

## AGENDA

### OVERVIEW AND SCRUTINY PANEL

**MONDAY, 2 DECEMBER 2024**

**10.00 AM**

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

Committee Officer: Helen Moore  
Tel: 01354 622424  
e-mail: [memberservices@fenland.gov.uk](mailto:memberservices@fenland.gov.uk)

- 1 To receive apologies for absence
- 2 Previous Minutes (Pages 3 - 10)  
  
To confirm and sign the minutes of the meeting of 21 October 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 Update on previous actions (Pages 11 - 12)  
  
To receive an update on the previous meeting's Action Plan.
- 6 Anglian Water (Pages 13 - 22)  
  
To receive an update from Anglian Water on Ofwat, Flooding, Pollution, Storm Overflows and Planning.
- 7 Progress of Corporate Priority - Environment (Pages 23 - 98)

To consider progress in delivering the Environment Corporate Priority.

8 Local Government Ombudsman and The Council Corporate 3CS (Pages 99 - 108)

To receive an update on the annual statistics in relation to the Local Government Ombudsman (LGO) and the Council's corporate '3Cs' procedure.

9 Future Work Programme (Pages 109 - 112)

To consider the Draft Work Programme for Overview & Scrutiny Panel 2024/25.

10 Items which the Chairman has under item 3 deemed urgent

Friday, 22 November 2024

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

## OVERVIEW AND SCRUTINY PANEL

MONDAY, 21 OCTOBER 2024 - 10.00 AM



**PRESENT:** Councillor E Sennitt Clough (Vice-Chairman), Councillor B Barber, Councillor L Foice-Beard, Councillor A Hay, Councillor S Imafidon and Councillor D Roy

**APOLOGIES:** Councillor Mrs M Davis (Chairman), Councillor G Booth, Councillor J Carney, Councillor R Gerstner, Councillor Dr H Nawaz and Councillor A Woollard

Officers in attendance: Paul Medd (Chief Executive), Peter Catchpole (Corporate Director and Chief Finance Officer), Amy Brown (Assistant Director), Anna Goodall (Assistant Director), Dan Horn (Assistant Director), Stephen Beacher (Head of ICT Digital & Resilience), David Wright (Policy & Communications Manager) and Helen Moore (Member Services and Governance Officer)

### **OSC14/23 PREVIOUS MINUTES**

The minutes of the meeting of 9 September 2024 were confirmed and signed.

### **OSC15/23 ANNUAL MEETING WITH THE LEADER AND CHIEF EXECUTIVE**

Members had received the presentation from the Leader and Chief Executive prior to the meeting.

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

- Councillor Hay referred to page 15 under finance where it says 2024/25 is predicting a deficit if interventions were not met. She asked what does the deficit look like, what interventions are being talked about and what is the likelihood of them not being met? Councillor Boden responded at this stage things are uncertain and could remain so for the rest of the year, there are a wide range of possible predictions of what that number will be and this year there is a particular item of uncertainty as the new Government holds its first budget in nine days time and at this stage no one knows what is going to be said or what the affect will be for local councils so at this time it is a waiting game but once the detailed papers are received this will indicate how the new strategy for this year and future years will be. He stated that when looking at 2024/25 pressures there continues to be demands on Homelessness and Temporary Accommodation, on the Planning budget particularly in terms of staff recruitment and the Port function and the Council's function as a Strategic Harbour Authority plus the levies from the Internal Drainage Boards, with action having been taken on all these issues and continues to be taken. Councillor Boden stated that they all have long-term answers rather than short-term answers and whilst in some cases some of the pressures mentioned may be ameliorated to some extent in the current year 2024/25 there is a focus on 2025/26 and 2026/27 before many of these problems, which are fundamentally the structural deficit talked about before, come into fruition to show any significant effect, hence the likelihood of these being met in 2024/25 is very high and one of the reasons the budget equalization reserve was set up, which has been built up over several years to allow a period of transition and to address some of the structural issues. He added that the reserve was built up to £1.6 million of which £200,000 was used this year in respect of the deficit from last year and by the finance team not changing what they are doing to provide the Council with a strong basis upon which to make decisions in the future. Councillor Boden stated that there are sufficient continuing reserves and there are other

opportunities even in 2024/25 to ensure that the Council continues to be able to have utilizable reserves separate from the basic general reserve to get over the period when these longer-term interventions come into play and start producing the results expected.

- Councillor Hay stated there has been an Accommodation Review report recently and at the time this report was written there was no decision from the County Council as a meeting was scheduled for 15 October 2024, has there now been a decision made as to what they are going to do with Hereward Hall and has there been any talks with County Council on what the possible use of Hereward Hall going forward could be? Councillor Boden responded there are continued discussions with County Council about Hereward Hall and the Council continues to have productive and friendly discussions with the County Council on that matter. Paul Medd stated that, after the meeting on the 15 October, Hereward Hall has been identified as an asset by County Council that they are seeking to dispose of so this underpins the ongoing conversation the Council is having with County Council and at this stage there has been no commitment made and business plans are being worked through on both sides as the staff currently working from Hereward Hall will need to be moved and placed elsewhere.
- Councillor Hay referred to the Performance Management performance indicators where there is a bullet point that says report regularly on Service Performance to the Corporate Management Team, Councillors and the Public and under the Governance Financial control and Risk Management bullet point compliance with Data Protection and general Data Protection Regulation and requirements. She stated it has come to her attention that there have been one or two data breaches of late in ARP and she would like to know if there are any issues with the service? Councillor Hay added that it has also come to her attention that when there are data breaches these are not reported to the Cabinet members responsible for that area, is this something that is happening right across the Cabinet where data breaches are not being reported? Councillor Boden responded that the first thing that needs to be kept in mind is the sheer number of communications which ARP have, and the reported number of breaches was under 100 in a year and of those under investigation a third were deemed not to be breaches and those which are deemed potentially to be breaches are reported to the Information Commissioner's Office (ICO) where the Council then waits for feedback, from this there were 4 last year 2023/24 and 4 this year 2024/25 that warranted a data breach investigation and in most cases the breach has been an address being wrong or an e-mail or phone number but nothing that has incurred the Council receiving a penalty or a change to the procedures in place. He continued the target is always going to be zero but overall this is a good result. Paul Medd added that the Council does identify the data breaches that were reported into the ICO and if there is ever any doubt about potential breaches the ICO is always consulted which allows the ICO to look into the breach and determine whether or not a thorough investigation with potential sanctions to follow is relevant and in the respect of the data breaches that have been reported no further action has been required, however, whenever there is a data breach this is always a good opportunity to learn and reflect on why it happened to make sure if any corrective action is needed it is put in place to prevent it happening again. Councillor Hay stated that although the numbers are small, she still feels the Portfolio Holder should be made aware when there are breaches. Councillor Boden responded that to the best of his knowledge the Portfolio Holders are made aware at Portfolio Holder Briefings and as an action from this meeting he will ensure that all officers are aware that at all future Portfolio Holder briefings that the Portfolio Holder has all the matters in relation to any ICO and potential breaches of GDPR.

**Members thanked the Leader and Chief Executive for attending and noted the information presented.**

## **OSC16/23 COMMERCIAL INVESTMENT STRATEGY AND INVESTMENT BOARD UPDATE**

Members considered the Commercial Investment Strategy and Investment Board Update report

presented by Councillor Boden.

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

- Councillor Roy stated the purchase of the property in Elm is a huge investment, with the property itself being nearly £800K and there is a lot of remedial work needed to bring it up to standard for temporary accommodation. He asked is there a total cost and when will the Council break even in terms of return on expenditure required? Councillor Boden responded the Council has not purchased a property in Elm, negotiations continue and there has not been an exchange of contracts, and it would be prejudicial of him to say any more at this time.
- Councillor Barber referred to 70 homes for older people with care needs and asked are they actually 70 homes or is it one home for 70 people? She wondered how this would work with people who have care needs if they are individual homes. Councillor Boden responded this is an Extra Care Scheme of which 3 already exist in the Fenland area, these schemes are for vulnerable residents who have been assessed by Cambridgeshire County Council, who have the legal responsibility as the adults services provider, as needing some form of care package but not needing to go into care so all of the accommodation mentioned comprises of 70 self-contained flats with their own front door, their own personal space, a living room, kitchen, an accessible bathroom and bedroom but they do have communal facilities available including communal emergency services where necessary and there may be a number of two bedroom flats within that proposal but this has not been determined yet.
- Councillor Sennitt Clough asked, in Councillor Nawaz absence, the CIS says it will be reviewed every 2 years, is that too long with an annual review maybe being more useful so if there is anything going wrong it can be picked up earlier rather than having to wait for 2 years and the committee could go through it on an annual basis. Councillor Boden responded that the review is a thorough review and it states where the Council is, however, the interest rates are constantly being looked at for other opportunities and what changes that are necessary and possible, it is a very fluid environment and is looked at on a daily basis but it is not necessary to make the CIS review yearly rather than every two years as the strategy largely remains the same, the opportunities are very short term at times and ones that have to be reacted to very quickly. Councillor Sennitt Clough stated that it was her understanding that it is looked at daily, as far as the operational aspects of it is concerned, and asked how is the information gathered daily and acted upon in terms of moving towards the strategic review in two years? Councillor Boden answered that he should emphasize that the daily examination is undertaken by officers based on the economy, if there is a significant change or trend or even a projection of a trend there is a formal discussion with the Section 151 Officer, Peter Catchpole, to stay alert of any situation and this is then brought up in the Portfolio Holder briefings. Paul Medd stated there is the daily interaction on an informal basis but it is worth mentioning from a formal governance and decision making point of view a lot of this information that is being looked at on a daily basis is reported back to the Investment Board as part of the overall governance and decisions that relate to the Commercial Investment Strategy, which are presented to the three members that sit on the Investment Board for a decision to be taken. Peter Catchpole added the Council do have external treasury advisers which is where a lot of the information comes from daily which is added to a spreadsheet, he then looks over everything to make sure the Council are not missing out on any investment opportunities.

**Members noted the annual report from the Investment Board.**

### **OSC17/23 PROGRESS AGAINST THE TRANSFORMATION & COMMUNICATIONS PRIORITIES**

Members considered the progress against the Transformation & Communications priorities.

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

- Councillor Roy stated that the report mentions that the Council advertises on Facebook and Twitter but there is no mention of LinkedIn. He asked does the Council also use LinkedIn for recruitment and, if so, should the Council put that in their report? Councillor Tierney responded that this is an omission as there is a LinkedIn account that the Council does use, and business matters are published to LinkedIn. He added that when looking at different social media companies rise and fall at the moment LinkedIn is on a downward slope and he would welcome members opinions on the use of it going forward. Councillor Roy agreed but stated he feels that the Council should be using every available resource.
- Councillor Barber stated in relation to the continuation of the shared CCTV services with Peterborough City Council, how is the time divided and how effective is the service to responding specifically to Fenland District Council's requirements given the financial problems Peterborough City Council are having and are Fenland getting any CCTV coverage at all? Councillor Wallwork responded that the control room is stationed 24/7 with periods of single crewed, double crewed and triple crewed staff, with the triple crewed operators following a prioritised model that ensures threat, risk and harm is managed effectively through incident managements across all areas covered including Fenland, operators then follow a clear patrol plan to ensure regular patrols of key camera areas, including all customers of Service Level Agreements (SLA) commitments such as the town councils in Fenland, this ensures that even when it is single crewed regular patrols of Fenland cameras take place, when double or triple crewed operators are dedicated specifically to Fenland providing comprehensive surveillance during this time. She stated that the control plan is adhered to ensuring the patrol frequency expectations of the SLA commitments are met, since becoming a shared service of Peterborough City Council patrol numbers have increased and instant numbers and positive outcomes have remained consistent, this highlights the shared commitment to providing an effective, reliable service that benefits both Councils, additionally there are now dedicated Police resources to carry out retrospective media reviews for crimes and incidents in Fenland, something that was not available prior to the merger with Peterborough, which further enhances the ability to respond to Fenland District Council's requirements and provides the overall effectiveness of the service, this structure allows Peterborough City Council to maintain a high level of service to meet Fenland District Council's requirements and ensures a strong responsive and consistent surveillance presence. Councillor Barber asked how the cameras rotate because it seems to be a problem that people have had that because they rotate in a certain way when things happen they are not actually seen. Councillor Wallwork responded the cameras constantly sweep, the officers that work in the patrol centres have to have set standards, they have to be marked on it and they are monitored on it as this is controlled appropriately and very comprehensive at all times. Paul Medd stated as lay people there are often more technical questions around the precise operation of CCTV cameras and what he has found helpful in the past is he has visited the control room and had a look, spoken to the operators and seen how the cameras work practically and if any members of Overview and Scrutiny Panel would welcome a visit to the shared control room in Peterborough that can be organised Councillor Hay and Sennitt Clough agreed this was worth a visit. Councillor Barber re-asked the second part of her question saying given the financial problems at Peterborough City Council whether the CCTV coverage would continue? Councillor Wallwork stated she could not comment on Peterborough finances. Councillor Boden stated Peterborough City Council are not in the strongest financial position of any local authority in the entire country, however, there is a SLA which regulates how these things work and if the worst was to come as far as Peterborough City Council is concerned that SLA would still be in place and there would still be an obligation upon Peterborough City Council even if they were not in control of their finances.
- Councillor Roy stated that under the service review there was a note that income was generated, and asked for clarification on whether the income was generated through streamlining the processes or was it because the Council deleted some services as part of the review? Councillor Tierney responded the Council aims to make savings through a streamlining process, working with the back office to try to keep delivering the service

people expect but to make the saving that are expected of the Council which is what has been delivered. Councillor Roy asked if there were any services cut? Councillor Tierney responded that there were not services cut. Councillor Boden added this is what the transformation agenda is about, it is about streamlining, it is about efficiencies and it is about getting the same or better results with less input, whether that input be in terms of staff numbers or in terms of cost, and what it is important to do is to distinguish between two general lines of change that the Council have been pushing forward for a number of years. He stated that the comprehensive spending review is where the Council looks at all the services that are provided and decides should they continue or should they continue at the level that the Council provides, sometimes a comprehensive spending review causes the Council to increase the amount of service provided but the transformation agenda is different as it is about once a decision has been made how will the service most effectively be provided, and while there is always a connection between what service to provide and how to provide it the objective is to set out the transformation agenda which is based on the efficiencies and effectiveness and the comprehensive spending review which asks what output needs to be achieved, so it would be disappointing if the transformation agenda actually resulted in some reduction in service provision because that is not what its purpose is, and if that happened that would show that the Council strayed between the demarcation line of the comprehensive spending review and the transformation agenda. Councillor Boden made the point that there has been two lots of comprehensive spending reviews, and the Council is currently in the second lot of the transformation agenda, which are two separate things. Councillor Roy responded the purpose of that question was to show residents that processes are being streamlined and services are not being cut. Peter Catchpole added that as part of the reviews income generation is being investigated as well when looking at transformation, as an example the boat measuring policy was reviewed as the length of boats derives income into the Marina and it was discovered that some of those results were not accurate so the boats were remeasured and as a result it managed to generate a few thousand pounds worth of income.

- Councillor Sennitt Clough stated as regards the capital equipment replacement programme and technology refresh timelines, does the Council replace every two years or similar, what preventative measures are in place to stop things going wrong and is there an assigned capital programme for this work? Councillor Tierney responded that the technology modern equipment does not need to be replaced every two years, there is a budget available if things break but the plan is to replace technology every four to five years. He added that the Council has built in checks across the services for what will happen in the case of an emergency or disaster, with back up equipment available and all policies that are in place are robust.
- Councillor Sennitt Clough stated the big switch over is not happening until 2027 and she understood that the Council was working towards the original 2025 deadline and asked for an update. Councillor Tierney confirmed the Council is still working towards the 2025 deadline and everything is in place to achieve that goal.
- Councillor Sennitt Clough stated that, on the KPIs, how is the customer satisfaction rate gathered, she would like some further clarity for example the level of satisfaction in relation to the time it takes to answer calls, why is it less than 50%? Councillor Tierney responded the public are asked to fill in a customer satisfaction form around how they felt about their call experience, this data is then gathered and collated. Peter Catchpole added the 50% target is for answering calls within 20 seconds which the call centre is ahead of as of August 2024, so this relates to answering all calls within 20 seconds not customer satisfaction with the rate all calls answered being at 97.94%. Councillor Boden added a recommendation he suggested that Councillors use the main call centre line every so often rather than the direct line numbers they may have, just to see how the call centre operates, and this will give them the experience of what people are facing and how quickly they are responded to, was the call objective met and if it was not successful they can use that as feedback for the officers involved or praise if all went well.
- Councillor Sennitt Clough stated the percentage of contact calls handled are based on a

target of 80% so is the 90% satisfaction rate based on the 80% target rather than 100%? Peter Catchpole responded these are two different things because the customer satisfaction rate is 90% overall but it is not about a specific KPI whereas the contact centre is 80%, in the customer satisfaction survey there is not a specific question about the calls and the waiting times but there are plans to review the KIPs for the call centre because it is more interesting to look at the calls that are not being answered and what happens to those calls. He made the point that 100% is a good goal to have but when it is volume driven at some stages it is impossible to answer all calls, especially when it is Council Tax season, but a review is going to take place around the KPIs to see if they can be made a bit clearer and a bit more challenging. Councillor Sennitt Clough asked if it was standard procedure to have that sort of policy and procedure in place every so often? Peter Catchpole responded there was a Task and Finish group from Overview and Scrutiny about two years ago which looked at some of those KPIs but the way technology is changing and the way the Council is moving forward the focus is on improving customer service and constantly studying the KPIs to achieve that. Councillor Tierney added in answer to the original question it is based on 100% because it is not looking at the KPIs at all, in regards to setting new KPIs, as was mentioned, Overview and Scrutiny did do this a couple of years ago and stated it could be done again as it is always good for new members to feed into things that should be looked at to ensure the service is good.

- Councillor Barber asked, as part of any review of services provided by ARP and relationship optimising, are the Council looking at response times via letter rather than telephone and does it have any sense of what they currently are? Councillor Boden responded, in Councillor Mrs French absence, that there are ARP performance indicators which are monitored monthly and some are reported to Full Council in the Portfolio Holder Briefings through the briefing report, full operational updates are tabled at every joint committee meeting for members of local authorities with portfolio holder responsibility who are part of ARP and those operational reports are also updated at every Operational Improvement Board meeting which is for the officers. He continued that as far as the first ratio is concerned ARP1 as a performance indicator looks at the number of days taken for new claims and changes to Council Tax support and the number of days it takes to process such requests, which currently stands at 11.9 for seven days against a target of nine days, there is a performance indicator ARP2 which are the number of days taken for new claims and changes for housing benefit and that currently stands at 15.1 for nine days against a target of eight days, so both are below the target. Councillor Boden stated that there are reasons for that, in relation to ARP1, the days taken to process new claims for Council Tax support and for ARP2 housing benefit the biggest challenge has been the migration to Universal Credit, these files are coming through on a regular basis to ARP and they impact significantly on staff time, once almost everyone has been transferred over to Universal Credit then that pressure will be taken away. He stated that staff have been targeting housing benefit new claims and Council Tax support claims this month as a matter of priority, and assessing these claims has resulted in an increase in the number of days taken to process claims overall but there are a number of measures that have been put in place to improve the performance in processing times which includes a focus on new claims and a reduction in the officer time which has been taken right across the ARP partnership. Councillor Boden stated that ARP have looked at the phone rota and how to reduce the amount of time operatives are on the phone to process claims and to carry out the reviewing tasks which are needed to focus on the essential items only and there has been continued monitoring of the ARP resources. He added that ARP has also continued to test the automation of migration notices which is essential for the system to work properly and effectively rather than officers re-inputting data which is sent to them with and over the past few weeks there has been a marked improvement in the outstanding word reports which is encouraging and suggests either that the remedial actions being taken are working or that the pressures coming from the roll out to Universal Credit are reducing and it is looking like there should be an improvement over the coming weeks, which will be reflected in the next quarters performance figures.



**Members noted the progress against the Transformation and Communications priorities.**

**OSC18/23 UPDATE ON PREVIOUS ACTIONS**

Councillor Sennitt Cough stated there are no current outstanding actions at present.

**OSC19/23 FUTURE WORK PROGRAMME**

Councillor Sennitt Clough stated that the members are still working towards the proposed timetable at present with the opportunity to add additional items later in the municipal year if required.

11.18 am

Chairman

This page is intentionally left blank

REF	Date Requested	Question	Target Date
<b>COMPLETED ACTONS</b>			
	21/10/24	Councillor Hay asked that all Portfolio Holders are made aware of any ICO and GDPR breaches	
		Councillor Boden will ensure that all officers are aware that at all future Portfolio Holder briefings that the Portfolio Holder has all the matters in relation to any ICO and potential breaches of GDPR.	
	21/10/24	Councillor Barber asked to visit the CCTV control room in Peterborough.	
		Dan Horn and Aarron Locks have arranged for the O&S panel to visit the CCTV control center on 12 <sup>th</sup> November 2024 at 7pm an invitation was sent to members on 24-10-24	
<b>ONGOING ACTIONS</b>			
		None at present	
<b>WATCHING BRIEF ITEMS</b>			
		None at present	

This page is intentionally left blank

# Anglian Water / Fenland District Council Scrutiny Committee

2<sup>nd</sup> December 2024

## Attendees:

Natasha Kenny – Head of Quality Regulation and Enforcement

Grant Tuffs – Regional Engagement Manager

Lucy Hodge – Water Recycling Networks Manager



# About Anglian Water



**Our purpose**  
is to bring  
environmental  
and social  
prosperity to the  
region we serve  
through our  
commitment to  
**Love Every Drop.**

We are geographically the  
**largest water and sewerage  
company** in England and Wales



Serving  
**7 million**  
people across the East  
of England and Hartlepool

We operate and maintain  
**39,248km**  
of water mains.

Laid end to end, this is further  
than a trip to Sydney and back

And we operate and maintain  
**77,300km**  
of sewers



Laid end to end  
this is almost  
**twice around**  
the earth's  
circumference



**88%** have  
a meter fitted

We employ around **6,000** people, and  
work alongside a further **3,000** alliance  
partners and contractors.

Our AMP8 plan will  
see us create circa **7,000**  
new jobs across the region



We pump less water into supply  
every day now than we did in  
1989, despite supplying

**26% more properties**

Since privatisation in 1989, Anglian Water has invested **£16.9 billion** improving services in our region.

# Ofwat performance report

**We know that our performance needs to improve in some areas and with the arrival of our new CEO, we are focussed on a dedicated programme.**



The Ofwat report looks at performance from 2023/24. Since then, the measures we've put in place mean that performance is already improving, but we acknowledge we still need to go further.

Direct comparison across the industry is difficult because Performance Commitment Levels (PCL) differ between companies.

For example, despite leading the industry on tackling leakage, because we missed our stretching target we are classed and 'lagging' and this contributes to our underperformance payments.

We are working with Ofwat to ensure the measures for the next five years are appropriate and drive the right outcomes for customers, stakeholders and the environment.



## Better than performance commitment level in these areas:

- Customer satisfaction
- Priority services
- Mains repairs
- Unplanned outage
- Sewer collapses

## Poorer than performance commitment level in these areas:

- Leakage
- Per capita consumption
- Drinking water quality
- Internal sewer flooding
- Sewer flooding
- Pollution incidents
- Treatment works compliance



# Flooding

Sewer flooding is often caused by the effects of extreme rainfall, and therefore a collaborative response is key.



## Causes of sewer flooding

Our sewers are designed to take wastewater away from homes and businesses, but if they fill up with surface water caused by heavy rainfall or flooding rivers, or groundwater, the waste from homes has nowhere to go. In incidents like this, customers may experience flooding, overflowing manholes or find they can't use their facilities.

## Anglian Water responsibilities

-  Flooding and drainage issues are complicated, with many different organisations having a range of roles and responsibilities.
-  We look after the sewers and any flooding from manholes.

## Anglian Water actions

-  Our teams are working hard to keep our sewers flowing as they should.
-  In key hotspot areas we have set up Multi Agency Groups (MAGs).  
These groups have driven collaborative action between agencies responsible for flooding and water management.



# Pollutions



We know we need to do better and we are committed to improving.

To deliver upon our purpose – to bring environmental and social prosperity to the region we serve – we must address and improve our pollutions performance.

We are already seeing progress here due to work we have already started, but we know we need to do better.

Therefore, in our next business plan we have proposed that by 2030 we will:

- ★ Double our investment in the environment to £4 billion to enable nature recovery.
- ★ Reduce total pollutions by 41%, and achieve no serious pollutions by 2030.

\*this is all subject to Ofwat approval.

Our shareholders have also recently injected an additional £100 million to fast-track improvements. This funding will focus on a few key actions;

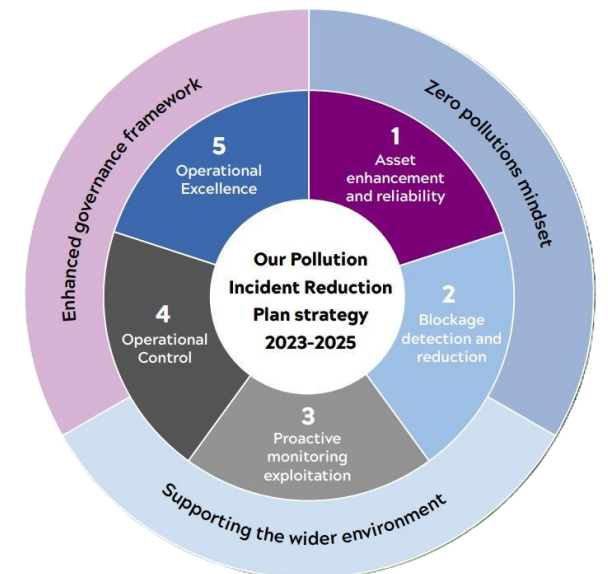
- ★ Blockage prevention.
- ★ Improving assets we already have.
- ★ Increasing capacity of our systems and increasing our resource to do this.



**Pollution Incident Reduction Plan**  
2023 performance update



[Pollution Incident Reduction Plan](#)

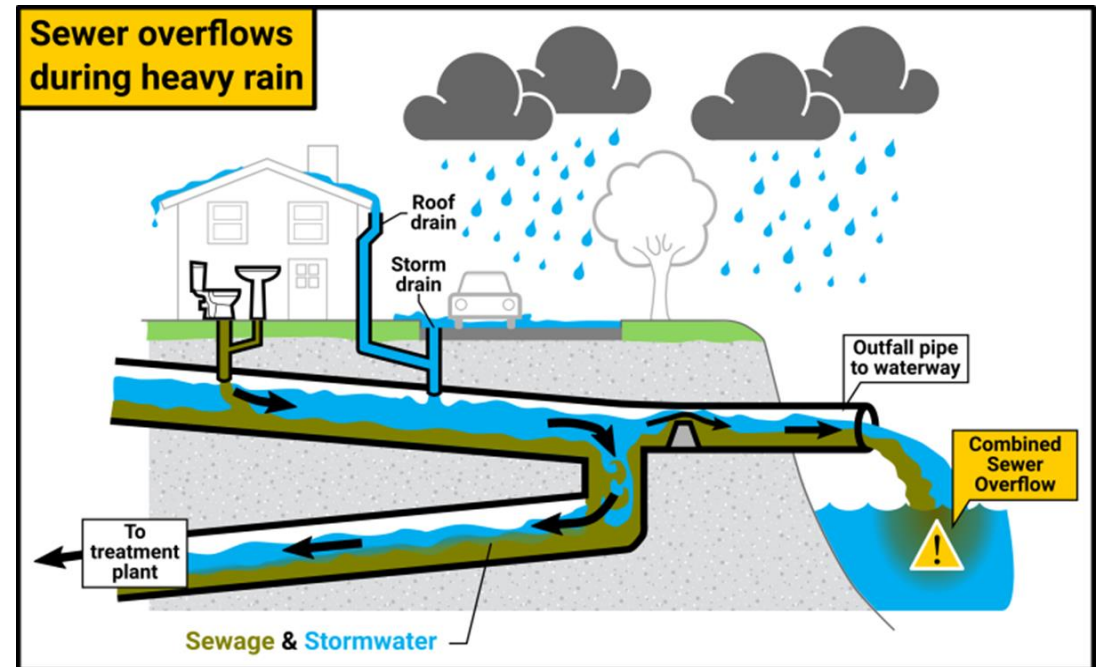


# Storm overflows



They occur as a result of combined systems becoming overloaded during high rainfall.

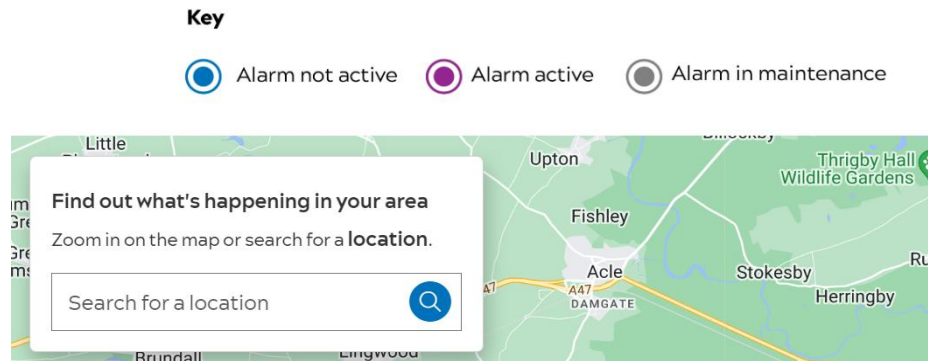
- Combined sewers take both sewage and rainwater and can become inundated with water following high rainfall events – storm overflows take pressure off the system by releasing excess water into rivers and the sea to protect homes and businesses from flooding.
- All storm overflows are permitted by the Environment Agency as the vast majority of what they release is rainwater.
- These types of sewers were built in Victorian times and 60s and 70s – none have been built since privatisation (1989). These days separate foul and surface water systems are built.



# Storm overflows – monitoring and improvements

All of our storm overflows are monitored, and we will act on each one to reduce spills.

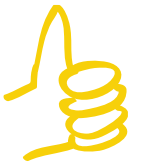
- Event Duration Monitors (EDM) monitor spills (frequency and duration) from our storm overflows.



This data is returned to the EA as part of our regulatory annual return, and it can be viewed on the DEFRA data services platform.

We also publish this data on our near real-time map, this shows if a spill has commenced within an hour of activation of the monitor.

- We are currently installing thousands of additional sewer monitors which will help us to proactively act to protect customers and the environment.
- We have also submitted a Storm Overflow Action Plan to DEFRA which contains a detailed improvement plan for each overflow to ensure that they not discharging more than 10 times a year by 2050. Where we can, we have set ourselves more ambitious targets to meet 10 spills before the EA target of 2050.



# Our role in planning

**Our say in planning is limited as developments have the automatic right to connect and we are not statutory consultees in planning applications.** !!

Under the Water Industry Act 1991, any development with planning permission has an automatic right to connect to Anglian Water owned foul sewers, regardless of capacity issues/concerns.

We do however actively engage in the planning process by responding to major developments (10 dwellings or more). We also comment on specific minor proposals if requested to do so by the Local Planning Authority (LPA).

Our Public Affairs and Policy teams work with Westminster and Whitehall to lobby for policy changes which would improve outcomes for our customers and the environment. ↘

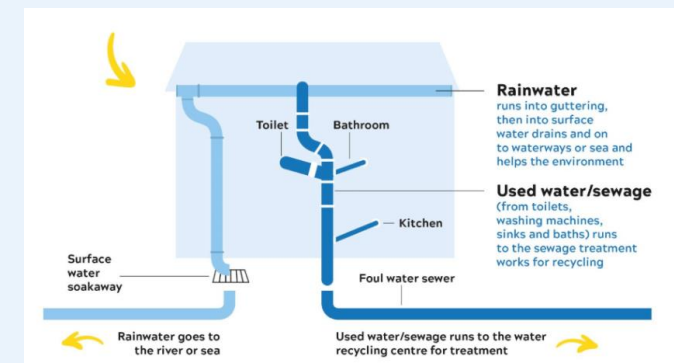
Whilst the government is continuing to consider implementing Schedule 3 of the Flood and Water Management Act, we are becoming more robust on our responses to planning applications (which we are not statutory consultees on) and local plans (which we are).

We are looking to stipulate a Sustainable Point of Connection (SPOC) in a planning condition if there is an increased risk of flooding, spills from overflows or pollution.

This will avoid network pinch points. ↘

The surface water from the roof of 1 house is equivalent to the wastewater flow from 100 houses.

So, we work with customers to tackle misconnections.



# Proposed investment in 2025-2030

**We have proposed to invest around £10 billion across our region between 2025 and 2030 to meet the needs of our growing region and ensure we are resilient to our changing climate.**

These plans are subject to approval by Ofwat, our financial regulator. We expect the final determination this December.

We are investing millions in bringing forward plans for the Fenland Reservoir to help meet the growing demands on water supply.

Also propose to invest **£11 million** in Fenland. Investment includes:

**£3.4 million** at March Water Recycling Centre to meet new permit requirements for odour containment

**£3.4 million** to increase the treatment capacity at Doddington and Manea

**£1.8 million** to improve phosphorous removal at Whittlesey and Chatteris Nightlayer Fen Water Recycling Centres

**£1.2 million** at March, Dartford Road/Elliott Road storm overflow to reduce spills to 10 per year by 2050

**£479,000** to reduce storm overflows to 10 per year by 2050 at March, Wisbech Road/Norwood Road.

This page is intentionally left blank



## **Overview & Scrutiny Panel**

# **Progress Against the Environment Priorities**

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

# Portfolio Holders



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



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



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



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



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



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



## Environment

### Projects from Business Plan:

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

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

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

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

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

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

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

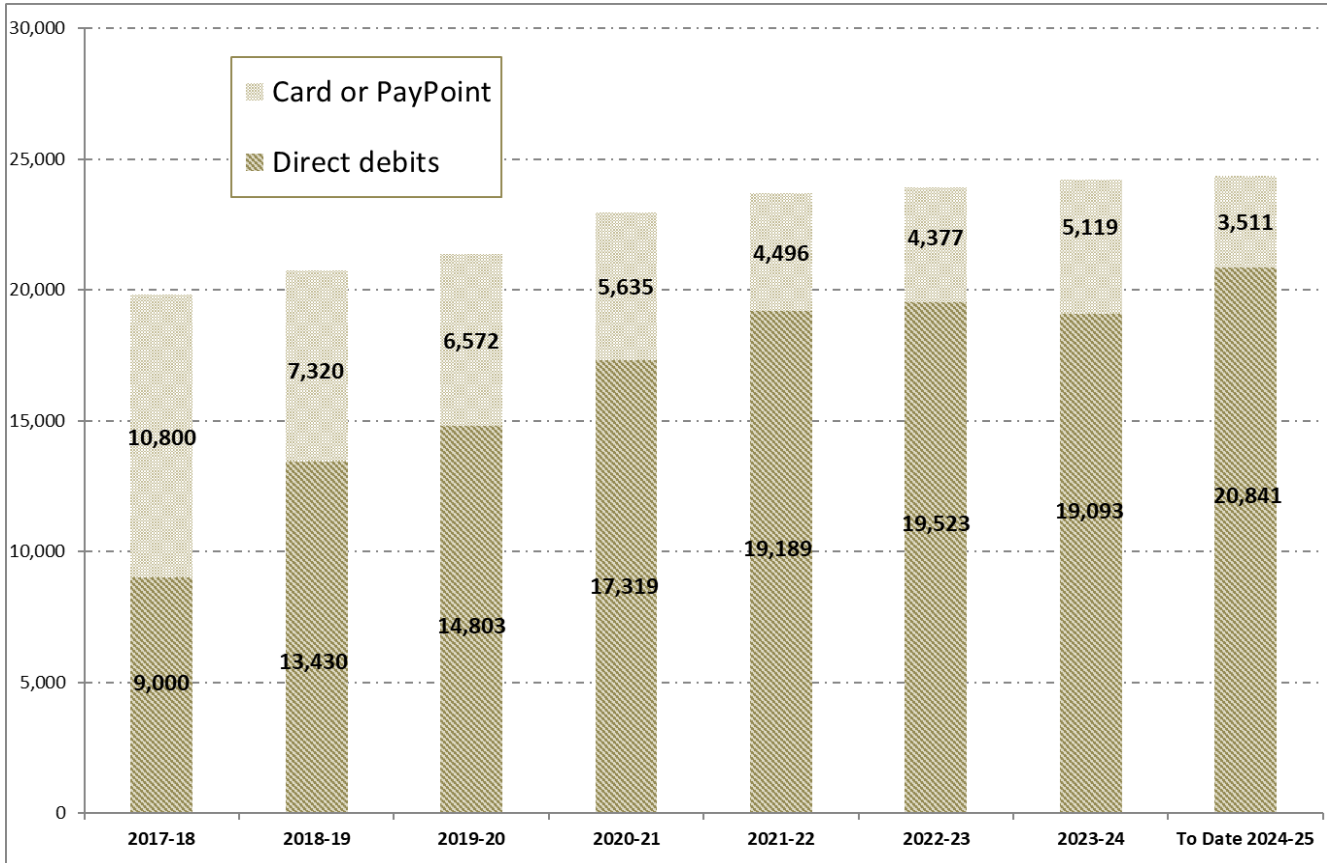
We will continue to support our customers to maximise their recycling efforts and to treat their waste as a resource to generate income and reduce overall costs.

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

**Garden Waste Collection (Cllr Murphy)**

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

**Garden Waste Subscriptions 2017-2024**



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

These new fines will be implemented from November 2024.

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

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

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

### **Markets and funfairs**

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

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

### **Fines**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Key progress includes:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### **Capital Streetlight Replacement Works**

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

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



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

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

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

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

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

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

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

#### **Key issues**

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

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

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

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

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

### **Performance Monitoring**

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

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

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

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

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

Statutory partners are:

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

Non-statutory partners include.

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

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

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

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

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

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

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

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

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

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

#### Domestic Abuse

##### Community Engagement

##### Community Awareness Campaigns

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

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

#### Workforce Development

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

#### Domestic Abuse Housing Alliance Accreditation

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

#### Domestic Homicide Reviews

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

#### Community Engagement

##### Market Towns

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

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

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

#### Rural Engagement

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

#### Cybercrime and Scams

##### Workforce Development

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

##### Community Awareness

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

#### Hate Crime

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

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

#### Prevent

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

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

### Child Criminal Exploitation

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

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

### Shoplifting

Improve confidence to report offences and options to report

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

### Safer Wisbech Project Delivery

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

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

### UK Shared Prosperity Fund

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

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

- Op Luscombe
  - Improved police visibility
  - Greater community engagement

### Safety Zone

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

### Disrupting Organised Crime

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

### Illegal Money Lending

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

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

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

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

### Violence Against The Person

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

### Scams, Fraud and Cybercrime

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

### Domestic Abuse

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

### Hate Crime

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

### Offending a better understanding

- Commission a deep dive report

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

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

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

### **Delivery Plans**

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Homelessness

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

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

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

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

Key Summary:

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

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

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

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

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

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

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

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

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

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

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

**Key PIs:**

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

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

Comments

This page is intentionally left blank

# **Overview & Scrutiny Panel**

## **Progress Against the Environment Priorities**

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

# Portfolio Holders



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



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



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



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



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



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



## Environment

### Projects from Business Plan:

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

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

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

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

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

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

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

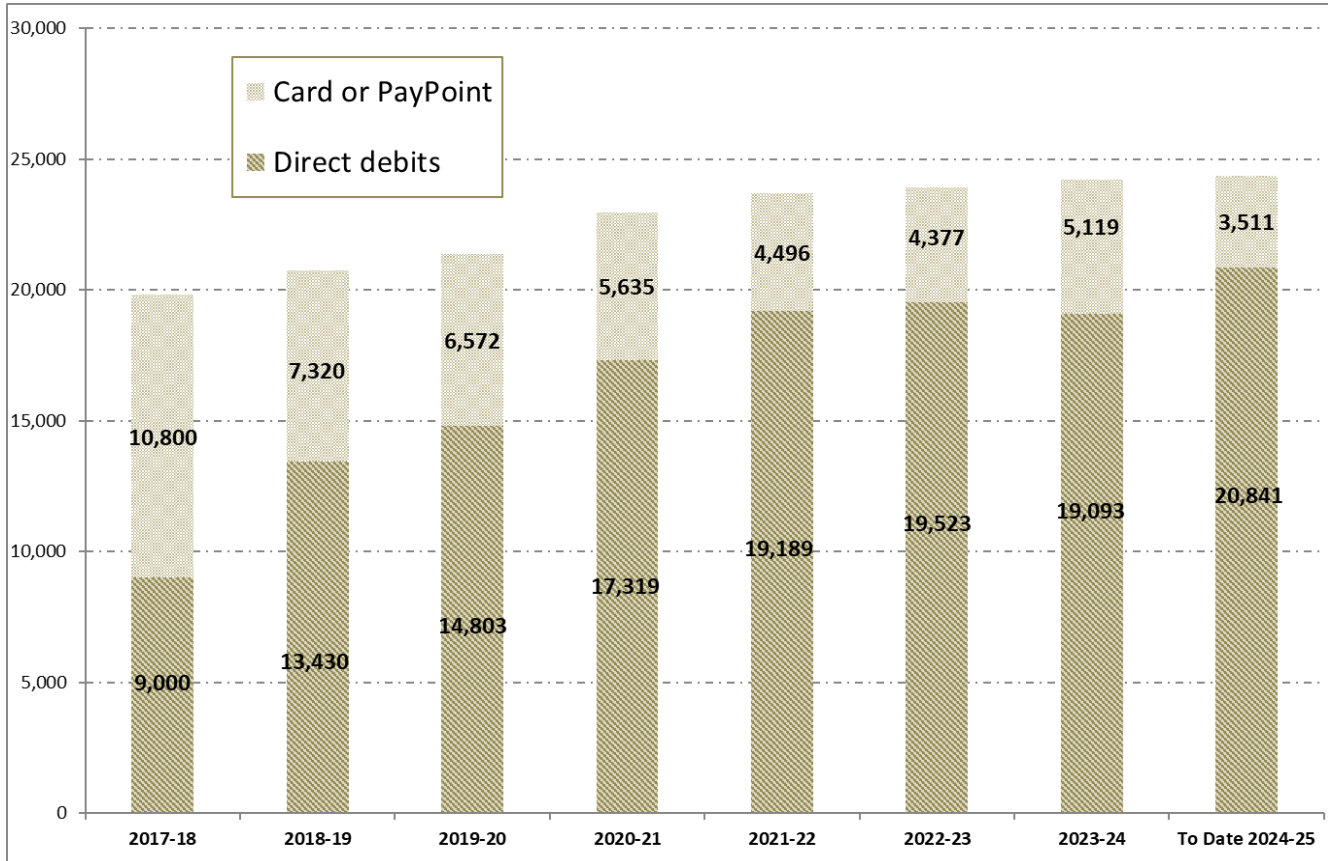
We will continue to support our customers to maximise their recycling efforts and to treat their waste as a resource to generate income and reduce overall costs.

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

### Garden Waste Collection (Cllr Murphy)

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

### Garden Waste Subscriptions 2017-2024



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

These new fines will be implemented from November 2024.

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

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

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

### **Markets and funfairs**

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

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

### **Fines**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Key progress includes:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### **Capital Streetlight Replacement Works**

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

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



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

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

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

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

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

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

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

#### **Key issues**

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

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

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

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

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

### **Performance Monitoring**

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

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

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

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

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

Statutory partners are:

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

Non-statutory partners include.

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

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

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

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

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

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

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

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

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

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

### Domestic Abuse

#### Community Engagement

#### Community Awareness Campaigns

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

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

#### Workforce Development

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

#### Domestic Abuse Housing Alliance Accreditation

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

#### Domestic Homicide Reviews

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

#### Community Engagement

##### Market Towns

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

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

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

#### Rural Engagement

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

#### Cybercrime and Scams

##### Workforce Development

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

##### Community Awareness

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

#### Hate Crime

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

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

#### Prevent

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

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

### Child Criminal Exploitation

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

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

### Shoplifting

Improve confidence to report offences and options to report

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

### Safer Wisbech Project Delivery

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

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

### UK Shared Prosperity Fund

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

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

- Op Luscombe
  - Improved police visibility
  - Greater community engagement

### Safety Zone

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

### Disrupting Organised Crime

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

### Illegal Money Lending

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

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

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

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

### Violence Against The Person

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

### Scams, Fraud and Cybercrime

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

### Domestic Abuse

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

### Hate Crime

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

### Offending a better understanding

- Commission a deep dive report

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

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

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

### **Delivery Plans**

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

The CCTV shared service has successfully maintained its **100% operational status** across a 24/7 period, making it the only council service delivered continuously, 365 days a year. From April to September 2024, the CCTV service responded to **683 incidents**, an increase of 45 compared to the previous year, across our four market towns. These incidents included:

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

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

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

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

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

- Homelessness

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

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

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

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

Key Summary:

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

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

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

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

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

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

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

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

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

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

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

**Key PIs:**

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

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

<b>Comments</b>

This page is intentionally left blank

# Fenland DC Community Safety Partnership

## Partnership Delivery Plan

01 May 2024 – 31 May 2025



**FENLAND**  
Community Safety  
Partnership

### Strategic Theme

Keeping Communities Safe

### Tactical Themes

Putting Communities First  
Crime Prevention

### Primary Work Streams of the CSP

Violence Against the Person

Scams/Fraud/Cybercrime

Domestic Abuse

Hate Crime

Better understand Offending

**The Community Safety Partnership plan** – Development is based upon the recommendations of the annual strategic assessment, local profiles submitted through county delivery groups, community feedback and OPCC crime plan. It provides a record of activities by the CSP to address those adopted recommendations. The plan is refreshed annually after the April CSP meeting at which the annual strategic assessment is discussed. It is a living document and therefore items may carry forward from one year to the next. A timed snapshot of the plan is available with each meeting's agenda pack. to identify and tackle behaviours, locations and trends which have a detrimental effect on the quality of life for Fenland residents the plan is designed to react to new emerging issues and address long term problems.

### ACTION PLAN PERFORMANCE RAG RATING

Completed
Ongoing and on target
Ongoing and behind schedule
Not yet started or at risk of failure

Tactical Theme: Putting Communities First & Crime Prevention					
Priority Area: Domestic Abuse					
Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
<b>Delivery of Work Force Development sessions linked to Domestic Abuse for frontline professionals and volunteers who work across Fenland.</b>	Improved awareness of domestic abuse relating to signs of abuse, signposting and referral routes.	<p>Delivery of sessions</p> <p>Numbers of participants attending</p> <p>Ongoing throughout review period.</p>	Rosie Cooke	<p><b>Update July 2024</b></p> <p>Following on from the recommendations as identified within Fenland Domestic Homicide Reviews, community safety and DASV have developed a Domestic Abuse &amp; Carers Responsibility workforce development training session. This will be delivered on 01/10/2024.</p> <p><b>Update October 2024</b></p> <p>Domestic Abuse &amp; Carers Responsibility workforce development training session has been cancelled due to the remapping of the Countywide All Age Carers Strategy, around carers and domestic abuse. Carers and DA will be covered at the January DASV Champions sessions.</p> <p>We are exploring the option of a webinar on the same topic in the first quarter of 2025.</p> <p>Planned for 07/11/2024 – Domestic Abuse &amp; Coercive Control DA Workforce development awareness session is scheduled to be delivered in partnership with DASV. This 2-hr training session will cover a range of DA behaviours that impact both female and male victims. This training has attracted great interest from partners such as NHS, CCC, FDC, East Cambs, Police, RSLs, and community organisations.</p> <p><b>Update October 2024</b></p> <p>Community Safety are working with DASV to plan content and reschedule the Domestic Abuse &amp; Carers Responsibility workforce development training session, looking at delivery partners and reaching the audience we require to have the greatest impact.</p>	RAG
<b>Work alongside the County DASV Partnership to deliver actions identified through DHR review recommendations.</b>	Delivery of recommendations as identified within Fenland Domestic Homicide Reviews.	<p>Individual projects delivered.</p> <p>Successful adoption of recommendation.</p> <p>Open dialogue and working with DASV Partnership.</p>	Rosie Cooke	<p><b>Update July 2024</b></p> <p>31/05/2024 DASV and community safety met to discuss the recommendations as identified within Fenland Domestic Homicide Reviews. It was identified that domestic abuse training for those managing care services and primary care services would be beneficial. Planning commenced with a training session to deliver on recommendations around making those coming into contact with carers able to identify domestic abuse and signpost for the appropriate support. Scheduled to be</p>	RAG



				<p>held 1<sup>st</sup> October 2024.</p> <p><b>Update October 2024</b> Domestic Abuse &amp; Carers Responsibility workforce development training session has been cancelled due to the remapping of the Countywide All Age Carers Strategy, around carers and domestic abuse. Carers and DA will be covered at the January DASV Champions sessions.</p> <p>We are exploring the option of a webinar on the same topic in the first quarter of 2025.</p>
<p><b>CSP to link closely with County DASV Partnership to deliver other actions based on the findings from the District Strategic Needs Assessment and DASV Needs Assessment.</b></p>	<p>Identification of suitable actions and delivery of those actions.</p>	<p>Review and assessment of Needs Assessments.</p> <p>Identification of actions pertinent to Fenland District Council</p> <p>Agreed actions delivered</p>	<p>Rosie Cooke</p>	<p><b>Update August 2024</b> Meeting held on 23/08/2024 to Review and assessment of Needs Assessments and Identify actions pertinent to Fenland District Council</p> <p>Actions recommended and adopted by Fenland District council included:</p> <ul style="list-style-type: none"> <li>• Working with Housing Options (HO) team to understand how DA is recorded and supported and information shared with MARAC and perpetrator panels through their work.</li> <li>• DA policy review within FDC and for members Bi-annually (every 2 years)</li> <li>• General accessibility of DA information with FDC buildings,</li> <li>• Awareness raising within Fenland, including translated DA material</li> <li>• Ensure DASV newsletter is shared through what's breaking in FDC.</li> <li>• Workforce development sessions to create a confident resilient workforce around DA and supporting victims.</li> </ul> <p><b>Update September 2024</b> 27/09/2024 Meeting held with Dan Peace to review areas of the District Strategic Needs Assessment and DASV Needs Assessment, that directly link into the HO team. We mapped out how HOT are currently meeting these recommendations and any actions to follow up on.</p> <p><b>Awareness:</b></p> <ul style="list-style-type: none"> <li>• FDC DA champions have access to DASV training.</li> <li>• HOT is in the process of disseminating an internal communication to explain DA champions role and to identify Champions within the organisation, now with comms before its release internally.</li> </ul> <p><b>System Wide Collaboration</b></p> <ul style="list-style-type: none"> <li>• 2025 March - Vickie Crompton from DASV will conduct an annual audit with HO of housing applications/cases where there is a DA element.</li> </ul> <p><b>Data</b> HOT keep records of where DA has featured as part of the referral – HOT use HCLIC to record all information, broken down by gender, age, ethnicity, LGBTQ</p> <p><b>Aim: Reducing the risk</b></p> <ul style="list-style-type: none"> <li>•HOT will maintain their links with MARAC and continue to review weekly agendas and share information where appropriate</li> <li>• HOT will participate in the Fenland perpetrator panels and share information where appropriate.</li> <li>• RC actioned HO's inclusion on the perp panel distribution list by DA Perp Panel (Mailbox) &lt;<a href="mailto:DAPP@cambs.police.uk">DAPP@cambs.police.uk</a>&gt;</li> <li>•HOT confirmed that they will include participation within the perp panel within their work streams going forward.</li> </ul> <p><b>Update October 2024</b> <b>First update provided to DASV regarding Fenland CSP progress linked to</b></p>

				<p><b><u>Needs Assessment. Internal progress review planned for late December 2024</u></b></p>
<p><b>DAHA Accreditation by FDC Housing Options Team</b></p>	<p>Successful completion of required actions to achieve accreditation.</p>	<p>Areas to be covered</p> <ul style="list-style-type: none"> <li>• Policies and procedures</li> <li>• Case management</li> <li>• Risk management</li> <li>• Inclusivity and accessibility</li> <li>• Perpetrator management</li> <li>• Partnership working</li> <li>• Staff training</li> <li>• Publicity and awareness</li> </ul>	<p>Dan Pearce, Caroline Chapman and Rosie Cooke</p>	<p><b><u>Update October 2021</u></b>  In the summer the council signed up and in turn gave our commitment to achieve DAHA accreditation for our Housing Options Team.</p> <p>The first stage was to attend a 12-week training course with colleagues nationally from a range of councils and organisations.</p> <p>The accreditation covers the following areas which contain multiple sub sections that we are required to evidence and demonstrate that our services meet the required standards:</p> <ul style="list-style-type: none"> <li>• Policies and procedures</li> <li>• Case management</li> <li>• Risk management</li> <li>• Inclusivity and accessibility</li> <li>• Perpetrator management</li> <li>• Partnership working</li> <li>• Staff training</li> <li>• Publicity and awareness</li> </ul> <p>The accreditation is expected to take approximately 2 years+ to achieve and will be externally assessed. There is an emphasis that rather than solely meeting the criteria, that new ways of working are embedded.</p> <p>We have formulated an action plan that is being taken forward by the Housing Options Team Leader and the Housing &amp; Communities Manager. The plan includes assistance from front facing council services, HR, Community Safety and a range of partners.  We are currently undertaking specialist domestic abuse training and to updating our Adult Safeguarding Policy.</p> <p><b><u>January 2022</u></b>  Dan Pearce update: FDC housing Options are continuing to examine the criteria in terms of housing options processes and work towards the accreditation process and as a team also gathering evidence to demonstrate each criteria met. Accreditation is a lengthy process that the housing team will continue to work towards over the next two years.</p> <p><b><u>July 2022</u></b>  FDC Housing Options successfully recruited a new officer in their team. This officer has 2 days per week dedicated to working on the DAHA accreditation. The accreditation process has had a major overhaul recently, so FDC are reviewing the best route forward.</p> <p><b><u>September 2022</u></b>  From the DASV/CSP planning meeting on 10/08/2022, links have been made with DASV and new housing options officer Caroline Chapman who is the DA Champion for the FDC housing options team and now leading on DAHA accreditation. Partners have shared their own DAHA action plans with FDC for inspiration and support is in place from Vickie Crompton to peer review the process.</p> <p><b><u>Update December 2022</u></b>  We have recently had case review audit with Vickie Crompton and Danae Evans and identified some good practice as well as some areas we can make improvements.</p> <p>DAHA approved/advised language-working document as needs approving-simple to use guide to support colleagues when having discussions and recording.  Team meetings include discussions around language use when dealing with all clients and consideration of wider impacts and survivor choice.</p>

Training: Package identified with 3 levels; general awareness for everyone, a bit more in-depth for all customer facing roles, and adding more on case management, risk assessment and referrals for those who will manage cases (mainly housing officers and supported scheme manager). The package of training needs adaptation to FDC to make bespoke to team, and basic package is video presentation. There is then a choice of face to face or teams/video. This is still being considered.

Public awareness-Identified where posters and materials are kept but there is no recording of where and how these are distributed in the wider community-this is something that we don't have control over, but welcome suggestions. We have been sent materials from Vickie Crompton and have access to specifics for Asian women and communities.

Collection of materials being collated put together and shared with team.

Identification of cases as evidence when working through procedures for identifying domestic abuse, linking information to evidence each area and identifying where more evidence is needed, personally I am using traffic light system. This is work in progress and will be used for all areas of the accreditation.

**Update February 2023**

A meeting was held with Caroline Chapman, FDC DAHA accreditation lead, to examine work streams of the CSP and how these add value to the DAHA accreditation matrix. This identified many areas that can be embedded into current documentation and looked into longer term strategies on existing IT applications, used by housing options that could include additional DA information.

**June 2023**

Language document approved for use within HOT. To discuss rolling out to other members.

Links made with Carrie and Sarah Burton, ECF DAHA lead, housing options- meeting arranged to go over some finer details of how they are achieving getting other Champions on board throughout local authority who are interested in furthering knowledge and stepping up-and look at training plans.

Already brief overview of how and when to include others.

Look at and discuss how they have put evidence together/sharing of ideas and knowledge.

Meeting with Sarah B arranged for Thursday 13<sup>th</sup> July 2023

All staff have had team meeting and update training from housing IDVA service- All HO's (except one on AL) attended online training with Hourglass, for elder people and have appropriate leaflets and where to find information and refer-May 23.

Training for all is still work in process waiting for policies to be agreed. Can't link to specific training and roll out until policies/safeguarding can be linked.

Action plan written for: Training - ongoing.

Action plan written for: Perpetrator accountability-identified areas for improvement.

Action plan written for: Cases identified to show good practice-Actions from this whether flowchart would help.

Action plan written for: Publicity and awareness raising-ongoing.

Discussions with Rosmini and Salvation Army Wisbech (to cover all bases in Fenland) identified as something they would like more support on-but to include all housing options issues-further investigations ongoing to check best plan moving forward.

Training completed-TIME training completed held by Ejay Moran of My Sisters Place-2 full days-CC attended and lots of info to share with team.

An Action plan is being updated so that all training I have completed as Operations Lead can be shared with the team. Folder in place with training materials and action plan will include time allocation to be arranged with management and DAHA leads- Sarah Gove and Dan Pearce

Flowchart being added to for new staff and existing staff to ensure we are covering all bases of DA survivor and perpetrator safety planning and referrals/feeling safe and

secure, meeting face to face where possible and accountability and to include Safeguarding referrals/ completed where children are involved in no current involvement.

Planning for next steps where all action plans shared and discussed how to achieve the actions/budgets/time needed etc.

**Update for October 2023**

**DA Champions Training:**

3 x DA Champions – training completed-Myself, Dan Pearce and Sarah Bower-Sarah is a Housing Options Team casework support officer, and takes initial calls from both Survivor/victims of DA and Perpetrators/alleged perpetrators of DA. More DA Champion training is on offer, in Nov and Dec-in process of going back to those who initially wanted training.

**Safeguarding Policy**

Draft policy was approved at CMT on August 8<sup>th</sup> 23, Cabinet initially set for 2<sup>nd</sup> Oct, this has been put back until 13<sup>th</sup> November meeting for approval.

**Further Training**

Champions training as above

TIME Trauma Training ran by My Sisters Place, TIME (Trauma Informed Model of empowerment) and TIME training to support survivors of domestic abuse. -Attended by Carrie Chapman-Materials printed and bound for all staff in Housing Options, with a view to reflect and empower understanding and give an informed approach when dealing with clients, both survivors and perpetrators of Domestic Abuse and different presentations of behaviours. This will also help us inform and support other clients who may have different types of trauma, not related to DA. Positive exercises and discussions to be taken forward, especially in team meetings and Champions meetings to inform improved practices.

Meeting arranged for next week with SG and DP to discuss the training available, and get a proper plan together which will suit all staff.

**Other Actions:**

- Liaising with Hunts, and ECF DAHA leads.
- CC attending Domestic Abuse and Housing regional Networking sessions where we can information share on ideas and advice, difficulties encountered and solution focused approach.
- Identification of where DA information is not readily available-been asked to link with an NHS advisor to discuss this and possibly action.
- Ongoing discussions with our housing providers, have been more consistent in requesting that home-link take note if an IDVA is involved, without requesting full evidence of police reports, as previously they have requested, on a case by case basis-as we do not ask for evidence but provide the IDVA support.

This has resulted in higher banding being given and there does seem to be more acknowledgement of what our housing IDVA's involvement is for with housing providers. This will need to be evidenced in some format.

- We have a range of case reviewing to do, and have identified cases to evidence where we have met all standards, and also have action plans in place including cases for the areas that we will look against the finalised policies, to see where we are making improvements, or improvements are needed.
- Team meetings include discussion around DA cases. Access to the DASV/DASS website is highlighted when discussions are had.

**Communications:**

Once training is complete for all, we need to get the message out there. The action plan consists of ideas and strategies to meet this, and we will need communication through various platforms, including social media. Meeting with CSP project lead.

Action plans for all areas have to be agreed with DAHA Leads, and this will be discussed at regular meetings.

**Update January 2024**

The council's Housing Options Team is undertaking an accreditation in Domestic Abuse known as Domestic Abuse Housing Alliance (DAHA).

The accreditation is independently assessed and covers the following areas:

- Policies and procedures
- Staff development and support
- Partnerships and collaboration
- Safety-led case management
- Survivor lead support
- Intersectional and anti-racist practice
- Perpetrator accountability
- Publicity and awareness raising

The focus of the accreditation is around the housing service and linking in with broader teams, including Community Safety, HR and our outward facing services.

The accreditation requires us to evidence against all of the criteria within the broad headings above.

The accreditation will also include safeguarding, the recent policy was approved by Cabinet in November 2023.

**Domestic Abuse Champions**

Housing Options now have three further Domestic Abuse Champions who are attending regular DA Champions meetings and DA training with DASV.

**Internal DA Champions Development**

Opportunities to review and learn from perpetrator profiles are being sought with support from external agencies to extend the shouting options teams knowledge and awareness.

**Update April 2024**

Staff training package agreed (working with Well Programme to get a quality programme for Fenland-some adaptations were needed) and will be rolled out for all staff at Level 1 via video and booklet-this will need discussion with HR as to how to best do this as it will be a compulsory training package for all staff and new staff. The booklet contains the names and emails of all champions so far. Once agreed, we are planning to put this on What's Breaking.

Level 2 and 3 to be rolled out by June. We are waiting for dates from Donna Sheldon from the Well Programme. Level 3 will be for Champions and for HOT staff.

8 champions identified within different areas-including Private sector, My Fenland and Community Support plus housing options. Hopefully one from HR. Some of these come with a wide range of experience and knowledge and have all shown a keen interest.

We are holding our first champions meeting to discuss expectations in April. All champions are signed up to the monthly VAWG newsletter, and email updates from Amanda Warburton.

Part of the DAHA is getting case studies together – this is ongoing.

The staff policy is waiting for some adaptations via HR.

Currently working on the Portal for DAHA accreditation and transferring everything over so that it can start to be reviewed.

**Update July 2024**

Update on Domestic Abuse Housing Alliance Accreditation being undertaken by Housing Options Team on 4th July 2024

Training for staff

Basic Level training plus Level 2 training has been completed by 13 FDC staff to date.:

Basic training, Level 2 and Level 3 training (these are all qualified to DAHA Champions Level-not all have taken the role of champions) 12 FDC staff Feedback is being gathered but from what we have so far, but has been successful with all staff showing an improvement to good or excellent in knowledge, and confidence rose in most cases to very good.

Champions  
The Champions role uptake for Domestic Abuse has been good from all areas. I am pleased we now have private sector, and environmental services, My Fenland and Community Support as well as our housing options staff all committed to being champions. 13 in total.  
Champions are there for everyone to speak to and support colleagues when needed. The training also covered recognising colleagues and other staff members who may be suffering.

Mandatory training-Basic Level  
Communications with HR to include basic Level training for all staff (new and present) and discussions ongoing around members training to the basic level.  
Other training:  
3 staff are attending the Housing Network Day, which has been offered out to all Champions. The aim is to share information from local authorities and housing providers and look at all aspects of housing related responses to Domestic Abuse, both victim/survivor and perpetrator response.  
Learning from each other.  
2 staff attended-Perpetrator trauma related response-How and why perpetrators do what they do, what support they need, what has happened in their life that they may need to recognise, and how to help them to understand the consequences for their actions.  
Communications  
Awareness update on CELPM meeting (not on agenda)-Once mandatory training is in place, plan to do brief discussion around the different levels and Champions. Included the Daha training in What's breaking and links to the DASV website. The training above was advertised on the what's breaking newsletter, as well as information about the accreditation and 'how to become a Domestic Abuse Champion.'  
Currently working with communications with a draft of what will go on our intranet and our internal website for residents and staff.  
Working with communications to highlight how we can include the Domestic abuse awareness and the housing support around this on FDC's Facebook page-when the intranet has all the links on their it will be useful to do a publicity awareness at this stage.  
Other  
Staff experiences and customer experiences-gathering information to use for informative actions for Champions role, responses, and future policy input. There are many lived experiences and both staff and clients have come forward to give their past and present experiences and feelings towards the strengths and challenges they have had, especially when fleeing on joint tenancies and mortgaged properties. This is more common. Contact with Domestic abuse stand in lead for Clarion. Returning client has looked at our policy and is reviewing.

**Update October 2024**

**Tactical Theme: Putting Communities First & Crime Prevention**

**Priority Area: Community Engagement**

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
--------	-------------------	---	--------------	---------------------------	-----

<p><b>Community engagement session to be held at each of the four market towns during the year April to March 23/24</b></p>	<p>One community engagement session for each of the four towns in the financial year April to March.</p> <p>Participation of key Community Safety partners and voluntary organisations.</p>	<p>Delivery of four engagement sessions.</p> <p>Number of partner agencies supporting and attending.</p> <p>Community issues disclosed and responded to.</p> <p>Four sessions in 12month period.</p> <p>'You Said We Did' Record</p>	<p>Rosie Cooke</p>	<p><b>Update July 2024</b> Due to purdah the scheduled community safety session booked for June in Wisbech was postponed.</p> <p>community safety partnership engagement events confirmed</p> <ul style="list-style-type: none"> <li>• Whittlesey 08/07/2024 Whittlesey Library</li> <li>• Chatteris 21/03/2025 King Edward Centre</li> <li>• March 25/09/2024 March Library 2024</li> </ul> <p><b>Update October 2024</b> 8th July 2024 Community Safety Engagement Session held at Whittlesey Library, supported by Cambs Police, Cybercrime team from Cambs Police, NHW, Bobby scheme, dealt with enquiries about online Scams, drug use in a residential flat complex and an alleged assault.</p> <p>14th August 2024 Clarion Community Day –an outdoor event that took place in the Pinewood area of Whittlesey. Clarion together with community safety and youth services were available to residents to discuss ASB and crime and how to report these and took away reporting flyers. Residents shared how they would like their area maintained by Clarion who agreed to cut back the trees and bushes in October/November time. Youths engaged with the toys and games that were provided and made links with the youth worker around the youth activities that were available to them.</p> <p>25<sup>th</sup> September 2024 Community Safety Engagement Session held at March Library, supported by Cybercrime team from Cambs Police, NHW, Bobby scheme, dealt with enquiries about Speeding, Parking, Banking Scams, Texting scams and neighbour disputes from a group of residents who were looking for further support from the police, they were signposted on how to have their historic case reviewed. Residents also took the opportunity to complete the CSP survey in real time using a mobile device.</p> <p>Community engagement session scheduled for 11/11/2024 in Wisbech at the Oasis Centre.</p> <p>Community Safety Supporting a Clarion Community Day in Wisbech on 12<sup>th</sup> November 2024</p> <p>New Housing provider Platform Housing has been invited to attend future community safety events and encouraged their involvement with PSG and shared RSL and community contacts for the local area.</p>
<p><b>Rural Engagement</b></p>	<p>An offer of rural engagement to all parish councils.</p> <p>Delivery of an engagement session.</p> <p>Where opportunities are not identified work with local NPT to deliver 'mobile engagement'</p>	<p>Number of rural engagement sessions</p> <p>Number of partner agencies supporting and attending.</p> <p>Community issues disclosed and responded to.</p> <p>'You Said We Did' Record</p>	<p>Russell Wignall &amp; Rosie Cooke</p>	<p><b>Update July 2024</b> Two periods of Purdah have impacted on delivery of these sessions. Therefore, one session held in Leverington and one postponed at Wimblington. Regarding the successful Leverington event we had over 40 people attend and had attendance from Police and Fraud Prevention. We were able to take a few You Said We Did actions including some intel sharing with the Police about issues in some open spaces</p> <p><b>Update October 2024</b> 24th October Parson Drove Engagement Event – Supported a DA survivor and sign posted to services linked to families and cost of living. Advice on accessing support for the cost of hearing aids and advice on support using a landline phone for a hearing-impaired person. Dave York from Cambs police Cyber Crime officer was on hand to provide advice and residents took away copies of the Little Book of Big Scams.</p> <p>Scheduled future Sessions</p> <ul style="list-style-type: none"> <li>• Manea on 31st October 2024</li> <li>• Murrow on 7th November 2024</li> <li>• Walsoken on 26<sup>th</sup> November 2024</li> </ul>

**Tactical Theme: Putting Communities First & Crime Prevention**

**Priority Area: Violence Against the Person & Public Disorder**

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
<p><b>Strategic Assessment Recommendation:</b></p> <p><b>The CSP should take steps to understand better the district situation linked to violence against the person.</b></p>	<p>Understanding of violence against the person across the district of fenland and contributing factors.</p> <p>Which can inform targeted action to tackle violence, with a particular focus on serious violence within the district.</p>	<p>Creation of a sub-group to;</p> <p>Review available documents:</p> <ul style="list-style-type: none"> <li>• SVD Needs Assessment</li> <li>• CSP Deep Dive from 2022/23 'violence and public order'</li> <li>• 2024 Strategic Assessment</li> </ul> <p>Report back to CSP Board</p> <p>Develop partnership response.</p>		<p><b>June 2024:</b> Work has started to bring together a sub-group to review the three suggested documents. A potential chair has been identified and in principle has agreed to act as such. Other group members to be identified.</p> <p>Copies of the relevant reports have been sourced.</p> <p>Sub-group to report back to CSP at October meeting.</p> <p><b>October 2024:</b></p> <p>A group meeting has been held and it was agreed there was already specific work in place for domestic abuse and serious violence and it was felt the best option locally was related to diversion of young people and making professionals aware of the current opportunities linked to coaching, mentoring and sport.</p> <p>A small leaflet was felt most appropriate, the content for which has been written. Design process ongoing ahead of circulation.</p>	
<p><b>Serious Violence Duty Project A: After School Diversion.</b></p>	<p>Engage young people in their own environments and build meaningful trusted relationships through detached /outreach activities that enhance social and emotional skills, connections to services to reduce risk taking behaviours.</p>	<ul style="list-style-type: none"> <li>• Working Group Established</li> <li>• Outcomes for Young People – Connection to positive activities, development of social and emotional resilience, building connections to community, future services / protective factors to divert from activities linked to criminal, anti-social or violent behaviours.</li> </ul>	<p>Steph Webb</p>	<p><b>June 2024:</b> MOU's, performance indicators have all been shared with service providers and these are being returned. Financial monitoring also agreed within the MOU. Funding draw down completed for first six months and invoices being received from service providers.</p> <p><b>July 2024</b></p> <p>Good progress is being made, the administration processes for financing the projects and performance monitoring have been completed. The first Delivery Group meeting was held very early July. See updates below.</p> <p>The first round of monitoring forms are being collated for the initial OPCC monitoring meeting on 16<sup>th</sup> July.</p> <p><b>After Schools Provision Fund – Detached &amp; Outreach</b></p> <ul style="list-style-type: none"> <li>• Youths of Fenland have commenced detached youth work sessions in Chatteris and Outreach Sessions in March since May half term. Initial sessions were low in numbers due to weather, although improving and will continue provision across summer.</li> <li>• Phoenix Youth Provision have successfully appointed 2 x detached youth workers. Ready to commence provision in next few weeks, undergoing training and induction currently.</li> <li>• Discussed mapping support from Police / PSG and CSP. Particularly areas in Whittlesey highlighted as potential areas to consider:- Lattersey Nature reserve, Green Wheel (m.bikes cutting through into Yarwell Headlands), Manor Centre, Pinewood, Burdett Grove, Station Road also Coates area.</li> <li>• Robin shared Neighbourhood Watch role in relation to reporting information correctly, and bystander training. Has meeting with Cllrs in W/sey tomorrow.</li> <li>• General Drugs / CCE concerns raised. Essential for providers to report any concerns or intel back to police via 101, email direct to Neighbourhoods team or Partners Intelligence Submission Form.</li> <li>• Winter Period – Need to monitor if lack of engagement, discussed utilising staff resource via adapting approach, targeting harder to reach YP who may still be out (Its often finding out where they meet in community setting), or delivering sessions in supported housing / children's homes, inclusion etc.</li> </ul>	




				<p><b>Update October 2024</b>  Project lead has provided a verbal update at the July and October meetings of the CSP and this item is a standing CSP agenda item.  Each delivery provider is expected to provide a performance update in line with the CSP need to comply with OPCC monitoring. The October progress monitoring meeting with the County SVD lead was very positive.</p>
<p><b>Serious Violence Duty Project B: Higher Needs Project</b></p>	<p>Meaningful engagement and building trusted adult relationships with young people aged 11-19yrs identified as at risk of engagement in criminal, anti-social or violent behaviours.</p>	<ul style="list-style-type: none"> <li>Working Group Established</li> <li>Information Sharing Protocols with Vol Orgs.</li> <li>Referral Process into provision via Guardian Cohort, PSG, Schools, NPT.</li> <li>Outcomes for Young People - re-engagement with positive activities, development of social and emotional resilience, building connections to community, future services / protective factors to divert from activities linked to criminal, anti-social or violent behaviours.</li> <li>Improved Youth Workforce to tackle and create awareness sessions around SV within youth provision.</li> </ul>	<p>Steph Webb</p>	<p><b>June 2024:</b> MOU's, performance indicators have all been shared with service providers and these are being returned. Financial monitoring also agreed within the MOU.  Funding draw down completed for first six months and invoices being received from service providers.</p> <p><b>July 2024</b>  Good progress is being made, the administration processes for financing the projects and performance monitoring has been completed. The first Delivery Group meeting was held very early July. See below update.  The first round of monitoring forms are being collated for the initial OPCC monitoring meeting on 16<sup>th</sup> July.</p> <p><b>Higher Risk Projects</b></p> <ul style="list-style-type: none"> <li>Tik Tok Sessions. Generate Marketing UK received support from CCC to organise DBSs, Safeguarding arrangements, consent forms / privacy statements. First session booked in Whittlesey 02/07/24. Cromwell have invited in 10/07 to promote summer sessions and opportunities. Aiming to hold second session at Nana's Café Chatteris 01/08/24 3.30pm. Focus will initially be on fun content to engage YP. Recording content over summer months. Then aim to build in promoting resources, youth provision, messaging on Youth Issues. Happy to film in clubs etc if interested please email SW or ER. Equally if everyone shares current youth issues / themes encountering in delivering so content can be included.</li> <li>YPCS have sent Doodle Poll to all delivering partners. Please can people remind staff to complete so first group supervision / training can be organised.</li> <li>Targeted Support have adapted their group work offer to build in new content informed from Youth Survey Work. Healthy Relationships / Consent currently being delivered in Cromwell. Neale Wade confirmed Sept Group. SHSCC TBC.</li> <li>The Bridge Project (20 Twenty Productions CIC) Information shared on cohort. 82% of young people in Bridge are SEND / Pupil Premium (28 YP out of 34). Weekly Sessions &amp; Grafham Waters trip has been delivered, huge outcome for many that attended – overcoming barriers, building relationships. Have engaged well with Artists – music has been recorded and ready to be launched, alongside artwork created. Linking with FDC regarding potential graffiti mural. Neale Wade have seen a general increase of CCE and County Lines concerns. Staff from County Council, FDC and Loal Police attending the group on 9<sup>th</sup> &amp; 16<sup>th</sup> July to deliver Cambs Against County Lines session.</li> <li>RKA Kickboxing. Have received and signed MoU today. Will be providing 1:1 coaching and group work sessions. Happy to use the referral routes / paperwork. Will also continue to recruit YP via their general provision who require more support. 20Twenty to also connect and link RKA to Neale Wade the Bridge to see if any of their young people would like to be referred to this provision.</li> <li>SVD Lead setting up Parental and Guardian groups starting across Cambridgeshire offering logistical and practical support.</li> <li>The Kite Trust will catch up on detail of the project as previous discussions held with Project Development Officer, this work has now moved to Schools Officer. Kite Trust shared overview of recent work delivered in Neale Wade</li> </ul>

				<p>School where youth workers witnessed and experienced transphobia / abuse – also out in the community after the session. Discussed importance of report concerns via police. Empower teachers to feel equipped to challenge when needed, role modelling and education. Potentially Neale Wade could be focus for further sessions linked to this funding. TBC.</p> <p><b>Update October 2024</b> Project lead has provided a verbal update at the July and October meetings of the CSP and this item is a standing CSP agenda item. Each delivery provider is expected to provide a performance update in line with the CSP need to comply with OPCC monitoring. The October progress monitoring meeting with the County SVD lead was very positive.</p>	
--	--	--	--	--	--

**Tactical Theme: Putting Communities First & Crime Prevention**

**Priority Area: Hate Crime**

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
<p><b>Raise awareness of hate crime amongst partners to include third party Hate Crime reporting opportunities across Fenland. (DCF Request)</b></p>	<p>Improve community awareness of third-party hate crime reporting opportunities.</p> <p>Inform partners of locations and referral options to these centres and online options.</p>	<p>Community Awareness Campaign linked to DCF objectives</p> <p>Improved awareness of partners to allow informed referrals.</p> <p>Increased referral rate through third party reporting centres.</p>	Rosie Cooke	<p><b>Update July 2024</b></p> <p>Hate Crime awareness training was delivered to 26 frontline professionals on 13<sup>th</sup> May 2024. Police lead kindly allowed the presentation to be shared with attendees to share with colleagues from their respective organisation's intranet,</p> <p>Police hate crime lead worked with community safety to develop a bespoke Hate Crime training session on Effective Language &amp; Communication for Better Engagement. This was attended by 58 frontline professionals and community organisations, including third party reporting centres on 12<sup>th</sup> June 2024..</p> <p>In the last quarter community safety has supported national and more local Hate Crime awareness campaigns highlighting support organisations.</p> <p><b>Update October 2024</b></p> <p>The Third-Party Reporting Centre list for Fenland has been refreshed, with new centres participating in the scheme, including organisations that work primarily with youth and sports such as Martial Arts and Kick Boxing.</p> <p>Hate Crime Promotional Events Hate crime awareness sessions are planned for:</p> <ul style="list-style-type: none"> <li>• DCF annual 'in person' conference,</li> <li>• Clarion Wisbech community day and the</li> <li>• Community engagement events during the autumn</li> </ul> <p>These have been supported by the police Against Hate Coordinator, who has supplied resources for these sessions.</p>	

<p><b>The CSP consider how it can engage with residents in order to gain a greater understanding of peoples experience of hate crime to gain a better understanding of the local picture.</b></p>	<p>Understand the community's perception of hate crime to inform partnership responses.</p>	<p>Fenland Diverse Communities Forum consider the action and devise a response.</p> <p>Fenland DCF deliver their agreed responses.</p>	<p>David Bailey as DCF Chair.</p>	<p><b><u>Hate Crime Survey</u></b></p> <p>Community Safety, FDC Traveller and Diversity manager, the Police Against Hate Crime Coordinator and the members of the Diverse Communities Forum, have developed a Hate Crime Survey for Fenland.</p> <p>The Survey closes on the 11th of October 2024. Police and FDC to review the survey and analyse, this will be shared with the CSP once this becomes available.</p> <p>FENLAND HATE CRIME SURVEY The Diverse Communities Forum invite you to take part in the Hate Crime Survey below. <a href="https://forms.office.com/e/Y2c7XmCssW">https://forms.office.com/e/Y2c7XmCssW</a></p> 
---	---	--	-----------------------------------	--

**Tactical Theme: Putting Communities First & Crime Prevention**


**Priority Area: Offending**

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
<p><b>Commission a deep dive report on adult and young offender understanding.</b></p>	<p>Identify where further activity might enable further reductions in crime and disorder.</p>	<p>Completion of a deep dive report</p> <p>Assessment of deep dive by the CSP</p> <p>Agreed actions in response to deep dive findings.</p>		<p><b>July 2024</b> This is being researched and prepared for availability at the October CSP meeting.</p> <p>October 2024 The deep dive report was presented to the CSP in October's meeting. Recommendations are being reviewed for consideration of next steps.</p>	

**Tactical Theme: Putting Communities First & Crime Prevention**

**Priority Area: Scams & Cyber Crime & Fraud**

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
<p><b>Raise awareness of Cyber Crime, Scams and Fraud, local trends and reporting options amongst partners especially those frontline professionals and volunteers who have direct community contact.</b></p>	<p>Improve the knowledge of frontline professionals and volunteers who have direct community contact in relation to scams/Cybercrime, current trends, support and sign posting options.</p> <p>Increase awareness of Scams &amp; Cyber Crime and current trends</p>	<p>Training session held</p> <p>Attendance by a wide variety of professionals and volunteers who have direct community contact.</p> <p>Posting via CSP media streams and support to partners campaigns</p> <p>Partnership delivery with Cambs Constabulary.</p> <p>Seek opportunities for CAPASP to</p>	<p>Rosie Cooke</p>	<p><b>Update July 2024</b> Cyber Crime &amp; Scams Training 9<sup>th</sup> May 2024 A Cyber Crime &amp; Scams workforce development session was coordinated by community safety and delivered by Nigel Sutton to 58 Frontline professionals and community organisations. Positive feedback received from those attending.</p> <ul style="list-style-type: none"> <li>Thanks so much this is really insightful session</li> <li>Thanks again for inviting us, really enjoyed the training</li> </ul> <p>Cybercrime: Community Awareness Articles have been sent to Elm &amp; Chatteris newsletters, to churches in all four market towns, requesting the inclusion in their newsletters and to town and parish councils.</p> <p>Work is on-going to extend the reach of Cyber Crime awareness into all available</p>	

		<p>support delivery.</p> <p>CAPASP is no longer operational in the same way can this be removed and changed to Friends against scams.</p>		<p>community newsletters across Fenland.</p> <p><b>Update October 2024</b> Cybercrime information has been shared with community venues during community safety engagement events in the market towns and villages in Fenland.</p> <p>Posting via CSP media streams and support to partners campaigns, included a range of cybercrime scams and from Friends against scams.</p>  <p>Seasonal Campaigns will be promoted leading up and during the festive season. See under the next action below.</p> <p>Community based newsletters have received cybercrime information to be included in their publications, this is another vehicle to promote the key messages and to encourage residents to keep abreast of national cybercrime trends.</p>
<p><b>Support media campaigns and messaging request from partners linked scam, fraud &amp; Cybercrime alerts</b></p>	<p>Media campaigns supported and how.</p> <p>Messaging requests from partners supported.</p>	<p>Media Campaigns supported through CSP and FDC social media routes.</p> <p>Number of requests supported against number of requests received.</p>	<p>Rosie Cooke</p>	<p><b>Update July 2024</b> Media campaigns include Online booking scams - holidays, tickets to sporting/music events, banking fraud, romance fraud, child sexual exploitation through online gaming.</p> <p><b>Update October 2024</b> Media Campaigns supported through CSP and FDC social media routes the quarter have included: scams connected with – card cloning, student, banking, Courier and Postal, social media scams, job offer/employment, Facebook marketplace, Fake pet, romance pension, investment, charity, remote access scams. accommodation, WhatsApp, email and AA car break down, friends against scams and money mules.</p> <p>Number of campaign support requests 20</p> <p>Supported 20 different campaigns with numerous messaging on each type of scams.</p> <p>Along with the above, we also support incoming feeds from regular partners such as action fraud and the police.</p>
<p><b>Raise awareness of Cyber Crime, Scams and Fraud, local trends and reporting options amongst the community. Linked to SOC Local Profile recommendation.</b></p>	<p>Improve the knowledge of the community and the most likely vulnerable in relation to scams/Cybercrime, current trends, support and sign positing options. Therefore, reducing the victim count but also disrupting the perpetrators. (prevention)</p> <p>Target audiences could include:</p> <ul style="list-style-type: none"> <li>• Employers</li> <li>• Schools</li> <li>• DCF (English not first</li> </ul>	<p>Awareness sessions and campaigns.</p> <p>Suggested target audiences engaged.</p>	<p>Rosie Cooke</p>	<p><b>Update July 2024</b> The crime data has identified younger individuals aged 18 to 40 are the least likely to report cybercrime and are more likely to become victims of it resulting in a loss of data or money,</p> <p>In partnership with the fraud &amp; Cyber Security Advisor at Cambridgeshire Constabulary, community safety will be working with schools, colleges and employers to raise awareness.</p> <p><b>Update October 2024</b> Community and parish newsletters have been contacted around Fenland. In partnership with the fraud &amp; Cyber Security Advisor at Cambridgeshire Constabulary Scams articles and signposting have been made available to be included in their publications.</p> <p>Another round of contact pre-festive season will be made with further information at</p>

	language) • Village/Community Newsletters			the end of October. Contact with schools and local business community planned for November/December.	
--	--	--	--	---	--

**Tactical Theme: Putting Communities First & Crime Prevention**

**Priority Area: Exploitation**

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
<p><b>Raising awareness of the signs of modern slavery and exploitation of children and adults and how to report locally would likely increase the engagement from the public and increase intelligence gathered locally.</b></p>	<p>Consult SOC local profile and combine recommendations from the CSP strategic assessment and the Serious Organised Crime local profile to produce deliverable objectives.</p> <p>Raise awareness amongst Fenland’s professionals who work within the community.</p> <p>Raise awareness amongst Fenland’s community.</p>	<p>Identification of objectives.</p> <p>Awareness raising within Fenland’s front-line professionals and volunteers.</p> <p>Community awareness raising.</p>	Rosie Cooke	<p><b><u>Update July 2024</u></b></p> <p>Media campaigns include: Supporting Cambs police and national media Promoting the Safe Car Wash app to partners and town and parish councils.</p> <p>Migrant Help: CSP has worked with Migrant Help’s regional manager to develop Modern Day Slavery Human Trafficking Awareness Training. This will also be an opportunity for partners to understand what Migrant Help can offer Fenland and the referral criteria and processes.</p> <p>This training session is scheduled for 13<sup>th</sup> August 2024 10 – 11:30 via teams.</p> <p>The training session will cover:</p> <ul style="list-style-type: none"> <li>• Overview of Migrant Help's services</li> <li>• What is Modern Slavery and trafficking and what are the distinct types (labour exploitation, criminal, sexual, etc.)</li> <li>• What is the NRM</li> <li>• How to refer to the NRM for First Responders (FR) and how to flag suspicions and concerns by non-FR's</li> <li>• What is MSVC and what support is offered to victims</li> <li>• Barriers and challenges in providing support</li> <li>• Legislation (briefly - Nationality &amp; Borders Act, Illegal Migration Act)</li> <li>• Statistics nationwide and in Cambs</li> <li>• Case Studies</li> </ul> <p><b><u>Update October 2024</u></b></p> <p>County Lines In partnership FDC, County Council and local police, delivered two County Lines sessions at The Bridge alternative provision at Neale Wade.</p> <p>Modern Day Slavery Human Trafficking Awareness Training held on 13<sup>th</sup> August 2024</p> <p>This training delivered by Migrant Help’s regional manager. 82 frontline professionals attended the informative training session. Migrant Help were also able to provide a copy of their presentation for participants. Positive feedback received from attendees included: Superb, thank you so much and to you too Rosie; Great session Aga and very useful thank you. thanks for organising Rosie</p> <p>Social Media Fenland CSP seek out and share Modern Day Slavery Human Trafficking social media campaigns and posts from Cambs police, migrant help</p>	

				<p>To learn the signs of modern slavery, visit @StopSlavery_Co's website here - <a href="https://coalitiontostopslavery.org/learn-the-signs">coalitiontostopslavery.org/learn-the-signs</a></p> <p>#EndModernSlavery #EndHumanTrafficking #ModernSlavery #HumanTrafficking</p>	

**Tactical Theme: Putting Communities First & Crime Prevention**

**Priority Area: Safety Zone**

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
Delivery of Safety Zone Sessions to Fenland Primary School Yr 6 Pupils in partnership with Cambs Fire & Rescue and Healthy schools.	To increase awareness of a wide range of safety topics to increase resilience within their own personal safety and to reduce their likelihood of making poor choices in the future.	Safety Zone delivery completed to 15 fenland primary schools	Rosie Cooke FDC  Paul Clarke Cambs Fire & Rescue	<p>Safety Zone is an amalgamation of many partners, delivering different key safety messages to enable primary school students to stay safe through practical activities focusing on Fire, Water, Road, Personal and Dog Safety. Cybercrime and an awareness of age restricted products are also included along with the delivery of some lifesaving skills. It's intended we'll deliver activities for approx 711 children aged 10 -11.yrs.</p> <p><b>Update April 2024</b></p> <p>During early part of 2024 planning meetings have taken place with Cambs Fire &amp; Rescue and Health Schools to deliver Safety Zone in person again in 2024, within the local Fire Stations.</p> <p>Agreed schedule: 21st &amp; 22nd May - Whittlesey Fire Station 8:30 – 15:30 5th &amp; 6th June March Fire Station 8:30 – 15:30 19th &amp; 20th June – Wisbech Fire Station 8:30 – 15:30</p> <p>Topics for Yr 6 Students: Fire, Water, Road, Personal and Dog Safety. Cybercrime and an awareness of age restricted products and lifesaving skills.</p> <p>Coordinating School Attendance with 15 Fenland primary schools to coordinate their sessions within the safety Zone project. Including permissions, transport arrangements and the link between schools and other partners.</p> <p>CSP partners have produced and printed a Safety Zone workbook used in the delivery</p>	Green

and post session to embed learning.

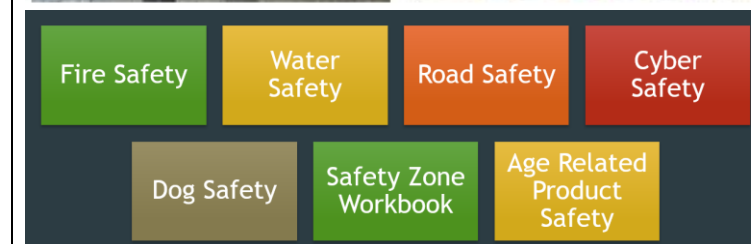
Partners engaging with local fire stations to complete a walk through of the safety Zone sessions and ensure all the resources are in place to welcome our school

**Update July 2024**

All six Safety Zone sessions have now been delivered to approx 680, Yr. 6 pupils from 15 primary schools in the district of Fenland. Hosted at fire stations in Whittlesey, March and Wisbech. Supported by a range of partners to deliver sessions linked to Fire, Water, Road, Personal and Dog Safety. Cybercrime and an awareness of age restricted products and lifesaving skills.

Feedback from schools attending safety Zone

- Really informative delivery, with age-appropriate information provided.
- Very sensitive to our pupils' needs, particularly during the firefighters' workshop.
- Wide range of activities/workshops meant the children learnt about a wide range of things and lots of practical tips.
- Workshops were purposeful and a great length of time to keep the children's attention.
- The booklets were very informative.



A joint partnership media article is being prepared

Please follow this link to view the Safety Zone press release. ► [Fenland children learn vital skills at Safety Zone events \(fenlandcitizen.co.uk\)](https://fenlandchildren.co.uk/learn-vital-skills-at-safety-zone-events/)

**Update October 2024**

A partners Safety Zone review meeting took place on 22/10/2024, it was agreed that the 2024 Sessions were successfully delivered and there was the appetite to start to plan to deliver for 7 days of Safety Zone events for 2025.

Wisbech Fire Station - 20, 21,22 May 2025

Whittlesey Fire Station - 10, 11 June 2025

March Fire Station - 24, 25 June 2025

The 2025 sessions will see a greater number of year Yr. 6 attending as more schools

are likely to come on board due to the success of this year's re-launch in Fenland.

The Scams & Cyber Crime team will be providing a training session with materials to use in order to deliver Cyber Safety. We have support from CCC youth teams and FDC community support, Fenland PCSO's have also been invited to participate in these events.

**Tactical Theme: Putting Communities First & Crime Prevention**

**Priority Area: Substance Abuse**

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
<p><u>Local Trend:</u> Substance misuse: A Drugs and Alcohol Needs Assessment for Cambridgeshire and Peterborough has been produced by the Public Health Intelligence Team and published in 2023</p> <p>This report should be consulted to gain insight into the current drug and alcohol picture in Fenland and countywide to help inform CSP activities in this area. Some of the key findings from the assessment relating to Cambridgeshire and Fenland are presented below.</p>	<p>The substance misuse delivery board are invited to a future CSP meeting to present Drug &amp; Alcohol Needs Assessment and identify areas specific to Fenland where Fenland CSP can support the boards objectives.</p>	<p>Substance misuse board attend a CSP meeting.</p> <p>Actions identified for CSP to support delivery of county wide plan.</p>		<p><b>Update October 2024:</b> Substance abuse delivery board member to attend the October meeting along with colleague from CGL to provide a local picture. This has generated further meetings between CSP members and Public Health to explore Ambulatory Detox; Nyxoid; and Housing complexities involving adult children</p>	

**Tactical Theme: Putting Communities First & Crime Prevention**

**Priority Area:**

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG

**Tactical Theme: Putting Communities First & Crime Prevention**

**Priority Area: Safer Streets 5**

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
<p><b>Delivery of Safer Streets 5 project as per the OPCC Outcome Framework and Required Activities.</b></p>	<p>All documented on a bespoke delivery plan.</p>		<p>Jon Nixon &amp; Alan Boughen</p>	<p><b>Update July 2024</b> Link to live document <a href="#">SS5 Fenland Action Plan.docx</a></p> <p>Attached documented dated 8<sup>th</sup> July 2024</p>	



**Tactical Theme: Putting Communities First & Crime Prevention**

**Priority Area: UK SPF Funding**

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
<p><b>To apply the funding provided by the UKSPF with the goal of reducing ASB and reducing the perception of ASB in Wisbech Town Centre</b></p>	<p>To deliver at least 9 projects across the 2 years to engage with young people and work with young people to take pride in where they live and try and reduce the perception of ASB amongst this age group</p>	<p>To be delivered across a period of 2 years, with the majority of the work to be completed in summer 2024</p>	<p>Ash Godfrey  Russell Wignall</p>	<p><b>JUNE 23</b> - initial panel has been set up and early exploration of projects has begun. It is proposed there will be a media campaign run by young persons and there will be work undertaken with the schools to identify suitable activities which will maximise engagement. Draft youth survey questionnaire has been shared with professionals for comment. The draft survey is intended to compliment work already being completed by County targeted Support workers through their youth engagement linked to the Safer Wisbech funded project. Work currently ongoing to facilitate direct engagement with Olice and Thomas Clarkson Academies.</p> <p><b>Update for October 2023</b> Firebreak – Linking with Thomas Clarkson Academy to organise 1 or 2 FireBreaks. Scheduling is proving difficult and therefore it is possible that this may not be able to go ahead until June 2024, but conversations are continuing.</p> <p>POSH Foundation Football project – Met with POSH Foundation and they are keen to put on a project in Wisbech at Thomas Clarkson. Waiting for POSH Foundation to confirm a start date. May not be possible until 2024.</p> <p>Boxing (JGNG Foundation) –JGNG and they are willing to provide a Positive Ambitions Project with Thomas Clarkson Academy, and this is likely to be a 10 week plus programme with travel included to pick up students from Wisbech and bring them over to their training building in March.</p> <p>Beales – This is work in progress, the owner of the building is positive and keen to support the project. We are now looking at a reputable/suitable person/organisation to lead this project.</p> <p>There’s been a meeting with Young Technicians, and they will be sending some projects ideas across of what they are able to deliver and the panel will decide what projects, if any, to take forward.</p> <p>Project change request being looked at to port some of the money to 2024-2025 because of the issues identified above.</p> <p><b>Update for Jan 24</b> Two firebreak sessions have been completed and funding provided to Cambs F&amp;RS. Pass out parades were attended by FDC representatives. Both Russell and Ash are pleased with the delivery of the project. Work is now underway to deliver JGNG Boxing, The POSH Foundation football and Living in Sport activities prior to the March 2024. Its expected the full allocated budget for 23/24 will be used. The proposed Beales project has been shelved as the space is no longer available due to it being re-opened as a retail outlet.</p> <p><b>Update for July 24</b> Work is underway for the remainder of the funds. We have engaged Sports Connection Foundation to deliver a programme around mental health.</p> <p>We are also looking at securing and delivering something at the Wisbech Rock Festival.</p>	<p style="background-color: yellow;">RAG</p>

POSH football may continue from Sept to December depending on funds. We are also looking at some other projects to complete the spend.

Youth outreach and diversion activities have been completed by Youth of Fenland CIC. The attached Excel Document provides project PI's

**Update for October 24**

Funds were utilised for the WisBeach Rock Festival with the following activities put on:

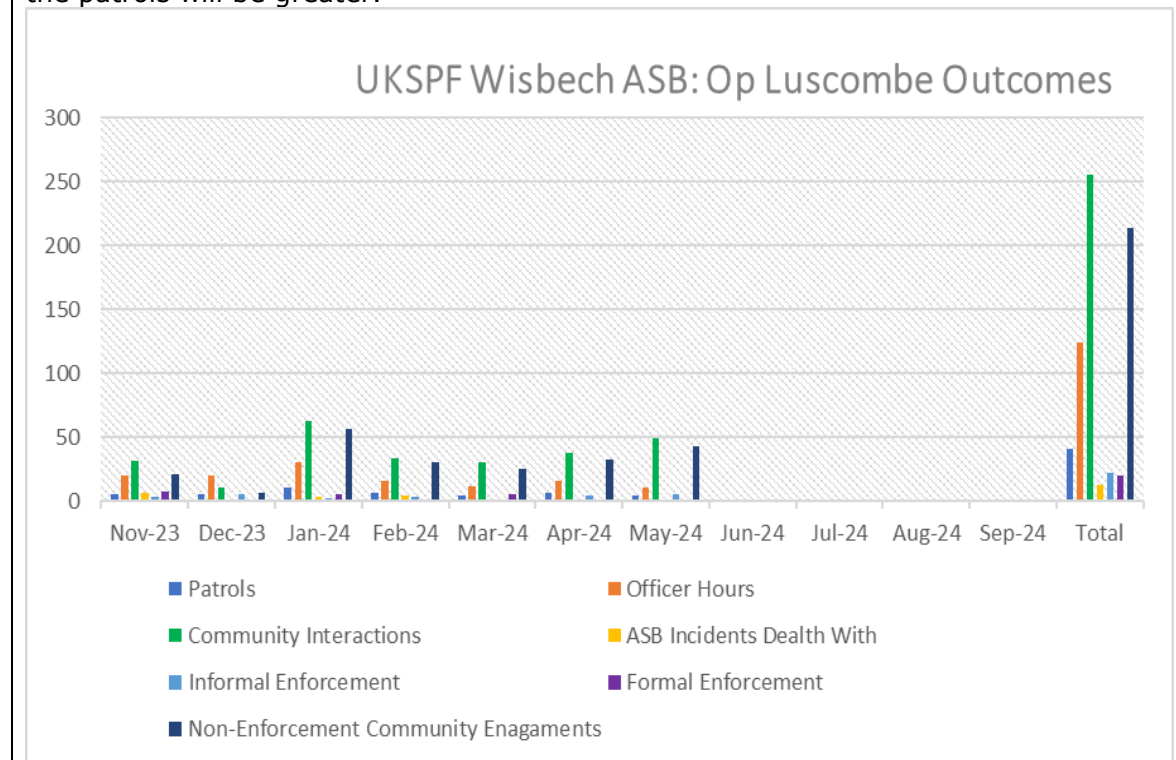
- SCF delivered a Pro Kicks Challenge which included prizes for best in age category.
- Tent space provided giving people a safe space to chill during the day. The tent also provided free crafts and mental health art
- TikTok creators who filmed content on the day and have been working with Steph Webb on other projects
- Climbing Wall
- Volunteering info and opportunities

There remains around £5000 to spend. We are currently looking at delivering school assemblies featuring a motivational speaker. We are waiting for the green light from school.



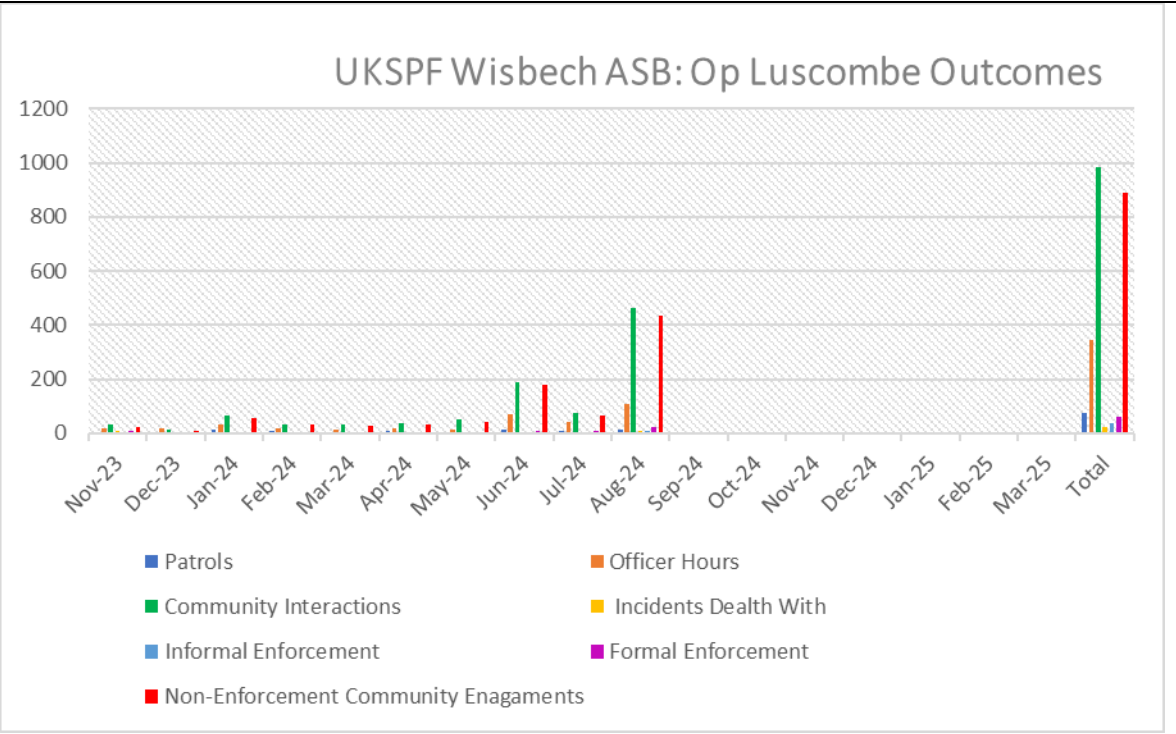
Youth Fenland UKSPF  
PI Sheet Combined.xls

Op Luscombe element being delivered by Wisbech Neighbourhood Police Team, monthly performance monitoring is ongoing. See graph below. Patrol activity is now focussed on those Saturdays when the Neighbourhood Team aren't on duty and when the town is busier. Combined with seasonal trend it's expected the overall impact of the patrols will be greater.



Regular meeting held between police and CSP Officer. This has led to development of a Youth ASB Diversion/intervention approach with a tiered response depending on repeat activities of the youth involved.

There has been a significant increase in patrol activity as chart below indicates, plenty of social media posts promoting ASB patrols. Funding is on track to be used before project end.



**Tactical Theme: Putting Communities First & Crime Prevention**  
**Priority Area: Disrupting Serious Organised Crime**

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
The CSP implements educational and awareness raising campaigns of exploitation within the construction, agricultural and small-scale manufacturing industries and how to report concerns, including in languages used by foreign-born residents.	Improved awareness of signs and symptoms of exploitation.  Improved knowledge of reporting options if concerned someone may be a victim or perpetrator of exploitation.	Delivery of education and awareness campaign with relevant public sector and private sector partners.	Rosie Cooke	<p><b>Update September 2024</b></p> <p>Supported exploitation campaigns</p> <p><b>Update October 2024</b></p> <p>Scoping meeting has been scheduled with Police Comms and Safeguarding Board for 16<sup>th</sup> October 2024 to understand the most effective delivery routes for Fenland, what is already happening or planned for Cambridgeshire and how they feed down into Fenland and what campaign material is already scheduled for 2024/25.</p>	RAG

The CSP engages rural landlords (especially of vacant properties and absent landlords) about the dangers of cannabis grows and how to spot the signs of a rented unit being used as a cannabis grow.	Increased awareness of risks to landlords regarding illegal use of their properties.  Improved knowledge of how to spot signs and report suspicions of cannabis grow on a large scale.	Engagement with Fenland's rural landlords.	Rosie Cooke & Jo Evans	Meeting scheduled for 21/10/2024 with Private Sector Housing lead to review SOC actions relating to private sector housing in rural areas. Meeting has been rescheduled for 06/11/2024.
The CSP and partners (including police, as appropriate) consider possibilities for closer integration and intelligence sharing with the GLAA particularly in relation to potential exploitation of the agriculture-sector workforce.	Understand who within the CSP family has current contacts with GLAA.  Assess information sharing process to identify any need for improvements.	Effective and efficient information sharing between Fenland partners and GLAA	Rosie Cooke & Jo Evans	<b>Update October 2024</b> Meeting scheduled for 21/10/2024 with Private Sector Housing lead to review SOC actions relating GLAA. <a href="mailto:communications@gla.gov.uk">communications@gla.gov.uk</a> have been approached for their support with assessing information and our sharing process to identify any need for improvements.
The CSP and partners (including police) actively encourages increased collection and sharing of reported drug supply activity, MSHT and CSAE in the district to improve the current intelligence picture.	Improved intelligence sharing on priority areas of drug supply, modern day slavery and human trafficking, and child sexual abuse/exploitation.  Knowledge of and use of Cambs Police new Intelligence sharing form.	CSP partners staff members aware of SOC priority areas.  Increased use of intelligence submission form.	Alan Boughen & Rosie Cooke	<b>Update July 2024</b> There has been promotion of the new partnership sharing form and intelligence topics of priority through internal FDC team meetings as well as opportunities at external partnership meetings such as PSG. Guest speaker from the Constabulary presented to the PSG and the form is embedded into the agenda for every meeting.  <b>Update September 2024</b> PSG promoted and shared of intelligence submission form with partners and has promoted police led training.  <b>Update October 2024:</b> Copy of Info Sharing Form embedded on PSG Agenda and is requested to be used for information sharing between partners and police linked to SOC. The afore mentioned form has now been replaced by an online version which has been promoted across internal and external partners.

**Tactical Theme: Putting Communities First & Crime Prevention**

**Priority Area:**

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG

**Tactical Theme: Putting Communities First & Crime Prevention**

**Priority Area: Improve Needle Find Data & Share With Public Health**

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
<b>Explore substance misuse activity locally via needle finds and drug paraphernalia find recording that takes place within the district</b>	Improved data sharing of Local Authority needle finds with public health on community needle finds.	Quarterly sharing of data with public health	Alan Boughen	<b>June 2023</b> – FDC currently have an online reporting tool for community needle finds. This can provide a data return which I have shared with public health. Some improvements are being explored relating to recording of subsequent find, both location and quantity.  <b>Update for October 2023</b> – An identified area is the details of the actual find. The community report creates	

				location and the alleged items of concern. What needs to be looked at is the option of improving information capture about actual find (quantity and location).  <b>Update for April 2024</b> Needle data can be sourced for sharing with public health, however, the work to find solutions to the finer detail relating to actual find remains outstanding.  <b>Update October 2024</b> Assessment being made of current FDC reporting opportunities and how these can be developed to support needs of public health. Meeting arranged with key internal FDC staff for late November.	

**Domestic Homicide Reviews**

DHR URN	Town	Author	Status	Action Plan	Progress Narrative / Risk	RAG
<b>FCSP DHR 1-2021</b> Home Office Reference Number 20210517/0	March (NE)	RJW Associates	With author for review post second HO QA	N/A	<p><u>Update October 2021</u> Notification May 2021 – DASV managed. Difficulty in finding an available author. First author who accepted the work felt it appropriate to disengage following first partners meeting. Direct approach made to RJW associates to become the author. IMR work being completed and next panel meeting in early December 2021.</p> <p><u>Update December 2021</u> 2<sup>nd</sup> panel meeting held in December 2021 with a new author, RJW Associates. Next panel meeting scheduled for February 2022.</p> <p><u>Update January 2022</u> The first draft version of the report should be available for the February meeting.</p> <p><u>Update April 2022</u> Panel meeting scheduled for 29<sup>th</sup> April to discuss overview report with a view to send to Home Office for QA.</p> <p><u>Update June 2022</u> All relevant documents have been submitted to the Home Office. Expected date of review by the Home Office QA panel is November 2022.</p> <p><u>Update December 2022</u> Home Office feedback has been received and this is currently being worked on by the author and overseen by the DASV Partnership</p> <p><u>Update March 2023</u> Review report remains with the Home Office following the amendments post first QA review. Recommendations have been translated to an action plan and being progressed. See attached. NOT FOR WIDER CIRCULATION AT THIS TIME</p> <p>June 2023 – The second submission has been returned by the Home Office QA panel. The panel’s feedback is causing some concern with the author regarding the content and how individuals within the report are portrayed. This is being worked on to try and find a solution through discussion with the author and County DASV leads.</p>	

					<p>October 2023 – Home Office approval to publish has been given, albeit with conditions of further amendments as dictated by the HO QA Panel. This is being worked on with an intention to publish in November 2023.</p> <p><u>Update for January 2024</u> Review and associated documents have been published on the CSP page. In advance of this all documents were shared with family of deceased for comment. Action Plan remains with DASV for completion and monitoring through CSP meeting presentation.</p> <p><u>Update for April 2024</u> VAWG Partnership provided update at last CSP meeting regarding all outstanding DHR’s. The action plan for this DHR has some sections still outstanding.</p> <p><b>Update October 2024:</b> Action plan with DASV for implementation. Action Plan shared with CSP Board after the July meeting and with notes for October 2024 meeting.</p>
<p><b>FCSP DHR 2-2021</b> Home Office Reference Number 20210517/1</p>	<p>March (WC)</p>	<p>Robin Jarman from Sancus Solutions</p>	<p>With HO for first QA</p>	<p>N/A</p>	<p><u>Update October 2021</u> Notification May 2021 – DASV managed. Difficulty in finding an available author. First author who accepted the work and had made good progress towards the first panel meeting had to stand down due to illness. Sancus Solutions have now taken on the role of Chair/Author.</p> <p><u>Update December 2021</u> First meeting with new author held in October and review placed on hold as criminal investigation remains live.</p> <p><u>Update April 2022</u> Panel meeting held late march following the criminal court case being concluded. Next panel meeting is scheduled for May 12<sup>th</sup>.</p> <p><u>Update June 2022</u> Criminal Court hearing and sentencing has been completed. Some difficulties accessing relevant and critical paperwork from police investigation team has now been resolved. This has now been shared with the panel for review and comment.</p> <p><u>Update for October 2022</u> The author has not been in receipt of all required IMRs which has delayed progress. These were chased week commencing 26/09/22.</p> <p><u>Update December 2022</u> The author is writing the first draft of the overview report for circulation to the panel early in 2023.</p> <p><u>Update March 2023</u> Final draft overview report shared with panel for feedback ahead of HO submission on or around 31<sup>st</sup> March.</p> <p>Update June 2023 – Overview report and draft action plan has been submitted to the Home Office for their QA process.</p> <p><u>Update January 2024</u> Following QA by the Home Office further work has been required relating to the overview report. This is in the final stages of completion ahead of seeking authorisation to publish.</p> <p><u>Update April 2024</u> All amendments as per HO suggestions have been completed. Action Plan being updated to reflect changes. Once final documents for publication have been received and proof read they will be published.</p> <p><u>Update July 2024</u> DHR published as required by the Home Office. Action Plan responses ongoing.</p> <p><u>Update October 2024:</u> Action plan with DASV for implementation. Action Plan shared with CSP Board after the July meeting</p>

					and with notes for October 2024 meeting.
<b>FCSP 2022 - DHR1</b> Home Office URN 20220314/0	March (VT)	Jacky Dadd Consultancy Group	With author following first HO QA	N/A	<p><u>Update June 2022</u> Overseen by DASV Partnership on behalf of CSP. IMR's complete, terms of reference agreed, and panel meeting scheduled.</p> <p><u>Update October 2022</u> Overview first version has been written and circulated for feedback no later than 07/10/2022.</p> <p><u>Update December 2022</u> The Overview report and action plan has been submitted to the Home Office for the QA process. The QA Panel will review on 26<sup>th</sup> April 2023.</p> <p><u>Update March 2023</u> Recommendations have been translated to an action plan and being progressed. See attached. NOT FOR WIDER CIRCULATION AT THIS TIME</p> <p>June 2023 – Following first QA by the Home Office the review report has been returned with recommendations for return no later than 6<sup>th</sup> September</p> <p>October 2023 Review documents returned to Home Office ahead of schedule, await return following their further QA of documents submitted.</p> <p><u>Update January 2024</u> Home Office feedback received on 15/01/2024, author to review overview report to reflect Home Office feedback.</p> <p><u>Update April 2024</u> All documents published on DHR webpage as required by HO. Action Plan remains ongoing.</p> <p><u>Update October 2024:</u> Action plan with DASV for implementation. Action Plan shared with CSP Board after the July meeting and with notes for October 2024 meeting.</p>
FCSP 2023 - DHR1 Home Office URN 20230324/0	Manea		With Author, IMR authors have been instructed and panel meeting scheduled for September.		<p>June 2023 – New referral, initial scoping complete and IMR authors briefed. First panel meeting scheduled for September.</p> <p>October 2023 – Panel meeting being held 12<sup>th</sup> October 2023.</p> <p><u>April 2024</u> Review report is being authored.</p> <p><u>October 2024:</u> Final overview report not likely to be ready for submission to Home Office until late 24/early 25. Presentation of Overview summary was made at October CSP Board meeting.</p>

## Glossary

--	--


ABCs	Acceptable Behaviour Contract
Acquisitive Crime	Theft from dwellings, vehicles, non dwellings, commercial inc shop lifting

ASB	Anti-Social Behaviour
CAA	Community Action Area – Location that requires a partnership focus to reduce incidents and improve public confidence
CAF	Common Assessment Framework
CASUS	Cambridgeshire Child and Adolescent Substance Use Service
CCTV	Closed Circuit Television
Crime Calendar	Analytical work from 5 years of data produced seasonal crime trends
CSP	Community Safety Partnership
CYPS	Children & Young People Service
DA & HR	Domestic abuse & Healthy relationships
E-CINS	Empowering-Communities Inclusion & Neighbourhood-management System (E-CINS)
FDC	Fenland District Council
'Get Closer' campaign	Police campaign to place the service in the public eye including awareness, targeted and partnership media
'Hidden Groups'	Hard to reach groups or difficult to identify or engage
IDVA	Independent Domestic Abuse Advocate
IOM	Integrated Offender Management
LAC	Looked After Children
LARM	Locality Allocation and Referral Meetings
LCG	Local Commissioning Groups
MASH	Multi Agency Safeguarding Hub
Mosaic Data	Mosaic is a classification system that gives you access to a vast range of demographic data
NCCZs	No Cold Callers' Zone
NHS	National Health Service
NHW	Neighbourhood Watch
NTE	Night Time Economy
Op Titan	Police operation monitoring and enforcing licensing conditions in pub cluster areas
PRP (HMO)	Private Rented Property (House in Multi Occupation)
P&CC	Office of the Police & Crime Commissioner
PSG	ASB Problem Solving Group
PSHE	Personal, social, health and economic education
PST	Local Police Problem Solving Team
RAO Group	Partnership group for licensing monitoring and appropriate action around identified breaches
RONI	Risk Of NEET Indicator
SIRCS	Secure Incident Reporting and Empowering Communities System.
TLS	Traffic Light Model System
UKBA	United Kingdom Border Agency / UK Immigration services





This page is intentionally left blank

Agenda Item No:		
Committee:	<b>Overview and Scrutiny</b>	
Date:	<b>2<sup>nd</sup> December 2024</b>	
Report Title:	<b>Annual Ombudsman Letter and 3Cs process</b>	

## 1 Purpose / Summary

To update Members on the annual statistics in relation to the Local Government and Health and Social Care Ombudsman (LGO) and the Council's corporate '3Cs' procedure. This explains how we deal with the comments, compliments, correspondence and complaints we receive.

## 2 Key issues:

- On an annual basis the Ombudsman forwards to the Council a summary of complaints received from members of the public. This is also copied to the Chairman of Overview and Scrutiny.
- The LGO made 5 decisions relating to services provided by Fenland District Council during 2023/24. Anyone can refer a complaint to the LGO as long as they have been through the Council's 3C's process. In 2023/24 we had 0 upheld decisions.
- In 2023/24, 3Cs received 520 pieces of contact. 193 were complaints (a 9.67% increase from 2022/23). 104 pieces of correspondence (9.47% more than in 2022/23) and 223 compliments (22.5% more than in 2022/23) were received. Overall, contact through 3Cs was up by 14.79% compared to the previous year.

## 3 Recommendations

- It is recommended that the Overview and Scrutiny Panel consider and note the statistics in relation to the Ombudsman and 3Cs process.

<b>Wards Affected</b>	All
<b>Forward Plan Reference</b>	n/a
<b>Portfolio Holder(s)</b>	Cllr Steve Tierney, Portfolio Holder for Transformation & Communications

<b>Report Originator(s)</b>	Sam Anthony Head of HR and OD <a href="mailto:santhony@fenland.gov.uk">santhony@fenland.gov.uk</a> David Wright – Head of Policy and Communications <a href="mailto:dwright@fenland.gov.uk">dwright@fenland.gov.uk</a>
<b>Contact Officer(s)</b>	Peter Catchpole - Corporate Director <a href="mailto:petercatchpole@fenland.gov.uk">petercatchpole@fenland.gov.uk</a> Sam Anthony Head of HR and OD <a href="mailto:santhony@fenland.gov.uk">santhony@fenland.gov.uk</a> David Wright – Head of Policy and Communications <a href="mailto:dwright@fenland.gov.uk">dwright@fenland.gov.uk</a>
<b>Background Paper(s)</b>	LGO Annual Report 2023/2024 <a href="https://www.lgo.org.uk/information-centre/reports/annual-review-reports/local-government-complaint-reviews">https://www.lgo.org.uk/information-centre/reports/annual-review-reports/local-government-complaint-reviews</a>

## An overview of the Council's 3Cs process

### 1. Our 3Cs process

1.1 Our corporate 3Cs procedure is the framework used for managing comments, compliments, correspondence and complaints across the Council. We aim to provide a fair, consistent and structured process to enable customers to give their views and receive an accurate response. The feedback we receive is used to monitor performance and improve our services.

1.2 Customers can contact the 3Cs team by:

- Completing an online or paper 3Cs form
- Emailing [3cs@fenland.gov.uk](mailto:3cs@fenland.gov.uk)
- Phoning our contact centre
- Through their local councillor

1.3 The process for managing each type of contact is summarised in the table below:

Type of contact	Procedure
Comment	A comment is a brief statement of fact or a suggestion received by a customer. It is recorded under the 3Cs process and then passed to the relevant service area for consideration. If appropriate, the service area will contact the customer directly to discuss their comment further.
Compliment	A compliment is a positive comment about the service received. It may refer to an individual or a wider team. A compliment is recorded under the 3Cs process and is then passed to the relevant officer or team. We can use compliments from customers to improve what we do.
Correspondence	Correspondence is two-way communication between a customer and the council. If its content forms a service request, it is referred directly to the appropriate service area for resolution outside of the 3Cs process.  The majority of correspondence managed under the 3Cs system is from the MP's office and local councillors. Correspondence is acknowledged within five working days of receipt. It is passed to an appropriate officer who will respond within ten working days.
Complaint	A complaint is dissatisfaction with the service received from an individual, team or from the council as a whole. The complaints process can be up to three stages long.  <b>Stage 1</b> <ul style="list-style-type: none"> <li>• Customer contacts 3Cs</li> <li>• 3Cs sends an acknowledgement to the customer within 5 working days. This contains the name of the officer responding to their complaint and the deadline for response (10 working days from acknowledgement)</li> <li>• Officer responds directly to customer. This is stored in the 3Cs system as a Stage 1 response</li> </ul>

Type of contact	Procedure
	<p>If the customer is dissatisfied with the response, their complaint is escalated to Stage 2.</p> <p><b>Stage 2</b></p> <ul style="list-style-type: none"> <li>• Customer receives acknowledgement within 5 working days</li> <li>• Complaint passed to manager of the officer who provided a Stage 1 response. The deadline for response is 10 working days from acknowledgement</li> <li>• Officer responds directly to customer. This is stored in the 3Cs system as a Stage 2 response</li> </ul> <p>If the customer is dissatisfied with the response, their complaint is escalated to Stage 3. This is the final stage in the complaints process.</p> <p><b>Stage 3</b></p> <ul style="list-style-type: none"> <li>• Customer receives acknowledgment within 5 working days</li> <li>• Complaint passed to CMT lead for response. The deadline for response is 15 working days from acknowledgement</li> <li>• CMT lead responds directly to customer. They state that this is final response within our 3Cs process and give contact details for the LGO as a final course of redress. Their response is stored in the 3Cs system as a Stage 3 response.</li> </ul> <p>Section 2 explains the LGO process.</p>

- 1.4 Contact was split into three high level service areas:
- Communities, Environment, Leisure and Planning (CELP)
  - Growth and Infrastructure (GI)
  - Policy, Resources and Customer Services (PRCS)

Due to incorporating many frontline services, CELP has the largest volume of correspondence and complaints.

- 1.5 The table below provides a comparison of contact between 2023/24 and 2022/23:

3C's type	2022/23	2023/24	Variance
Compliments	182	223	+22.5%
Correspondence	95	104	+9.47%
Complaints	176	193	+9.67% *
<b>TOTAL</b>	453	520	+14.79%

\*Whilst we are reporting a 9.67% increase in the number of complaints received

this year this equates to 17 for the year, 1.4 per month, across all council services. An analysis has been undertaken and there is no obvious trend or theme associated with this increase.

1.6 The table below shows a summary of which service areas received complaints and how many complaints they received during 2023/24.

### Summary of Service Area Complaints

<b>CELP (Communities, Environment, Leisure, and Planning)</b>	<b>Complaints 2023/24</b>
Cemeteries	3
Community Support	1
Environmental Health	10
Housing	19
Leisure	2
Licensing	2
Open Spaces	12
Planning Compliance	8
Planning Development	31
Refuse & Recycling	41
Street Scene	1
Trade Waste	2
	<b>132</b>
<b>GI (Growth and Infrastructure)</b>	<b>Complaints 2023/24</b>
Growth and Infrastructure	3
	<b>3</b>
<b>PRCS (Policy, Revenues and Customer Services)</b>	<b>Complaints 2023/24</b>
Back Office	1
Benefits	11
Customer Services	8
Elections	3
Revenues	35
	<b>58</b>
	<b>Total 193</b>

1.7 We have analysed all the complaints across service areas for patterns or trends throughout the year. For example, more than one complaint relating to a specific location or topic. No common patterns or themes have been identified.

1.8 The table below shows greater detail for all service areas receiving more than 12 complaints, i.e. averaging one or more a month over the last year.

<b>CELP (Communities, Environment, Leisure and Planning)</b>	<b>Complaints 2023/20224</b>
<p><b>Housing</b></p> <ul style="list-style-type: none"> <li>• Homelessness</li> <li>• Private rented</li> <li>• Staff</li> <li>• Other</li> </ul> <p>No common patterns with complaint topics, locations, or time of year. All 19 complaints were different and largely dependent on the individual circumstances involved.</p>	<p><b>19</b></p> <p>7</p> <p>3</p> <p>8</p> <p>1</p>
<p><b>Open Spaces</b></p> <ul style="list-style-type: none"> <li>• Contractor</li> <li>• Staff</li> <li>• Other</li> </ul> <p>No common patterns with complaint topics, locations, or time of year. All 12 complaints were different and largely dependent on the individual circumstances involved.</p>	<p><b>12</b></p> <p>4</p> <p>7</p> <p>1</p>
<p><b>Planning Development</b></p> <ul style="list-style-type: none"> <li>• Applications</li> <li>• Decisions</li> <li>• Staff</li> <li>• Other</li> </ul> <p>No common patterns with complaint topics, locations, or time of year. All 31 complaints were different and largely dependent on the individual circumstances involved.</p>	<p><b>31</b></p> <p>5</p> <p>13</p> <p>9</p> <p>4</p>
<p><b>Refuse &amp; Recycling</b></p> <ul style="list-style-type: none"> <li>• Assisted collections</li> <li>• Bin not returned</li> <li>• Garden Waste</li> <li>• Missed bins</li> <li>• Vehicles</li> <li>• Staff</li> <li>• Other</li> </ul>	<p><b>41</b></p> <p>1</p> <p>4</p> <p>3</p> <p>17</p> <p>2</p> <p>11</p> <p>3</p>



None of the above 41 complaints were linked and there were no common patterns with complaint topics, locations, or time of year.	
<b>Revenues</b>	<b>35</b>
• Bill query	11
• Discount / Exemptions	4
• Payments	9
• Staff	2
• Refunds	2
• summons	4
• Other	3
Bill query (11 complaints) We have looked at each of these complaints and they are all individual cases that are not linked or any patterns.	
None of the other complaints were linked and there were no common patterns with complaint topics, locations, or time of year.	

- 1.9 Members receive a quarterly performance report within the Portfolio Holder Briefing document. This provides a quarterly cumulative comparison of contact between the current and previous financial year.
- 1.10 A monthly report is produced to measure response times for correspondence and complaints. It also measures how many complaints are progressed beyond Stage 1.
- 1.11 The Council produces an Annual Report after full complaints data is available for the previous financial year. This is available for the public to view on our website.

## 2. The Local Government Ombudsman (LGO)

- 2.1 Customers can contact the LGO if they have made a complaint and are dissatisfied with our response(s). The LGO will only investigate complaints that have fully completed our 3Cs procedure and relate to our services. They will *not* investigate if:
- The complainant has known about the issue for over 12 months but hasn't complained
  - The matter has not affected the complainant personally or caused them an injustice
  - The issue affects most people in the Fenland area
  - The complainant should have appealed or taken legal action (e.g. a tribunal, appeal to the Planning Inspectorate)
  - The complaint is about personnel matters (e.g. employment issues)

- 2.2 If a customer makes contact, the LGO Assessment team will then ask us to check if the customer has completed our 3Cs process. They will ask for copies of customer contact and our responses.
- 2.3 If the Assessment team decides further investigation is needed, the complaint information will be passed to a LGO investigator. They will ask further questions and may request further information.
- 2.4 Once the investigator thinks they have got enough information to make a fair decision, they will share a draft with the Council and the complainant. Both parties then have the opportunity to comment on this decision and share further relevant information.
- 2.5 Following this, a final decision will be made. Depending on complexity, this process usually takes about 26 weeks. There are 6 possible decision types:
- Uphold the complaint and give recommendation(s) about how the organisation should put it right
  - Uphold part of the complaint
  - Uphold the complaint but not make any recommendations as the organisation has already put things right
  - Uphold the complaint but not make any recommendations because the fault has not had a significant effect on the complainant
  - Not to uphold the complaint
  - The complaint cannot or will not be investigated
- 2.6 The LGO will write to the Council and customer to explain their decisions. If the Council is at fault, they may ask us to put things right (if we haven't already). This may involve:
- Apologising to the complainant
  - Providing a service to the complainant that they should have had
  - Making a different decision (that it should have made before)
  - Reconsidering a decision that wasn't made properly
  - Improving our procedures so similar issues don't happen again
  - Making a payment
- 2.7 The LGO does not have legal powers to force organisations to comply with their recommendations – however, most Council's do. Their decisions are available to view on their website. They release an Annual Report for each authority every year.
- 2.8 The LGO states that complaint volume figures should not be used in isolation to evaluate corporate health. High volumes of complaints can show that an organisation is open to learning. In contrast, low complaint volumes can show that an organisation is not receptive to user feedback. By monitoring trends and customer feedback, we are able to quickly change processes if they are not working as well as they should.
- 2.9 Between April 2023 and March 2024, the LGO made decisions relating to services provided by Fenland District Council. The table below shows the complaints that the LGO made a decision on in 2023/24:

<b>Service</b>	<b>Decision made</b>	<b>Decision</b>
Planning & Development	May 2023	Closed after initial enquiries
Planning & Development	June 2023	Closed after initial enquiries
Planning & Development	June 2023	Closed after initial enquiries
Planning & Development	January 2024	Not upheld
Housing	March 2024	Not upheld

2.10 Between April 2023 and March 2024 no LGO complaints were upheld.

This page is intentionally left blank

# 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 &amp; Scrutiny Meeting</u>	
	<u>Date</u>	<u>Time</u>	<u>Location</u>	<u>Date</u>	<u>Meeting</u>
10 January 2025	13 January 2025	2.00pm	Via Teams	20 January 2025	10.00am
March 2025	25 February 2025	2.00pm	Via Teams	3 March 2025	10.00am
April 2025	22 April 2025	2.00pm	Via Teams	29 April 2025	10.00am

## 20 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

## 3 March 2025

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/Officer/Guest
10.00 -12.00 Meeting	Arts Council	Communities	
	Public Health & Education	Communities	
	Progress on Corporate Priorities – Communities	Communities	
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2023/24	All	Chairman Amy Brown

## **29 April 2025 ( Boat house)**

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

This page is intentionally left blank