opportunity to cook healthy and simple meals together, on a budget. Designed to be a fun, hands on experience for the whole family by discovering new meals, skills and techniques.

Once the course has finished families will receive a free food voucher

There are limited places available so professionals are asked to refer families for consideration by Monday 9 October.



CLARION FUTURES support cambridgeshire Cambridgeshire County Council North Cambridgeshire & Peterborough Care Partnership

[Cooking At Home Film - YouTube](#)

Long-term conditions: 3 GPs with extended role Specialty Leads to work across both Fenland and South Fenland PCNs:

- Cardiology (role filled)
- Diabetes (role filled)
- Respiratory (role still out to advert)

This innovative approach will allow for enhanced clinical leadership provision within the PCNs. This will support in addressing the long-term disease burden across the Fenland population using a PHM approach to effectively manage patients. There will be an improved focus on holistic care to address long-term disease burden to enable proactive management of patient care. Aim to work wider across the neighbourhood.

Fenland Locality wide – Mental Health Dementia Project

'To enhance the awareness, support and services available for people with dementia, their carers/friends and family across Fenland collaborating with Integrated Neighbourhood colleagues and wider stakeholders'.

A Fenland Community Dementia Survey was created to hear from those affected by memory loss in Fenland. This includes people with Dementia, people worried about their memory loss and their carers. Three main themes identified through survey results:

1. Awareness of services and support available
2. Wider understanding of dementia in the community
3. Lack of transport

Working groups have been established to focus on the above themes.

On project initiation Alzheimer's Society clinic utilisation was 22%, this has increased to 42%, with a few individual practices meeting or nearing this target as below:

Practice	Previous utilisation (April – July average)	Current utilisation (August – September average)	% increase
Fenland Group Practice	25%	63%	38%
George Clare	0%	100%	100%
Trinity	25%	75%	50%



North Cambridgeshire & Peterborough Care Partnership NHS

Fenland Community Dementia Survey: have your say

If you, or someone you care for, is affected by memory problems, we want to hear your views and experiences

Cambridgeshire County Council Alzheimer's Society

Coffee Morning

Is your life affected by memory problems or dementia?

Why not come along and find out about local help and support.

Where: Bricstan Hall - Chatteris Parish Church
Date: Tuesday 14th November 2023
Time: 10am to 12pm

This is a free event - all refreshments are provided free of charge.

Alzheimer's Society
Together we are help & hope for everyone living with dementia

Registered charity no. 296645. Alzheimer's Society operates in England, Wales and Northern Ireland.



North Cambridgeshire &
Peterborough Care Partnership

Developing the Fenland Early Help Hub

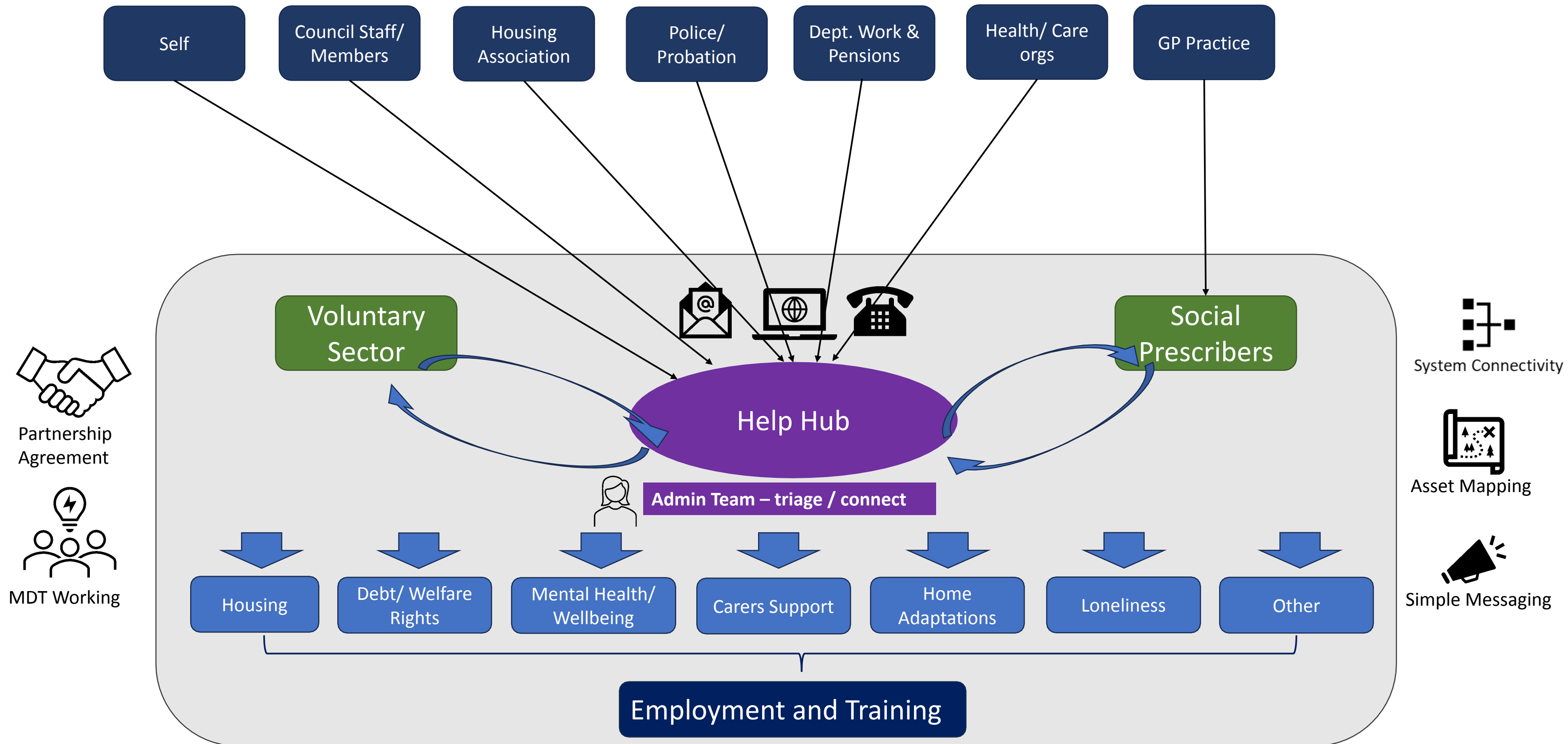


Objectives

1. Increase the number of Fenland residents being connected to public and voluntary sector help and support
2. Change the profile of customers contacting the Council to reflect residents seeking help earlier to prevent issues escalating, reducing the need for higher cost interventions
3. Develop a “one team” culture between Councils, Voluntary Sector and Health teams, shaped by the principles of the trusted assessor model, reducing duplication and the need for residents to share their story repeatedly
4. Create a focal point for the public and voluntary sector to collaborate, enabling all parties who have contact with residents with support needs to share issues and learning
5. Produce a communications strategy to promote the Early Help Hub including an agreed directory of services and community assets that will be managed and maintained to support all frontline staff
6. To support residents, including those on certified sickness absence into/ back to employment and training by addressing issues and barriers to entry

Progress report

1. Project Board established with representation from partners across the system
2. Public Health funding received for set up and Phase 1 – connecting people to employment support
3. FDC’s MyFenland team to develop capacity and capability to triage hub referrals/ enquiries
4. Simple online form hosted on Fenland District Council website for partners or self-referral
5. Project to trial different methods of bringing public and voluntary sector partners together to work in a multi-disciplinary way – learning from other areas that have achieved successful outcomes
6. Planning to develop and test pathways with a view to going live for Phase 1 in June 2024





North Cambridgeshire &
Peterborough Care Partnership

Developing the North Care Partnership and our plan for 2024/25



Population growth in North Cambridgeshire and Peterborough

Population growth to 2041, by age group, by locality

Locality	15-24	75 -84	Over 85s	Total
Fenland	24.8%	70.1%	126.6%	22.7%
Hunts	16.9%	72.4%	156.6%	19.4%
P'boro	26.2%	73.6%	105.7%	17.2%

What does this mean for our capacity?

- 27% increase in A&E attendances
- 36% increase in emergency admissions
- 52% increase in urgent care beds
- 30% increase in elective/day case activity
- 33% increase in beds for surgery

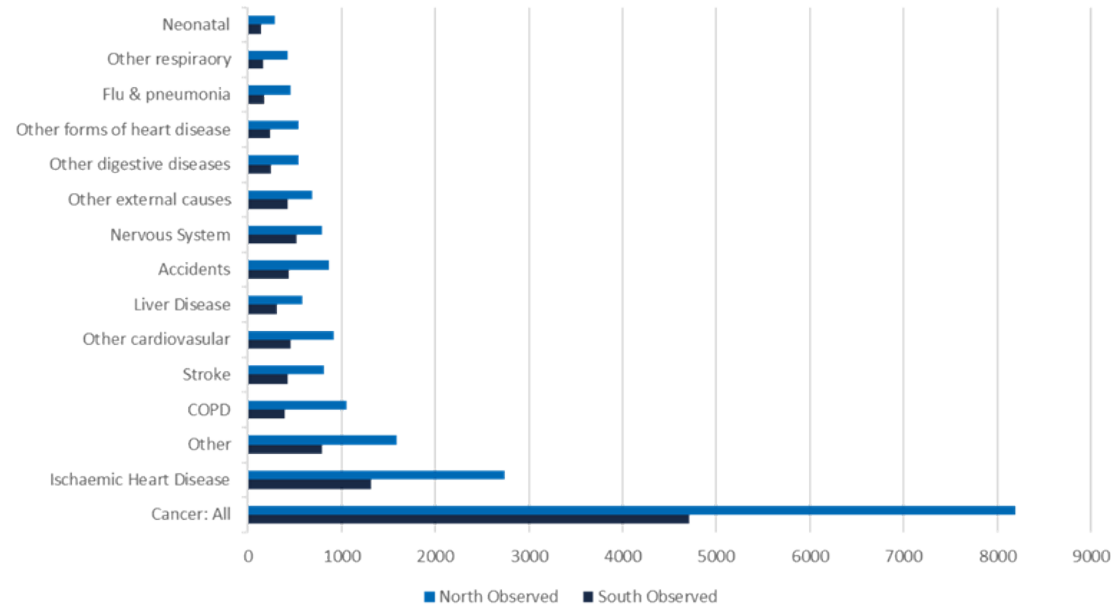
Overall (per annum):

- Over 250,000 outpatient appointments
- Over 50,000 more A&E attendances
- Over 500 hospital beds

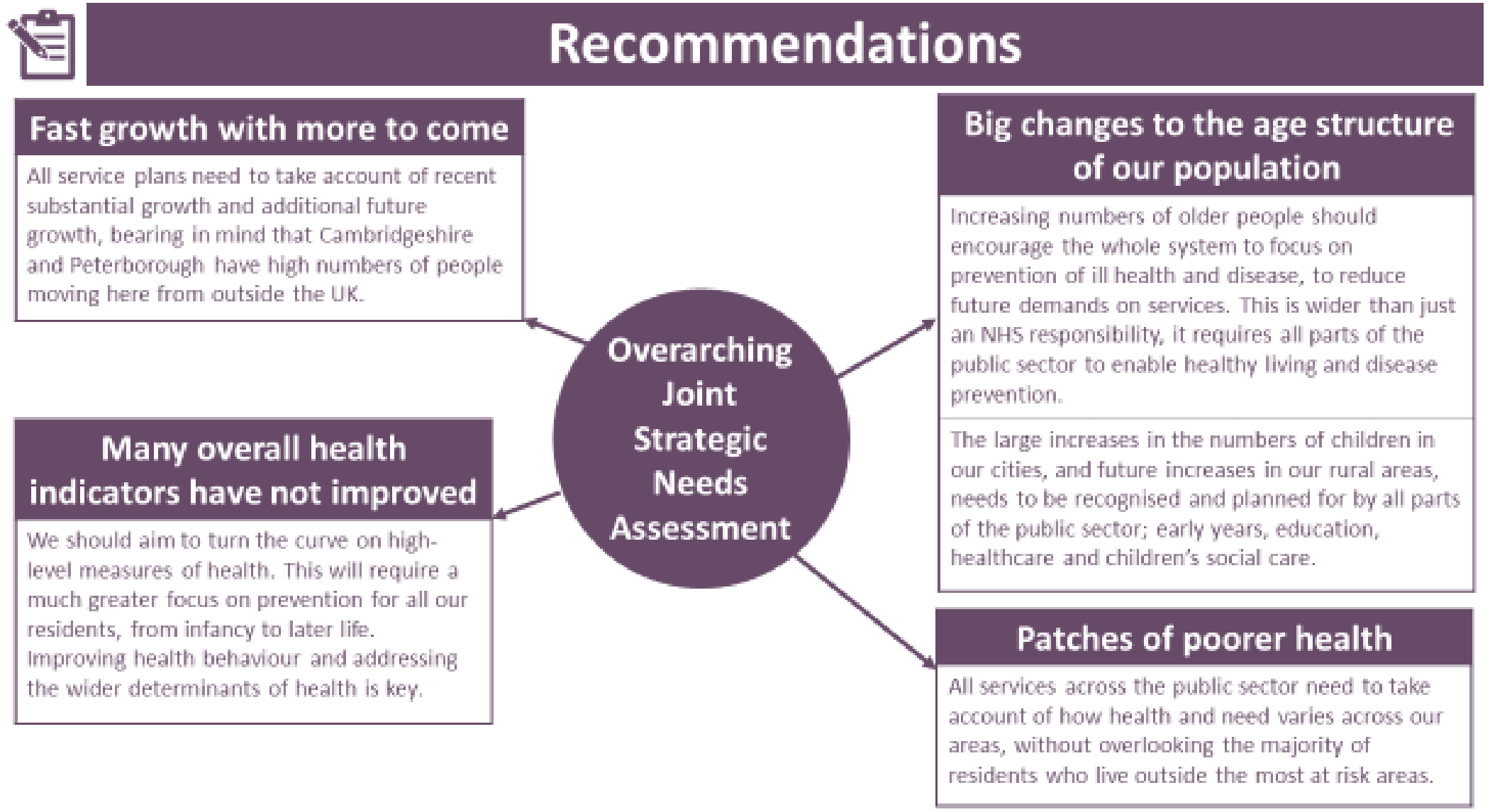
Core inputs into the work we best do together

Over 1/3 of children in Peterborough living in poverty

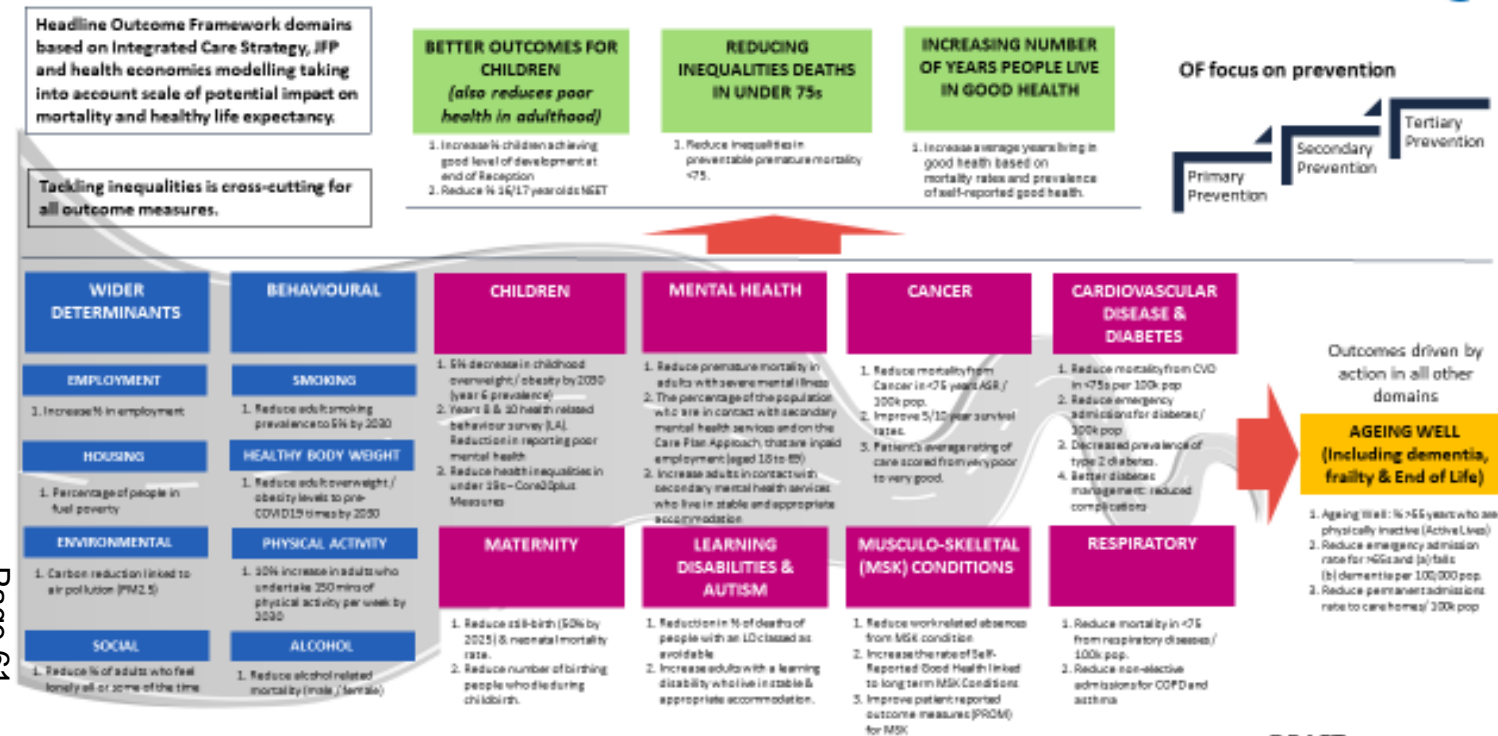
The Joseph Rowntree Foundation has published its latest report using figures up to 2022



Premature deaths (deaths before age 75) across Cambridgeshire and Peterborough that can be attributed to socioeconomic inequality. Source: Lewer, Dan et al. Premature mortality attributable to socioeconomic inequality in England between 2003 and 2018: an observational study The Lancet Public Health, Volume 5, Issue 1, e33 - e41 and online tool here https://public.tableau.com/profile/rob.aldridge#1/vizhome/MATI_19_11_25/MATI_dashboard



High Level Outcome Domains & Population Health Metrics (Post Workshops Draft)



Fenland Overview

Are residents happy and healthy?

- 65% **see family and friends** as often as they would like (average 64%)
- 68% feel they have enough **free time** (average 64%)
- 38% have struggled with their **mental health** in the last year (average 37%)
- 28% often feel **lonely** (average 29%)
- 30% of parents say their child has experienced mental health problems this year (30%)
- 70% of parents feel their child has good relationships with their peers (average 69%)
- 41% report struggling with their **physical health** this year (average 40%)
- 38% report their mental or physical health has been impacted by Covid-19 (average 39%)

Cambridgeshire County Council
Strategic Framework 2023-2028



What our partners said to each other

Be a delivery vehicle for the ICS outcomes framework

Launch all the integrated neighbourhoods to create local engagement and infrastructure

Game changing initiatives that act decisively on the big challenges

Take on the biggest killers / drivers of inequity and poor outcomes

Do only what we do best together

Zero tolerance on areas where we should be integrated and have failed to do so

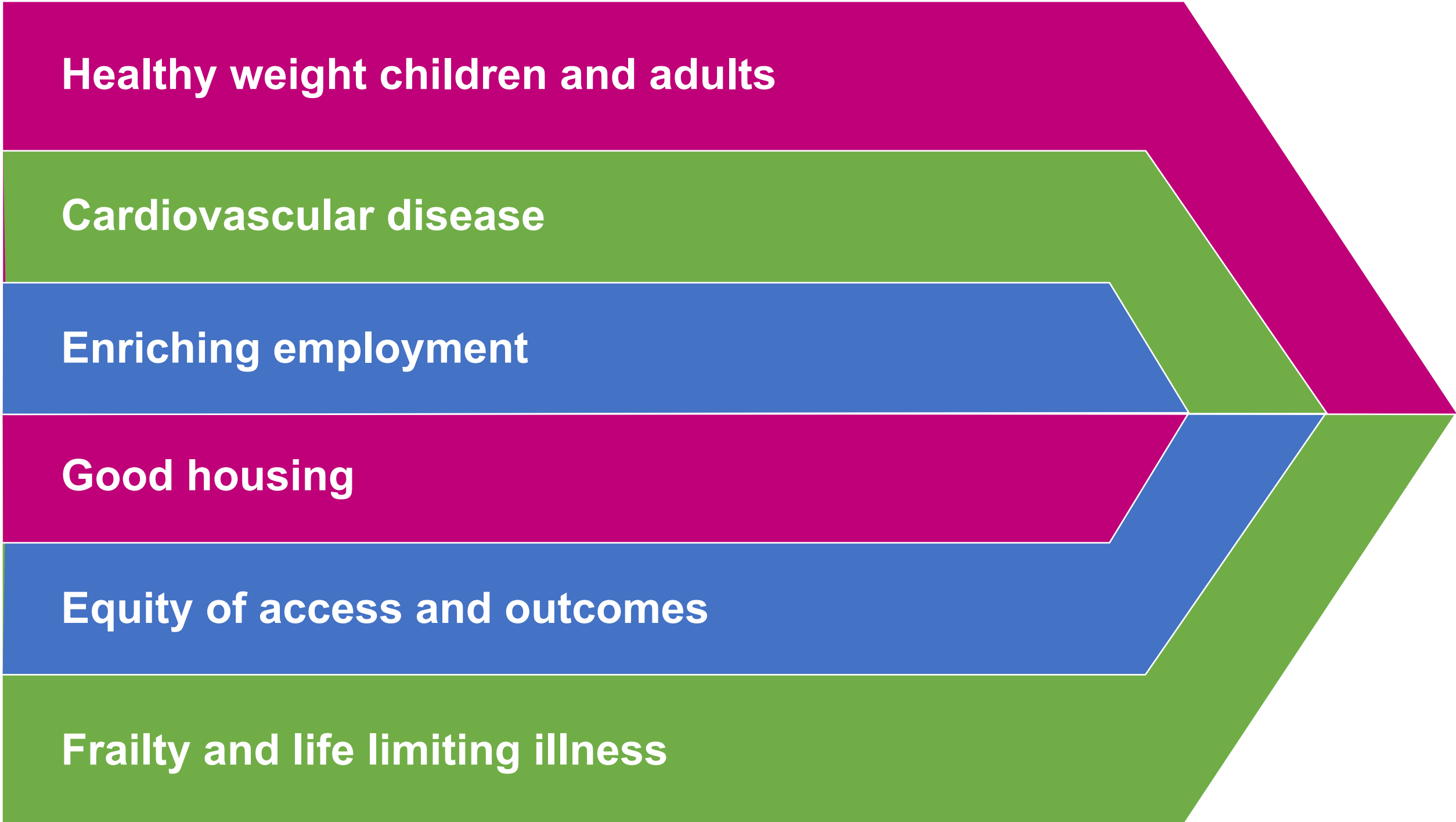
Equity is a relentless focus for us

Population and demographic change requires significant focus of this partnership

Fewer, high impact programmes

Proactive and integrated care is our core role

Potential 'big ticket' items for 2024/25 and beyond



Driven through our *integrated neighbourhood teams* as our model of improving equity, prevention and integrated care delivery

Questions



Overview & Scrutiny Panel

Progress Against the Communities Priorities

**For performance from
April 2023 to December 2023**

Cabinet Members



Cllr Chris Boden
Leader of the Council
& Portfolio Holder for
Finance



Cllr Jan French
Deputy Leader of the
Council, Portfolio Holder
for Revenues & Benefits
and Civil Parking
Enforcement



Cllr Sam Hoy
Portfolio Holder for
Housing & Licensing



Cllr Dee Laws
Portfolio Holder for
Planning & Flooding



Cllr Alex Miscandlon
Portfolio Holder for
Leisure & Internal
Drainage Boards



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



Cllr Chris Seaton
Portfolio Holder for
Transport, Heritage &
Culture



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

Communities

Projects from Business Plan:

Support Vulnerable Members of Our Community

ARP updates (Cllr French)

We continue to see more customers using e-services. The suite of forms and other functionality is available to all customer teams using Capita customer contact software to sign customers up to e-services and the number of those using e-services continues to rise. We have recently launched a new improved 'Contact Us' online form which signposts customers to online forms and gathers all required information at the first contact. We are also testing an option to send e-bills as PDF attachments to email to remove the complex sign-up and log in process currently required to view an annual Council Tax bill.

The further recovery work jointly funded by County Councils secured just over £1 million. This is a great result for a small team actioning complex further recovery cases for the collection of Business Rates and Council Tax.

The Fraud team's work, also jointly funded by the County Councils, identified over £2.8 Million in fraud and error last year, an increase on the previous year. Following approval by Cambridgeshire County Council, the team have started work on the Cambridgeshire Fraud Hub to achieve even higher values.

In collaboration with each partner's Housing teams, we took a risk-based approach to target empty properties where data indicated occupation. During the 2023-24 empty property review, a number of properties that had not returned review forms were visited and 38% of these were found to be occupied.

We continue to automate around 97% (in effect as close to 100% as possible) of changes reported by Universal Credit Data Share (UCDS) and, following successful collaboration with our software supplier, we successfully helped to develop and implement automation of new claims via UCDS. Currently 35-40% of these new claims are automated and we continue to work with our software supplier to expand and improve the functionality.

Partnership working between teams across all Councils and the ARP teams continues to work well, remaining a priority to ensure that we continue to work as closely in the future, especially with regard to the impact of rising living costs and economic pressures.

Supporting residents to manage the effects of the costs of living (Cllr Boden)

In early 2023, two new Government schemes were announced to help support residents with rising energy costs if they did not receive payments automatically. The schemes (Energy Bill Support Scheme (Alternative funding) and Alternative Fuel Payments (Alternative funding) were administered by The Department of Energy, Security and Net Zero (DESNZ) with Local Authorities responsible for undertaking verification checks and making payments. The schemes ran from late February through to July during our busiest time of year alongside the CTSF and annual billing process. As a pilot site, ARP played a key part in helping to shape

and design the scheme guidance and processes and was the first Authority to make payment nationally. In total we paid out almost £1.6 m to help residents with rising fuel costs.

We continue to provide support for our residents via our My Fenland team to signpost them quickly to the support they need from partner organisations.

We are currently working with public health partners to scope out the delivery of an Early Help Hub based at Fenland to provide tailored support with Employability concerns.

Homelessness and meeting housing needs (Cllr Hoy)

The Housing Options team has successfully prevented 219 households from becoming homeless since April 2023 (up to 31/01/24).

Total homeless presentations for this period were 1844 households.

Housing advice has been given to 1213 households where no duties were owed.

The number of households requiring housing advice continues to rise as the cost-of-living crisis continues and fixed rate mortgage periods come to an end. There has been an 7.8% increase in homeless presentations compared to this time last year.

We have placed 310 households into emergency accommodation so far this year. This is a 30.8% increase on the number of placements last year (237). 244 of these placements have been into B&B which is a 23.2% increase on last year (198). This has had a significant impact on the team's available time and also on the local authority's resources.

The proportion of households presenting to the Council as homeless whose housing circumstances were resolved through Housing Options work for the year is currently 45% (219 preventions divided by 485 households where duties were owed). This is 12% under target with the following mitigating actions to improve performance which will also help improve the numbers of households we need to place in emergency bed and breakfast accommodation and the length of time for such placements:

- New community support officer recruited to provide management and support for existing and new temporary accommodation residents which frees up Housing Options officers time to resolve homeless presentations earlier through each households personal housing plan
- Increase in temporary accommodation through Local Authority Housing Fund and leased properties from Clarion
- Improvement in void performance by Registered Providers which has been affected by work necessary because of learning from the Awaab Ishak review outcome (damp and mould)
- Increase in new build affordable housing being completed (see affordable housing section)

We have successfully rehoused 64 households within the private sector. This continues to be a challenge with many landlords selling due to economic conditions thereby decreasing the pool of properties available. The market is also highly competitive.

Reducing Rough Sleeping (Cllr Hoy)

Between April 2023 and the end of January 2024, under the Rough Sleeper Initiative (RSI), Fenland District Council supported 75 clients.

Of those 12 were placed in temporary accommodation and 15 were placed in off-the-street accommodation at the Ferry Project.

Of the 75 clients supported, 38 moved on successfully, 20 clients continue to be supported with their homelessness whilst the remaining 17 clients had an alternative outcome such as prison, hospital, or lost contact with support services.

Below is a table which outlines the positive outcomes achieved for those rough sleeping in Fenland.

	EU	UK	Non-EU
Supported Living	11	8	0
Modular Home	1	0	0
Private Rented	1	0	0
Family/Friends	7	2	0
Reconnected	2	1	0
Work & Accom	1	0	0
Rough Sleeper Accommodation Programme (RSAP)	1	0	0
Housing First	0	3	0

During December, extreme weather warnings were plentiful, and usually with a day or two between. Severe Weather Emergency Provision (SWEP) is put in place and activated when the overnight temperature is forecast to be 1C (one degree Celsius) or below, at midnight each day or when the Met Office issues an Amber or Red weather warning. The Council receives central government funding for SWEP.

Due to the decision to continue with SWEP from 24.11.23 to 11.12.23 it gave the opportunity for rough sleepers to use this period to settle and engage with services on a deeper level. In addition to SWEP being of advantage to those already being supported under RSI, it also allowed those who were at risk of rough sleeping to seek support. As those individuals accessed the provision while being at risk of homelessness, the Ferry Project were able to work with them and quickly put support in place so they could access alternative accommodation and therefore prevent them from becoming street homeless.

SWEP Provision Outcomes December 2023- Highlights Prevention Work 24.11.23 to 11.12.23

Prevention Outcomes for SWEP:

4x Placed in off the street accommodation.

1x Clarion Property through the Rough Sleeping Accommodation Programme (RSAP) funded by DLUHC.

2x Placed in supported living.

1x Private Rented.

5x Placed in Temporary Accommodation
2x Returned to family.
2x Found own accommodation.
1x Outcome unknown, attended one night and lost contact.

The Prevention and Move-on Fund received from DLUHC also positively influenced the successful outcomes of SWEF. Due to this funding (referenced as Intervention 1 below), a client could move from the Ferry Project into their own accommodation. This then created a space within Ferry to be able to move our rough sleeper client who was accessing SWEF in to off the street accommodation. This client therefore is no longer rough sleeping and is awaiting a move to RSAP accommodation.

Prevention & Move On (P&MO) Fund:

7 clients supported through this funding to date:

3x Under intervention 1 (Moving On Fund)

1x Under intervention 2 (Deposits)

2x Under intervention 3 (Decompression (period of calm and relax to get in a better frame of mind for addressing accommodation issues)

1x Under intervention 4 (Arrears)

Below is a case study which illustrates the positive impact that the continuation of SWEF has in addition to the support given for clients. For this client, there were concerns about how they would manage accommodation and support given that they had been street homeless for a long time. However, the client was able to use the opportunity of SWEF to decompress and engage well with support staff and be able to move on successfully. We were able to demonstrate to our partners the level of engagement from the client had increased and used this provision as an example of them being able and ready to move in to settled accommodation with support.

MS case study

MS is a 66-year-old recovering heroin addict who came to UK from Portugal. MS has a history of repeat homelessness.

He has been known to the service since June 2021, when he was verified as a rough sleeper. MS was in full time employment at this time and required support with finding appropriate accommodation. His engagement was lacking, and his record was closed in November 2021 when we lost contact with him.

MS approached again in April 2023. He was verified and assessed. MS was determined to change his life this time and engaged well with support offered to him. MS was in receipt of State Pension and Pension Credit and to help him achieve financial stability and boost his chances for housing, an application for Attendance allowance was completed jointly by the rough sleeper service and DWP.

MS was also referred to our mental health nurse, following his statement that his mental health was deteriorating. MS engaged well with this process.

In November 2023, an opportunity arose with RSAP and MS was immediately referred. MS attended all appointments and continued to engage well with support services. MS was concerned about his drug recovery however his recovery coordinator was invited to join the

appointment and all concerns were addressed.

Following several positive joint meetings between the RSAP project team, MS and the Rough Sleeper service, MS was accepted to the project and successfully signed his tenancy on 11th December. It was a multi-agency approach which included feedback from professionals such as CGL Drug and Alcohol Service and our RSI funded mental health nurse that helped to support his referral. MS has settled well in his new home and is extremely grateful with the support he has received.

Golden Age & Supporting older people (Cllr Wallwork)

This year, Golden Age hit a remarkable milestone – 20 years of serving our communities. To celebrate, we gathered in the Council Chamber in November 2023 with the Golden Age team which includes Cllr Meekins, Cllr Barber, Cllr Jan French, Cllr Sam Clark, Cllr Susan Wallwork, Cllr Kay Mayor and Cllr Anne Hay. This special occasion wasn't just about cake and congratulations, though. We also welcomed back past members, who shared heartwarming stories of their experiences with Golden Age and reminded us of the lasting impact Golden Age has made on countless lives.

Over the past year, our Golden Age Fairs have brought valuable resources to communities across Fenland, holding fairs at the Manor Leisure Centre in Whittlesey, in Christchurch (where our first ever event was held in 2003), Wimblington Parish Hall and most recently at the Braza Club in March for our Christmas celebration.

During the summer heat, we encouraged everyone to stay hydrated with handy Golden Age water bottles. As winter approached, we prioritised warmth with the "Stay Warm" campaign, partnering with Peterborough Environment City Trust (PECT) and Citizens Advice Rural Cambs to distribute winter warmer packs. These packs, filled with cozy blankets, hot water bottles, hats gloves, scarves and thermal flasks were met with resounding positive feedback from attendees.

In total, throughout the year, we have had 391 visitors, with one more event planned in this financial year at Parson Drove. Over 35 different organisations have supported the events over the last year including;

CPFT, Oddballs, Armed Forces Covenant Officer, CCC Communities Service Team, Cambridgeshire Libraries, PECT, Careline, March Model Railway Club, Dementia Carer Support Service, Octavius, The Bobby Scheme, CamSight, Parkinsons Support Group, Royal Air Force Benevolent Fund, Fenland Volunteer Centre, Lyncroft Care Home, College of West Anglia, Citizens Advice Bureau, Anglian Water, Active Fenland, Victoria Lodge, FACT , Clarion Housing, East of England Ambulance Service NHS Trust, Age UK, How are You? Fenland, Fitness Rush, Caring Together, Breathe Easy, Neighbourhood Watch, Versus Arthritis, Care Network, Women's Institute, Fraud and Cyber Prevent, Healthy You, Royal British Legion, Cambs Fire and Rescue, Country Court Care Home and Hereward Rail Partnership.

After two decades, we are still committed to connecting older adults with the information support and resources they need to thrive. We're already planning exciting events for 2024 which will be found in the coming month on our website www.fenland.gov.uk/goldenage

Housing Enforcement Policy & Empty Homes (Cllr Hoy)

Town	HMOs investigated	Other Homes investigated
Wisbech	54	89
March	12	34
Chatteris	1	9
Whittlesey	9	12
Villages	4	38

Total homes investigated is 262.

VILLAGE BREAKDOWN

Benwick = 0

Coates = 2

Coldham = 0

Christchurch = 3

Doddington = 3

Eastrea = 0

Elm = 2

Fridaybridge = 3

Foul Anchor = 0

Gorefield = 2

Guyhirn = 3

Leverington = 9

Manea = 5

Murrow = 1

Newton = 2

Parson Drove = 2

Stonea = 0

Throckenholt = 0

Thorney Toll = 0

Tydd = 3

Turves = 0

Wimblington = 0

WSM = 2

No.s of Notices Served Apr-Oct 2023	S.11 Improve ment Notice *	S.12 Improve ment Notice **	Notice of Intent ***	Final Civil Penalty Notice ****	EICR *****	MEES *****	EPC *****
April		1	1				
May					1	2	
June	3	4		1			1
July			6	1			1
August	1	1					
September	4	4		1		1	
October	1	1			1	1	
November	1	1			2		3
December	2	2					
January							
Total	12	14	7	3	4	4	5

* Notices served in relation to Category 1 (serious) hazards identified during inspection

**Notices served in relation to Category 2 hazards identified during inspection

***Notice issuing intent to serve a civil penalty fine due to a breach of legislation & can be reviewed by Ast Director upon appeal if a request is submitted by the landlord.

****Final Civil Penalty fine issued after review by Ast Director- (landlord can only make a further appeal to the First Tier Tribunal)

***** EICR- Requirement for Landlord to comply with Electrical Installation Regulations- Final Number of fines issued after internal review

***** MEES- Requirement for Landlord to comply with Minimum Energy Performance Regulations- Final Number of fines issued after internal review

***** EPC- Requirement for Landlord to comply with Energy Performance Certification Regulations- Number of fines issued after internal review

Case Study

Block of three flats

Freeholder owns and manages all flats- no 3rd party ownership.

Complaint received from top floor tenant, who had been occupying for a significant period, that front bedroom window was in poor condition, allowing drafts and water ingress.

Officer made an appointment to inspect flat, which was duly carried out. During inspection, it was noted that communal areas were in poor condition and didn't comply with Fire Safety requirements.

Officer made a formal appointment to inspect other flats and communal areas and landlord/owner attended. Fire Officer and FDC attended.

A significant number of defects were identified, mainly Damp & Mould, Excess Cold and Fire Safety issues. The officer detailed the defects within correspondence to the landlord, however

he failed to offer any solutions to remediate.

Due to the level of disrepair throughout and evidence that landlord did not accept the significant impact on his tenants, the officer was not convinced that the landlord would carry out the remedial work and therefore opted to serve Improvement Notices for Category 1 & 2 hazards under the Housing, Health and Safety Rating System in each of the 4 areas.

Subsequently, the landlord failed to complete the remedial work in the timeline (including requested extensions) afforded and the work that was completed was not satisfactory. Therefore, the officer served Civil Penalties for each of the 5 breaches, totalling £10,350 in accordance with our Housing Enforcement Policy.

The landlord exercised his right to appeal, in addition to direct complaints via the council's 3C's complaints procedure, claiming that he never received the officers informal letter detailing defects.

At the request of the landlord, and in conjunction with the council's Housing Enforcement Policy, an internal review was carried out and 2 out of the 5 fines were amended (in totality to £8,852) with the remaining 2 being upheld. The landlord was not satisfied with this decision and further appealed application to the Residential Property Tribunal (First Tier). As a result, the council officer received instructions from the trial judge to prepare a bundle to be issued to all parties. A hearing date was convened, with the Council being represented by legal counsel.

It was noted that whilst 5 fines were initially issued by FDC, in relation to breaches at all 3 flats, the landlord only appealed against 1 fine, and therefore the trial judge could only consider reviewing this case alone. Upon hearing the appellant and respondent, the judge upheld the council's decision to serve a Civil Penalty Notice.

Subsequently, the landlord has paid the fines via a monthly payment arrangement and has recently sold the block of flats to a new investor landlord, who has made contact with the Council and looks forward to ensuring adequate housing conditions & management are maintained.

Empty Homes:

The following tables give a trend as to how the Council is influencing bringing homes back into use that have been empty for more than 6 months (LTE) and more than 2 years (LTEP)

Table 1

Represents the total number of properties brought back into use through officer involvement.
From 1 April 2022 to 31 March 2023

	LTE 6-23MTHS	LTEP 24MTHS +
Total Officer involvement	67	14
Total for the period	1.4.22 – 31.3.23	81

Table 2

Represents the total number of properties brought back into use through officer involvement.
From 1 April 2023 to 31 March 2024. (Up to and including the 31 December 2023)

	LTE 6-23MTHS	LTEP 24MTHS +
Total Officer involvement	60	10
Total for the period	1.4.23 – 31.3.24	70

Table 3

Represents the number of properties brought back into use for the New Homes Bonus
From 4 October 2022 to 2 October 2023 (CTB1 submission date)

	LTE 6-23MTHS	LTEP 24MTHS+
Total Officer Involvement	61	22
Total for the period	5.10.21 - 3.10.22	83

Table 4

Represents the number of properties brought back into use for the New Homes Bonus.
From 3 October 2023 to 7 October 2024 (CTB1 Submission date)

	LTE 6-23MTHS	LTEP 24MTHS+
Total Officer Involvement	17	5
Total for the period	3.10.23 - 7.10.24	22

The 2 key Performance Indicators above reflect the impact of this work and how that helps with the financial determination linked to the New Homes Bonus.

The officer has found that one of the more problematic issues is those executors who refuse or are unwilling to apply for probate. Consequently, properties are sitting empty with an F exemption and not paying council tax (property left empty on the death of the taxpayer). Once a Grant of probate is obtained, the executors have a further 6-month exemption from the date of the grant.

Total F Exempt properties in each category (January 2024):

LTEP – 14

LTE – 129

0-6mths 153

The officer has completed a Data Protection Impact Assessment (DPIA) which allows the ability to email a tracing company the list of F exempt properties. The company will check every case and provide an update as to whether Probate has been applied for and or granted. This information will be used to update the council tax system, by removing the F exemption if the grant has been obtained and the exemption has expired. This also ensures the council can recoup the council tax that hasn't been paid. Ultimately It enables the officer to determine which executors haven't applied so when contact is made, they can be encouraged to do so, or the officer will at least understand what is preventing them from applying.

The officer continues to work closely with Anglia Revenues Partnership and during visits and using intelligence from members of the public, has identified several properties which were not listed as empty and should have been paying a premium charge or they have been fraudulently claiming council tax reductions.

Overall empty home trend:

Following feedback from Overview and Scrutiny we are providing the overall trend in long term empty properties. The factors that influence this trend are outside the control of the Council and whilst the list is not exhaustive here are some examples:

- Properties going through probate (F Exempt)
- Properties waiting for planning permission to redevelop or demolish.
- The fluctuation in the property market
- The change in interest rates and mortgage offers, causing some owners to withdraw from prospective sales.
- The increase in labour & material costs and quotes for refurbishment.
- Properties where occupation is prohibited by law until works are completed to make them safe. (G Exempt)
- Repossessed properties (L Exempt)
-

In the tables below it is evident in the January 2024 data that 248 of the 447 LTE properties and 71 of the 162 LTEP properties are ones that the officer can focus work around. The tables show an increase in empty properties when comparing the December 2022 and 2023 data which then stabilises when comparing January 2023 and 2024. However, the overall data for the year supports the national trend, with an increase of empty properties nationally and gives an indication to members of the overall picture.

December 2022	LTE 6-23MTHS	LTEP 24MTHS +
Empty	279	88
F Exempt (Probate)	107	14
G Exempt (Occupation Prohibited by law)	2	11
L Exempt (Repossessed	2	1
Registered Provider:	53	43
Total for the period	443	157

December 2023	LTE 6-23MTHS	LTEP 24MTHS +
Empty	234	98
F Exempt (Probate)	132	18
G Exempt (Occupation Prohibited by law)	1	11
L Exempt (Repossessed	1	0
Registered Provider:	83	41
Total for the period	451	168

January 2023	LTE 6-23MTHS	LTEP 24MTHS +
Empty	161	90
F Exempt (Probate)	113	12
G Exempt (Occupation Prohibited by law)	2	11
L Exempt (Repossessed	2	1
Registered Provider:	53	47
Total for the period	448	161

January 2024	LTE 6-23MTHS	LTEP 24MTHS +
Empty	248	71
F Exempt (Probate)	129	14
G Exempt (Occupation Prohibited by law)	1	11
L Exempt (Repossessed)	1	0
Registered Provider:	68	41
Total for the period	447	162

Promote Health & Wellbeing for all

Leisure & Freedom Updates (Cllr Miscandlon)

Freedom continues to run the leisure centres on Fenland's behalf in a professional manner. Customer feedback remains positive and sales in January were exceptional. A recent partnership meeting has taken place between FDC officers and the Freedom Operations Director. Both parties feel that the partnership remains strong and that Freedom are delivering for the community in Fenland.

The Council has initiated the Strategic Facility Assessment of the three older leisure facilities. This work will take 4 months to complete and will produce a document that highlights the opportunities for the facilities as well as actions required to address building condition survey concerns. [Alliance Leisure](#), an experienced firm specialising in this type of work has been appointed and as part of the assessment a latent demand analysis of the swimming and gym membership elements has recently been undertaken. This work highlights who lives in an area using demographic analysis within a specific drivetime of the facility, and identifies how many members ought to be using the facility as a result of the analysis. This can then be compared with actual user numbers to highlight the level of performance that is possible and the potential that the site has to generate more footfall.

Swim England Learn to Swim (LTS) Latent Demand Analysis summary; Manor Centre, Whittlesey;

- Current LTS attendees: **1,185**
- There is a LTS Latent Demand of **1,067**

Summary;

Manor Leisure Centre currently offers lessons priced in line with Swim England National Benchmarks for LTS (Learn To Swim).

- The LTS latent demand of 1,067 LTS students is below the current performance by 264. Manor is performing exceptionally well
- Taking into consideration the available pool space at Manor Leisure Centre, Swim England feel the Aquatic Latent Demand is achievable and could be exceeded to include those 'interested' in lessons.
- With the future of the Peterborough Regional Pool uncertain, the opportunity could look

different across Fenland in the near future.

Hudson Leisure Centre

- Current LTS programme; **1,015**
- There is a LTS Latent Demand of **1,449**

Summary;

- There is currently no LTS competition in the catchment area, which presents an excellent opportunity for Hudson Leisure Centre to further expand their programme.
- The Hudson Leisure Centre currently offers lessons priced in line with Swim England National Benchmarks for LTS and in line with the other facilities in the district.
- The Hudson Leisure Centre already has a well performing LTS programme, above Swim England benchmarks for pools of a similar size, but still has the potential to achieve an additional 434 swimmers on swimming lessons.
- Taking into consideration the available pool space at the leisure centre, Swim England feel the Aquatic Latent Demand is achievable.
- Consideration should be given to staffing levels and pool programming to reach the maximum capacity

George Campbell Leisure Centre

- Current LTS programme; **613**
- There is a LTS Latent Demand of **700**

Summary;

- George Campbell Leisure Centre currently offer lessons priced in line with Swim England National Benchmarks for LTS for public sector swimming lessons.
- George Campbell Leisure Centre's LTS programme is performing well relative to the opportunity in the catchment area and considering the size of the available water space.
- Taking into consideration the available pool space at George Campbell Leisure Centre, Swim England feel the Latent Demand of an additional 83 learn to swim students is achievable and could be exceeded to include those 'interested' in lessons. However, the opportunity in the catchment area is not significant and presents a ceiling on too much development.
- Levels of deprivation are significant in the catchment area surrounding George Campbell Leisure Centre, which is factored into the analysis.

Leisure Database Company; Fitness Membership Latent Demand Analysis

Manor Leisure Centre

The estimated the overall demand for fitness at Manor Leisure Centre is 1,192 – this is the total number of members that could be achieved. This includes allowance for the 15% of members who travel from outside the 12 minute catchment area. No negative consideration for competition has been made as there is nothing comparable in the area.

There are currently around 1,075 members at Manor Leisure Centre, so the estimate highlights a potential increase of 117 members. Ultimately, the leisure centre is already performing well in an area with a fairly low population.

Hudson Leisure Centre

The estimated overall demand for fitness memberships at Hudson Leisure Centre to be 1,573 – this is the total number of members that could potentially be achieved. This includes allowance for 30% of the total who are estimated to travel from outside a 12 minute catchment area. A negative consideration has been included for competition in the area, particularly PureGym.

The Centre currently has around 1,063 fitness members so if we subtract these from the total, a potential increase of 510 members may be possible. This work takes into account demographic analysis, but still leaves an unusually high potential increase in members. This assessment will be further scrutinised as the Facility Assessment work progresses.

George Campbell Leisure Centre

The estimated the overall demand for fitness at George Campbell Leisure Centre is 1,439 – this is the total number of members that could be achieved. This includes allowance for 30% of the total who are estimated to travel from outside the 12 minute catchment area.

The centre currently has around 1,152 fitness members so if we subtract these from the total estimated potential membership, there remains the potential to attract an increase of a further 287 members.

Integrated Care Partnership (Cllr Boden)

Please see [Health & Wellbeing Update](#)

Active Fenland (Cllr Miscandlon)

The Active Fenland Team continues to deliver three main projects across the District. All projects are funded entirely by third party grants with one project funded by the CCC Public Health Team (as a consortium of Districts across Cambridgeshire) and the other two projects funded by the ICS. Just under 4,000 participants have attending the Active Fenland sessions in this financial year so far.

A list of available activities can be found here;
[New Year Timetable 2024 - Digital v5 \(fenland.gov.uk\)](#)

Following a Transformation Team review of customer bookings for both the Events team and Sports Development Team, a piece of booking software has been purchased. This should be operation in the Active Fenland Team in February. It will improve the customer experience considerably when booking or cancelling sessions. It will also allow the team members themselves more time to effectively manage the projects and potentially delivery more opportunities to be active in Fenland.

Increase the use of local open spaces and collaborate with local activity providers and other partners to address health inequalities (Cllr Wallwork)

With the Wisbech Park pavilion now completed, both the Active Fenland Team and Community Teams are considering the use of the Pavilion, with bookings through the Town

Council, for opportunities to carry out more community activities within Wisbech Park. The Pavilion as a point to meet, relax, grab a coffee, or use the community room is expected to provide real opportunities in the coming few months.

Health & Wellbeing Update (Cllr Wallwork)

Partnership approaches:

The last meeting of the Cambridgeshire and Peterborough Health and Wellbeing Board was January 2024.

The agenda pack can be found here:

[Council and committee meetings - Cambridgeshire County Council > Meetings \(cmis.uk.com\)](https://cmis.uk.com)

The Cambridgeshire and Peterborough Tobacco Control Alliance are developing a fresh plan 'Smoking and Vaping Prevention Plan 2024-29' following the government's recent announcement (following the consultation period in 2023) to remove disposable vape products from sale. This plan will be developed as a partnership approach with oversight through the Joint Health and Wellbeing and Integrated Care Partnership Board.

The Integrated Neighbourhood Boards for the north and south of Fenland are partnerships working together to address local priorities. In both areas the priorities were set in late 2022 and will be reviewed in 2024. The priorities link to the joint health and wellbeing board and integrated care service strategy. This can be found here:

[Cambridgeshire & Peterborough Integrated Care System | CPICS Website](#)

The priorities for the north Fenland board are smoking cessation, wellbeing and community engagement. For the southern board they are frailty, young people and dementia. Each board has a coordinating officer appointed by the integrated care service to support the partnership.

Work with partners to promote Fenland through Culture & Heritage

Delivering the Creativity & Culture Strategy (Cllr Seaton)

The Fenland Cultural Strategy and the part-externally funded role of Creativity & Culture Development Officer has enabled successful applications to the UK: Shared Prosperity Fund (£120,000) and the Integrated Care System Tackling Prevention Fund (£50,000). Please find below an update for both of these funding streams.

The UK: Shared Prosperity Funded project called 'Amplifying Community Arts and Culture' has levered in additional external funding to enhance the impact made, including enabling the extension of the Creativity & Culture Development Officer role by two years until September 2025.

The Fenland Culture Fund is a programme of micro-grants for arts, culture, and heritage, [Fenland Culture Fund - Fenland District Council](#). First launched in October 2023, it includes an

investment of £34,000 from UK: Shared Prosperity Fund and has been created in collaboration with Arts Council England (with an additional £25,000 contribution) and Arts Fundraising and Philanthropy (a further £5,000 contribution for costs to pilot a Giving Circle scheme).

The grants launched on Monday 9 October, and closed on Monday 20 November and decisions were made in December 2023. A total of 42 applications were received with a combined value of more than £70,000. Initially a £23,000 budget was available in the first round (from Arts Council England and the UK Shared Prosperity Fund). However, due to the high number of quality applications, further funding was made available from the UK Shared Prosperity Fund project.

The Fenland District Council communications team and colleagues in finance have supported this piece of work, and we are pleased that this is the first public element of the Fenland Cultural Strategy that people have seen and been able to benefit from.

The Creativity & Culture Development Officer has also been successful in securing £50,000 to deliver a programme of events to support young people's mental health using creativity and art interventions, in part inspired by the NHS 5 Steps to Mental Wellbeing model. This is a Cambridgeshire and Peterborough Integrated Care System funded project, and the fund is for Tackling Prevention and Supporting Community Engagement. An administrative partner has been engaged and a project plan for 'Express Yourself' has been developed with delivery starting when it launched its artist call-out process in December, and training and delivery commencing in 2024.

Working with partners to promote Fenland through Culture & Heritage (Cllr Seaton)

The Creativity and Culture Development Officer regularly makes introductions and can identify valuable connections for people to meet and encourage collaboration and learning from each other. The communications team at Fenland District Council are very supportive and can often help Fenland organisations in promoting their events and opportunities to our own wide audience.

The Culture, Art and Heritage Committee was established by the Council, which is an important next step in connectivity and advocacy with the Fenland Cultural Strategy and associated projects. The first meeting was on Tuesday 3 October, and saw a training session with presentations from:

- Fenland District Council, Creativity and Culture Development Officer.
- Arts Council England, Relationship Manager / Priority Place Lead for Fenland.
- Historic England, Stakeholder Engagement Advisor and Local Heritage Education Manager.
- National Trust, General Manager and Project Manager.
- Creative People and Places, MarketPlace Project, Programme Director and Creative Producer.

The Creativity and Culture Development Officer is an active member of a range of Fenland events and groups. Including:

- Fenland Young Creatives, Local Cultural Education Partnership which is committed to children experiencing art and culture at home in Fenland and creative volunteering and careers.

The Fenland Poet Laureate Award launched on the 4 December 2023 for entries. This is an annual poetry competition to find the next Poet Laureate for the district, which has often been described as the most prestigious award of its kind in Cambridgeshire, and this is the first time it has been organised by Fenland District Council. Again, our communications team hugely supported this to raise its profile, and it was great to see the first output from the new Culture, Art and Heritage committee 'go live'. The Awards didn't close for entries until late January 2024, hence no further details in this report.

Supporting groups to hold public events (Cllr Murphy)

Throughout 2023 Fenland's community event groups delivered successful town events. These events are planned and managed in partnership with town committees and with part funding provided by Fenland District Council. The Council also provides support staff and event management staff. Each event plan is presented to the Cambridgeshire Safety Advisory Group for advice and support with regard to ensuring public safety.

In April, March Town hosted St George's Fayre

A new online booking system, which has been introduced as a council transformation project, is soon to go live. This will provide a simple end to end booking system for the customer and save considerable time for staff.

March Christmas Market – The wrap up meeting took place this week and feedback has been very positive both from traders and visitors. Thousands turned out to shop. This year we trialled a park and ride from Fenland Hall which was successful. The date for 2024 will be Sunday 1st December and plans are underway to utilise the new Broad Street layout for the benefit of local businesses.

Wisbech Christmas – Despite the rain setting in around lunch time footfall in Wisbech Town Centre was 3 times that of the Sunday before. Highlights included stilt walkers and over 1400 visitors to Wisbech Library and 600 at Wisbech Museum. The date for this year's event will be Sunday 8th December 2024.

Planning for St George's Fayre (21st April 2024), Chatteris (22nd and 23rd June 2024) and Whittlesey Festivals (8th September 2024) are currently underway.

Pride In Fenland Awards (Cllr Wallwork)

The Pride In Fenland Awards will be taking place on Wednesday 13th March 2024 at Wisbech St Mary Community and Sports Centre with the closing date for nominations being midnight on Sunday, February 11, 2024. At the time of writing there are over 70 nominations.

For Pride in Fenland, please visit: <https://www.fenland.gov.uk/prideinfenland>

5 Market Place Wisbech – Fire Damaged Building (Cllrs Laws & Seaton)

Phased demolition works commenced at the site and the owner is preparing a planning application for the replacement building. Decorative hoarding to the existing herras fencing is being investigated in order to improve the appearance of the street scene.

Key PIs:

Key PI	Description	Baseline	Target 2023/24	Cumulative Performance	Variance (RAG)
ARP1	Days taken: new claims and changes for Council Tax Support	6.48 days	9.00 days	9.45	
ARP2	Days taken: new claims and changes for Housing Benefit	5.29 days	8.00 days	10.86	
CELP1	Total number of private rented homes where positive action has been taken to address safety issues	246	250	262	
CELP2	The proportion (%) of households presenting to the Council as homeless whose housing circumstances were resolved through Housing options work (%)	53%	57%	45%	
CELP3	Number of empty properties brought back into use	81	50	70	
CELP4	Amount of New Homes Bonus achieved as a result of bringing empty homes back into use	£98,395	£45,000	N/A (March 2024)	N/A
CELP6	Number of Active Health sessions per year that improve community health	513	650		
CELP19	Satisfaction with our leisure centres (Net Promoter Score)	29	30	N/A (March 2024)	N/A
CELP20	Value of Arts Council Grants achieved in Fenland	£43,000	£201,000	N/A (March 2024)	N/A

Key:	
	Within 5% of target
	5-10% below target
	10% or more below target

Comments
<p>ARP 2 - Days taken: new claims and changes for Housing Benefit. Performance year to date has been impacted by the energy schemes which have now closed. A system issue affecting automation of Universal Credits records has also impacted resource requirements within Benefits. This has also now been resolved, we have added several 'focus' days and identified some additional focused resources to assist and we aim to meet the target by the end of the year.</p>

UPDATE ON PREVIOUS ACTIONS

REF	Date Requested	Question	Target Date
COMPLETED ACTONS			
Ongoing Actions Completed Since the O&S Meeting 15 January 2024			
		None at present	
ONGOING ACTIONS			
1.	28 November 2023	Request by the panel for Anglian Water to send an update of their Business plan Keeping your pipes clear This information was circulated to all members 06/12/23	06/12/23
WATCHING BRIEF ITEMS			
		None at present	

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Overview and Scrutiny – Draft Work Programme 2024-2025

**All Informal pre-meetings are held via Teams until further notice,
but Formal meetings will be held in the Council Chamber at Fenland Hall**

Meeting Dates

<u>Agenda Despatch Due Date</u>	<u>Informal pre-meeting</u>			<u>Formal Overview & Scrutiny Meeting</u>	
	<u>Date</u>	<u>Time</u>	<u>Location</u>	<u>Date</u>	<u>Meeting</u>
5 April 2024	8 April 2024	2.00pm	Via Teams	15 April 2024	10.00am
June 2024		2.00pm	Via Teams		10.00am
July 2024		2.00pm	Via Teams		10.00am
September 2024		2.00pm	Via Teams		10.00am
October 2024		2.00pm	Via Teams		10.00am
December 2024		2.00pm	Via Teams		10.00am

January 2025		2.00pm	Via Teams		10.00am
March 2025		2.00pm	Via Teams		10.00am
April 2025		2.00pm	Via Teams		10.00am

15 April 2024

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/Officer/Guest
10.00 -12.00 Meeting	Update on CPCA Growth Service and impact on Economic Development in Fenland	Economy	Cllr Benney Peter Catchpole Simon Jackson Mark Greenwood Anna Goodall
	Progress in Delivering the Economy Corporate Objectives to include Planning 2023/24	Economy	Cllr Benney Cllr Seaton Cllr Laws Cllr Wallwork Cllr Hoy Cllr Mrs French Cllr Tierney Cllr Boden Carol Pilson Dan Horn Anna Goodall Simon Jackson Mark Greenwood Phil Hughes Peter Catchpole Wendy Otter Head of Planning (tbc)
	Transformation & Communications Portfolio Holder update	Quality Organisation	Councillor Tierney Peter Catchpole David Wright

	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2024/25	All	Chairman Amy Brown

New Municipal Year – Dates to be determined.

TBC: June 2024

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/Officer/Guest
10.00-12.00 Meeting	Appointment of the Chairman and Vice-Chairman for the Municipal Year		
	Community Safety Partnership Road Safety Partnership and Vision Zero	Environment Communities	Cllr Wallwork Dan Horn Alan Boughen Police representative (tbc) Simon Burgin
	Freedom Leisure Review	Communities	Cllr Miscandlon Carol Pilson Phil Hughes
	Matters arising – Update on previous actions.	All	Amy Brown
	Future Work Programme 2023/24	All	Chairman Amy Brown

TBC July 2024

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/Officer/Guest
10.00 -12.00 Meeting	Annual Review of Anglia Revenues Partnership	All	Cllr Mrs French Peter Catchpole

			Sam Anthony ARP representatives
	Housing		Cllr Boden
	Section 106		
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2023/24	All	Chairman Amy Brown

TBC September 2024

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/Officer/Guest
10.00 -12.00 Meeting	Commercial Investment Strategy and Investment Board Update	Economy	Cllr Boden Cllr Tierney Cllr Benney Paul Medd Peter Catchpole Dan Horn Anna Goodall Mark Saunders Adam Broadway Simon Machen
	O&S Annual Report	All	Chairman Amy Brown
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2023/24	All	Chairman Amy Brown

TBC October 2024

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/Officer/Guest
10.00 -12.00 Meeting	Progress of Corporate Priority - Environment		Annabel Tighe Cllr Count Cllr Mrs French Cllr Murphy Cllr Tierney Dan Horn Garry Edwards Mark Mathews Phil Hughes
	Annual Meeting with the Leader and Chief Executive		Paul Medd Cllr Boden All of CMT All of Cabinet
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2023/24	All	Chairman Amy Brown

TBC December 2024

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/Officer/Guest
10.00 -12.00 Meeting	Anglian Water		Cllr Murphy Grant Tuffs Anglian Water
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2023/24	All	Chairman Amy Brown

TBC January 2025

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/Officer/Guest
10.00 -12.00 Meeting	Draft Budget 2025/26	Quality Organisation	Cabinet CMT
	Draft Business Plan 2025/26	Quality Organisation	Cabinet CMT Dave Wright
	Fees and Charges 2025/26	Quality Organisation	Councillor Boden Peter Catchpole Cabinet Mark Saunders All of CMT
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2023/24	All	Chairman Amy Brown

TBC March 2025

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/Officer/Guest
10.00 -12.00 Meeting			
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2023/24	All	Chairman Amy Brown

TBC April 2025

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/Officer/Guest
10.00 -12.00			

Meeting			
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2023/24	All	Chairman Amy Brown

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