

# **Cabinet and Corporate Management Team**

## **Portfolio Holder Briefing Report**

**December 2022**

**(For performance in August, September, October  
and November 2022)**

# Cabinet Members



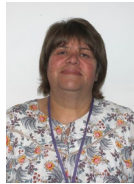
**Councillor  
Chris Boden**

Leader of the Council  
& Portfolio Holder for  
Finance



**Councillor  
Ian Benney**

Portfolio Holder for  
Economic Growth



**Councillor  
Sam Clark**

Portfolio Holder for  
Health



**Councillor  
Steve Count**

Portfolio Holder for  
Licensing &  
Community Safety



**Councillor  
Mrs Jan French**

Deputy Leader of the  
Council



**Councillor  
Miss Sam Hoy**

Portfolio Holder for  
Housing



**Councillor  
Mrs Dee Laws**

Portfolio Holder for  
Planning



**Councillor  
Peter Murphy**

Portfolio Holder for  
Open Spaces, Street  
Scene & Waste  
Management



**Councillor  
Chris Seaton**

Portfolio Holder for  
Social Mobility &  
Heritage



**Councillor Steve  
Tierney**

Portfolio Holder for  
Transformation,  
Communication &  
Environment

## Communities

### Projects from Business Plan:

**Work with landlords to improve housing conditions and management standards in the district's private sector, including using the Council's enforcement powers** (Cllr Sam Hoy)

The Council has undertaken 21 positive interventions in response to new requests for service for Houses in Multiple Occupation (HMOs) across the district.

The Council has also inspected 67 properties as part of the Homes for Ukraine scheme and investigated 93 complaints from tenants occupying privately rented accommodation in the same period. Council officers intervened to remove Category 1 hazards (serious faults) and Category 2 hazards (less serious faults) from properties to make them safe for the residents.

The geographical spread is as follows:

Town	HMOs investigated	Ukraine Homes / Privately Rented Homes investigated
Wisbech	15	60
March	4	32
Chatteris	0	24
Whittlesey	0	12
Villages	2	32

Village breakdown:

Benwick = 2  
Coates = 1  
Coldham = 1  
Christchurch = 2  
Doddington = 2  
Elm = 2  
Gorefield = 1  
Guyhirn = 2  
Leverington = 6  
Manea = 1  
Newton = 2  
Parson Drove = 4  
Turves = 1  
Tydd = 1  
WSM = 4

Enforcement:

- Between 01/4/22-31/10/22 Officers have served:
  - 7 Improvement/Prohibition notices.
  - 5 Notices of Intent to fine landlords / agents in relation to breaches of Electrical Installation Condition Reports (EICR)
  - 6 Notices Of Intent to serve a Civil Penalty Notices
  - The above fines total £62k and £23,386 (Apr-Sept) has been collected informally, with the remaining debt being recovered pursuant of the corporate debt policy and referrals to the High Court Sheriff service.

Other

- Further to powers relating to Minimum Energy Efficiency regulations being delegated to PSH officers, searches for non-compliance are currently being undertaken in preparation for enforcement notices to be issued.
- As of 4 October 2022, the team has welcomed the addition of 2 x My Fenland officers to provide 1 x FTE post to support all areas of the team's administration, including dealing with Service Requests, issuing standard letters, incoming emails and post etc. This resource will allow PSH officers to focus on more enforcement activity in the district and is a more efficient use of their experience and technical knowledge.
- Officers continue to inspect properties to identify health and safety compliance.
- Officers continue to support the Homes for Ukraine scheme in Fenland. Inspection of hosts properties, delivery of sustenance payments and welfare checks continue on a weekly basis and are being carried out in a timely fashion. Due to breakdown between hosts and guests, the team are also witnessing a number of rematches within the district which often require an immediate response to prevent guests becoming homeless.
- The Council is working closely with CCC who receive the money for the Homes for Ukraine scheme from central government to ensure that the Council's costs are recovered.

**Support property owners to bring long-term empty homes back into use, helping to address the district's housing needs (Cllr Sam Hoy)**

Represents total number of properties brought back into use through officer involvement from 1 April 2022 to 31 October 2022

	<b>LTE 6-23MTHS</b>	<b>LTEP 24MTHS +</b>
<b>Total Officer involvement</b>	36	12
<b>Total for the period</b>	1.4.22 – 31.3.23	48

Case Example:

- Property Empty from 4.8.21 following death of owner.
- Probate not granted so not paying Council Tax and no contact details for Next Of Kin (NOK).
- Neighbours expressed concern about the overgrown garden and issues with rats. Officer visited neighbours and gathered intelligence.
- Using intelligence, officer contacted tracing company who were able to identify NOK and a will. NOK agreed for tracing company to assist them in obtaining probate and property will be sold. They shared officer's concerns regarding the overgrown garden/rats with NOK who arranged for this to be cleared and area baited.

**Premium charges and Suspensions:**

Owners are reporting that the increased costs of materials and accessing them have led to delays in projects. The uncertain financial market has also made some owners reflect on their next steps.

The premium suspension, which is offered to newly purchased properties, empty for 2 or more years continues to make a positive impact:

- 12 Suspensions have been awarded with 6 completed.
- 2 Properties; a 5yr empty and a 10yr empty have been renovated and will have new owners in December/January.
- The rest are due to complete in April 2023.

Comments from those awarded a suspension:

*"We are pleased with the support with regards to the premium suspension as if we had to factor this in as an additional cost line, we may have not been able to proceed with the purchase. We are investors with a portfolio of single lets and HMOs in Wisbech and we are proud to say we have a good relationship with lots of colleagues at Fenland Council and would like to continue this in the future."*

**Prevent homelessness and reduce rough sleeping through working with individuals, families, landlords, housing associations and providers to meet the housing needs of residents in crisis** (Cllr Sam Hoy)

The Housing Options team has successfully prevented 171 households from becoming homeless since April 2022 (up to end of Oct 2022). Housing advice has been given to 808 households where no duties were owed. Total homeless presentations for this period were 1211

The proportion of households presenting to the Council as homeless whose housing circumstances were resolved through Housing Options work is currently 57% (up to end of October 2022 -171 preventions divided by 299 households where duties were owed).

The team continues to be focussed on homeless prevention and supporting those in need within the Fenland community.

We anticipate that there will be a further uplift in the number of households requiring housing advice as the cost-of-living crisis continues into the winter period.

### **Deliver four Golden Age Fairs across the district (Cllr Sam Clark)**

A Golden Age Fair took place on Friday 30<sup>th</sup> September at The King Edward Centre in Chatteris. The Golden Age Team and 22 partners took part in the event with a great turn of 140 older people visiting our partners gaining vital information. The following partners attended; Rosmini Centre, Citizens Advice Rural Cambs, Cambridgeshire Libraries, Camsight, People and Animals, Careline, Alzheimers Society, Caring Together, Breathe Easy, Care Network, the local Social Prescriber, FACT, Living Sport, Community Safety, Healthy You, East of England Ambulance Service, How are you? Fenland, Cambridgeshire Skills, Anglian Water, Age UK, Versus Arthritis and Papworth Trust.

Our next event will be at the Rosmini Centre on 14<sup>th</sup> December 2022 between 10am – 1pm

## Other Projects:

### Leisure Update (Cllr Sam Clark)

#### Freedom Leisure

The Leisure Operators Base Trading Account (LOBTA) is the original document that Freedom used to project income and expenditure in their bid to manage the leisure facilities in Fenland. It indicates the anticipated contract financial position in each year of the contract. In September 2022, based on information for the financial year to date, Freedom projects an annual deficit of £18,000 - before excess utility cost increases. The LOBTA position projected a surplus of £43,000. This projection, although £61,000 in deficit to the LOBTA, indicates that operationally the contract is running well and recovering from the previous 2 years of Covid 19.

Freedom has resumed paying FDC the contract fee since April 2022 and performance of the leisure centres, particularly swimming lessons is excellent. Freedom now has more than 3,200 children learning to swim in Fenland leisure centres every week.

Whilst operational performance and income generation is good, the financial impact of excess energy costs is considerable. The energy crisis that the country is currently experiencing has added exceptional unavoidable costs into the contract with Freedom. It was anticipated that the Government's support to businesses on increased energy costs would keep costs down, however that has not been sufficient. Whilst Government has set the Energy Bill Relief Scheme (EBRS) to support businesses, the impact of the scheme is limited, especially for high energy services such as leisure centres, particularly those with swimming pools.

In the final 6 months of 2022/23 Freedom estimates excess energy costs of £281,254. The predicted excess energy costs for 2023/24 are estimated to be in excess of £600,000. These costs are estimations based on previous energy use. It should also be noted that the 2023/24 estimation assumes a continuation of the Government's EBRS scheme. This continuation has not been confirmed by Government at this time. Nor do we know the trajectory of energy costs into the future.

Freedom is not in a unique position. Excess energy costs are affecting the whole leisure sector regardless of whether services are delivered in house or through a contract partner. Therefore, Freedom and other leisure providers have been actively lobbying the Government through the LGA, District Councils Network, UK Active, Swim England and directly to Fenland's local MP Stephen Barclay, highlighting the severe financial difficulty that the leisure sector is facing and the potential consequences and threat of closure of leisure facilities in future without additional financial support.

Without a significant reduction in wholesale energy costs or significant Government intervention to support vulnerable industries, excess energy costs will continue to be a significant issue in 2023 / 24 and discussions regarding this situation are ongoing with Freedom.

Freedom and Fenland have been working together to consider options to mitigate energy costs, with Cabinet recently approving some measures of support, whilst also noting other actions that Freedom is taking.

These are exceptionally difficult times in the leisure sector, but in the partnership that FDC has with Freedom, it is thought that the Council is in as positive a position as possible, despite the challenges both Freedom and Fenland are facing financially.

### **Active Fenland team update**

Lauren Bremner has returned to work following her maternity leave, boosting the team's capacity. Lauren manages the team on a part-time basis, with delivery being carried out by Heidi Lemon and Hettie West who are both funded by external organisations.

The team manages delivery through several workstreams.

### **Heathy You**

Summer sessions were popular, including completely full classes of Junior Tennis and Running. Active Fenland has worked with Neale Wade school and a tennis provider to support demand. Further sessions are planned for indoor sessions in January to attract more new participants.

A brand-new session in partnership with Wisbech Tennis Club has been launched - Family FUNdamentals- a ball-based fundamental skill and fine motor skill development session with involvement from both parents and children.

Active Fenland's Wisbech Wellbeing Walk is proving very popular with up to 18 attendees a week. A total of 27 new people attended in September alone and our volunteer walk leader is enjoying leading the group saying that she "couldn't imagine her Fridays without it".

The Active Fenland team is still receiving regular requests for the Active at Home booklet created during the lock down and these are advertised regularly.

The Active Fenland team has delivered in three schools since September to raise awareness of healthy eating and physical activity. The team also delivered a family activity event which also provided a lunch at Lime Avenue in Wisbech, with 50 people attending.

Four yoga classes have restarted since the summer break and a strength and balance session has also proved popular.

Participants at the Forever Fit sessions for older people have enjoyed the Heathy You team attending to provide health MOTs.

A cycling session was launched called Breeze Ride for ladies who struggle with



confidence cycling on the roads - the instructor is continuing the sessions herself following the initial course, ensuring that the course is fully sustainable.

A new free Let's Run Girls group is being delivered in Wisbech as part of a county-wide initiative.

Active Fenland delivers Tea Dances every few months. The second Tea Dance this year has been delivered with over 40 people attending.

To ensure that the Active Fenland team is working in a co-ordinated way with other providers, there has been engagement sessions with around 20 local partners to develop local mapping, awareness, and knowledge in order to gain deeper understanding of local provision, identifying subsequent gaps in provision in the district. New sessions including more walk groups, tea dances, tennis and running are all planned before the end of the year. There are also plans for a family Christmas event at Lime Avenue in Wisbech.

### **Healthy Weight**

The Healthy Weight Project is funded by a third party and recruitment for a part time co-ordinator has been completed. Project delivery will commence in January. Additional jogging groups and beginners' classes for like-minded people will be some of the first projects set up, alongside a monthly healthy eating and nutrition workshop. A healthy eating and wellbeing information booklet has been started to give to each participant who enters the programme.

### **Integrated Care System (ICS) – support to improve local people's health**

The ICS has committed funding for a 2-year project to support activities that improve people's health in the district, co-ordinated by the Active Fenland team. Active Fenland has joined the "JOY app" which is social prescribing software used by Health professionals to signpost people directly to activities available in their local area.

Partner events have been attended to create links into the ICS project such as the Tea dance, Heritage walks and the One Community Event by FENCAT. Work to develop new Ramblers groups has been completed including community consultation in Whittlesey. This included links with the U3A, local social prescribers and MIND. A Street Pride litter pick has been led by the ICS project leader to link to local groups and promote the walks.

Four exercises referral courses will be funded by the ICS project and the instructors and course dates have been identified.

A new partner signposting initiative has been created to include both Active Fenland and Freedom options which will go to GPs and Health Providers to tie together what is available to the local community.

### **Active Fenland - Other Activities**

Falls prevention sessions and strength and balance classes will be delivered throughout

the district starting in November. These will be delivered with the Freedom Centres and Doddington and Wisbech Hospitals. Groups will be held at a community level to create a wide reach, with clients at risk of falls or reduced mobility able to self-refer. GPs and Health providers can signpost their patients and the sessions will receive referrals from those who have had a fall and been part of a fall's recovery pathway.

### **Pride In Fenland Awards** (Cllr Sam Clark)

The Pride in Fenland Awards were held on 9<sup>th</sup> November 2022 at Wisbech St Mary Sports and Community Centre and a total of 81 nominations were received. Volunteers were judged in the following categories;

- Young person/Youth Group,
- Community group
- Individual Volunteer
- Volunteer Fundraiser
- Recreational and Environmental Volunteer
- Special Judges Award
- Lifetime Volunteer Award

The evening was a superb event compered by Cllr Sam Clark and Cllr Maureen Davis with inspiring and emotional stories of how volunteers and community groups have had a huge impact in the Fenland Community.

### **Health & Wellbeing Update (including Covid-19 Outbreak Plan implementation)** (Cllr Sam Clark)

#### Covid -19 vaccination programme update

The autumn covid-19 booster programme commenced on 12<sup>th</sup> September. Alongside this programme there has been an ongoing 'evergreen offer' making first, second and third vaccinations available to those who have not yet accessed a vaccine.

With the start of the Autumn roll out, the Vaccination Centre at the Horsefair in Wisbech resumed 7 day opening; 08:30am – 4pm, 7.30pm on a Monday.

Vaccinations can also be accessed at community pharmacies and primary care network delivery, such as at GP surgeries.

In addition to localised communications activity there has been national media coverage of the autumn booster programme.

All patients eligible for an Autumn Booster have now been invited (centrally from NHS England via SMS or letter)

Between 12<sup>th</sup> September – 23<sup>rd</sup> October 27,140 autumn boosters have been administered across our sites in Fenland.

Outreach sessions have been going well in Fenland – 334 vaccines administered across 11 sessions since 1<sup>st</sup> September 2022. Sessions are booked up until mid-December.

The following outreach sessions and extra clinics have also taken place or are planned:

30-Sep-22	Friday	King Edward Community Centre	Indoor Pop Up	10am - 2pm
04-Oct-22	Tuesday	Eastrea Centre	Vehicle	10am - 12pm
04-Oct-22	Tuesday	Whittlesey Market Place	Vehicle	1pm - 4pm
11-Oct-22	Tuesday	Rosmini Centre	Indoor Pop Up	9am - 12pm
11-Oct-22	Tuesday	Ferry Project	Indoor Pop Up	13:00 -15:30
18-Oct-22	Tuesday	March - City Rd Car Park	Vehicle	11am - 4pm
25-Oct-22	Tuesday	King Edward Community Centre	Indoor Pop Up	10:30am - 4:30pm
01-Nov-22	Tuesday	Whittlesey Christian Church Centre	Indoor Pop Up	11am - 4pm
08-Nov-22	Tuesday	Rosmini Centre	Indoor Pop Up	9am - 12pm
12-Nov-22	Saturday	Doddington Hospital	Clinic	8am-6pm
15-Nov-22	Tuesday	St Peters Hall	Indoor Pop Up	1.15pm - 4.30pm
19-11-22	Saturday	Doddington Hospital	Clinic	8am-6pm
26-Nov-22	Saturday	King Edward Community Centre	Indoor Pop Up	9.30am - 4pm

04-Dec-22	Sunday	March Library (Xmas Market)	Indoor Pop Up	09:30 - 15:30
06-Dec-22	Tuesday	Whittlesey Christian Church Centre	Indoor Pop Up	11am - 4pm

Cambridgeshire and Peterborough Health and Wellbeing Board and Integrated Care Partnership

The joint board met on 15<sup>th</sup> October. The agenda pack can be found here: [Joint Cambridgeshire & Peterborough Health & Wellbeing Board/ICP | CPICS Website](#)

The joint board received papers covering, heating and health, pharmaceutical needs assessment and an update regarding the Cambridgeshire and Peterborough Health and Wellbeing Strategy.

Throughout September the Integrated Care Boards have been reviewing the agreed priorities for the areas of North Fenland Primary Care Network and South Fenland Primary Care Network. The 2 Boards hosted partnership engagement sessions in October.

The agreed priorities for North Fenland are Mental Health, Smoking and Engagement.

For South Fenland these are Access to Services, Prevention and Mental Health.

The Boards meet monthly to develop activities to address the agreed priorities and report into the Joint Health and Wellbeing and Integrated Care Partnership.

**Key PIs:**

Key PI	Description	Baseline	Target 22/23	Cumulative Performance	Variance (RAG)
CELP1	Total number of private rented homes where positive action has been taken to address safety issues	277	250	181	
CELP2	NEW INDICATOR The proportion (%) of households presenting to the Council as homeless whose housing circumstances were resolved through Housing options work (%)	57%	57%	57%	
CELP3	Number of empty properties brought back into use	77	50	48	
CELP4	Amount of New Homes Bonus achieved as a result of bringing empty homes back into use	£93,099	£45,000	N/A (December 22)	N/A
CELP6	Number of Active Health local sessions per year that improve community health	504	500	196	
CELP19	Satisfaction with our leisure centres (Net Promoter Score)	85%	85%		
CELP20	Value of Arts Council Grants achieved in Fenland	N/A	£40,000		

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

Comments

## Environment

### Projects from Business Plan:

#### **Continue to deliver environmental enforcement using fixed penalty notices and the court process for serious offences (Cllr Peter Murphy)**

During August, we responded to 38 reports of fly tipping. Most of the waste was household related. During September, we had a total of 36 reports. These are considerably lower than the same months last year which saw August 2021 at 115 and September 2021 at 99. October figures are currently not available and will be reported in the next briefing.

Enforcement actions during this time resulted in:

- 1 Fixed Penalty Notice of £400 for fly tipping in Wisbech.
- 2 cases pending at Peterborough Magistrates court for a breach in householders' duty of care.

As a direct result of information and fly tipping evidence being passed on to the police, 2 people have been charged after Police discovered a cannabis factory with a street value of £634,000 linked to a business in Norfolk Street.

The team also look for ways to prevent fly tipping issues on the ground. We have identified a location in New Drove, Wisbech which had received 17 fly tipped instances since January. The majority of which were large amounts requiring officers several visits to remove. Due to the location being very rural it is attractive to fly tippers.

A successful bid to the Police and Crime Commissioners Community Fund has provided £1500 towards further prevention measures, including more robust signs and the removal of 5 tonnes of waste.

An action day is planned for December whereby information will be shared with residents on the issue of fly tipping, prevention and enforcement.

Additional enforcement work carried out saw 5 Parking Fixed Penalty Notices issued to cars for parking on the market in March on a market day.

A total of 36 vehicles have been reported as abandoned from the 1<sup>st</sup> of August – 1<sup>st</sup> November. Most of these were not deemed abandoned but we did require 4 to be removed by our contractor. The remainder had Notices served on them but were all removed by persons unknown following the Notice.

As part of our work supporting local businesses through our Tidy Fenland Voluntary Code of Practice, we have been visiting town centre businesses in Fenland. During this

period, we have been to 15 premises and spoken with management staff to check on trade waste compliance. This resulted in 7 signing up to the Code and happy to display our poster. One business was referred for a follow up visit due to concerns. Four businesses were given cigarette bins to prevent excess litter.

Street Scene has also been supporting the Council's wider colleagues in Operation Luscomb which is a partnership approach led by the Police to tackle street drinking in Wisbech. We have carried out a joint patrol with the Police in key areas and have been feeding back on the ground observations to partners during this time.

### **Deliver the Four Seasons events programme in partnership with our four market towns** (Cllr Peter Murphy)

September was a very successful month for Whittlesey Festival Committee. An open evening was held at Whittlesey Town Council to celebrate the festival over the past decade and to invite members of the public to volunteer at next year's event, which will be the first back since the pandemic.

We were delighted to receive 8 brand new volunteers as well as those who have supported the festival previously. Key roles have now been filled including secretary and treasurer, and two businesses also came forward to offer expertise, equipment and donations. This was a wonderful turn out that will enable the event to flourish again in 2023.

In October, online bookings were launched for Fenland's Christmas Markets. Bookings have been very busy with support offered as customers learn this new digital process.

### **Community groups supported to deliver environmental projects including Street Pride, Friends of and Green Dog Walkers** (Cllr Peter Murphy)

A total of 17 events were held in August by community groups to improve the environment. This included regular work parties as well as six students from March town undertaking two litter picks around the town as part of their National Citizens Service course programme.

In September, there were 16 regular work parties held. Three key events to highlight are that from Friends of March Railway Station, Friends of Wisbech General Cemetery and Friends of Octagon Graveyard in Wisbech who all held open days to coincide with Heritage Weekend which is organised by the National Trust to showcase to the community recent works.

This month also saw the results from the Anglia In Bloom judging. Benwick in Bloom

received a Silver Gilt in the village category with Chatteris obtaining Gold in the town category.

An impressive 21 events were held in October which included regular work parties. Following on from their success at Anglia In Bloom, Chatteris went on to receive a Gold in the Britain In Bloom competition.

Also this month, volunteers attended the annual Celebration Evening. The Council appreciates and values the ongoing work of all its volunteers and this event is our way of saying 'thank you' and celebrating groups' achievements. Representatives from Street Pride, In Bloom, friend's groups and 'getting it sorted' recycling champions all attended which reflects the increasing co-operation between them.

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

Special certificates were also awarded for several projects to the following groups:

- Parson Drove Street Pride (Best Nature) & Whittlesey In Bloom and Friends of Whittlesey Cemetery (Highly Commended – Best Nature)
- Friends of Octagon Graveyard, Wisbech (Best Partnership) & March Street Pride / In Bloom (Highly Commended – Best Partnership)
- Chatteris In Bloom / Street Pride (Best Street Scene) & Tydd St Giles Street Pride (Highly Commended – Best Street Scene)
- Gorefield Street Pride (Best Youth) & Wisbech In Bloom & Friends of Rings End Nature Reserve (Highly Commended – Best Youth)
- Murrow Street Pride & Friends of March Railway Station (Best Promotional Project)
- Benwick Street Pride / In Bloom (Best Reduce, Reuse, Recycling) & Wimblington Street Pride (Highly Commended – Best Reduce, Reuse, Recycling)
- Leverington Street Pride, Newton-in-the-Isle Street Pride, Manea Street Pride & Waterlees In Bloom/Street Pride (Best Clean Up)

November is also set to be a busy month for the groups. Murrow Street Pride are putting on a bingo evening and Benwick are hosting a Christmas Fayre. Both events are a great way to promote the groups but also fundraise to help with future activities.

### **Deliver the Recycling Action Plan (Cllr Peter Murphy)**

Refuse crews delivered around 45,000 Christmas calendars in early November to customers green bins. These, alongside the Fenland Bin App allow customers to see the changes in collections over the festive period, along with details on what can be



recycled in blue bins and advertises the forthcoming garden waste subscriptions.

Recycling crews check blue bins prior to collection and do not collect them where incorrect materials are obvious. So far this year they have rejected 1,795 blue bins. These customers then receive information on how to get their recycling correct in future.

More detailed inspections of blue bins have taken place across 2,000 properties so far, with 30% (667) receiving a 'Thank You' tag for recycling that was very good, with information on how to improve recycling delivered to all properties.

To date this year the percentage of good quality materials collected in blue bins is 92%, with the remaining 8% made up largely of food waste and liquids in containers.

This means that each household in Fenland has so far this year presented an average of 100 kilograms of good quality materials for recycling, and a total of 4,458 tonnes.

As a result, within the first 6 months of the year the recycling service has generated £300,000 of income from recycling materials and recycling credits from the County Council (£240,000).

There continues to be a need to reduce the amount of food and liquid waste that is contained in customers' blue bins and encourage customers to rinse and empty containers prior to recycling them to tackle the increasing levels of these contaminants.

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

The Fenland Commercial Waste service continues to work effectively and efficiently and attract new customers to increase income. The team have attracted 57 new customers so far this year, with a total of 615 commercial customers served, the total income so far this year is £350,000. This is £50,000 ahead of the same point last year.

### **Monitor and respond to the DEFRA Waste & Resources Strategy consultation with RECAP partners** (Cllrs Peter Murphy & Steve Tierney)

Update expected from Defra in December.

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

Officers from Fenland, South Cambs District Council (SCDC) and Huntingdonshire District Council (HDC) meet monthly with Cambridgeshire County Council (CCC) via a Civil Parking Enforcement (CPE) joint working group to collectively move the implementation of CPE forward and to track progress.

All three Districts have now undertaken their district wide site survey works to record sign and line defects associated with existing traffic regulation orders in each of the respective administrative areas. This information has been forwarded to the County Councils Policy and Regulation Team for review and the next stage is for each defect to be looked at in detail to determine the necessary corrective works required to ensure the Traffic Regulation Order (TRO) is compliant and can be enforced against.

Reviewing this data is required in order to develop work packages to inform the estimated cost of the corrective sign and line works. Due to the enormity of this task the County Council have advised it cannot be facilitated with the County Councils existing resources. Milestone have been commissioned to carry out this work, after CCC secured an additional of £150k of funding for CPE projects.

Milestone have provisionally prepared an indicative work program with an estimated task completion date of April 2024 assuming works commence in January 2023. This work package completion date is currently beyond the FDC / CPCA CPE funding agreement deadline of March 2024 and in any case would need to be completed at least 6 months in advance of the funding deadline in order to complete the corrective works on the ground. Another means of accelerating the works package will need to be found unless the CPCA funding deadline can be extended further. In the meantime FDC continues to progress the CPE implementation works where possible and current progress to date and the current focus can be seen below:

- 1) The Traffic Regulation Order survey works for Fenland was undertaken at the end of 2021 for all 210 On-Street parking and waiting restrictions within the Fenland DC administrative area. 1228 anomalies were found which equates to 86% of all the existing TRO's in the Fenland area requiring some form of corrective works. The survey works were completed in four phases and the collated data passed to Cambridgeshire County Councils Policy and Regulation Team for review in Q1 of 2022.
- 2) Cambridgeshire County Council have advised that the preparation of the design package works for the TRO corrections will be prepared by Milestone Infrastructure due to limited County Council internal resources. Other external service providers (Atkins and WSP) were approached via the County Councils professional service contract to price the work package works but declined to bid due to current work commitments.
- 3) A preliminary draft CPE Off Street Parking Places Order has been compiled for all

FDC owned/managed parking facilities. This will continue to be developed by the FDC project team in preparation for the implementation of CPE. Each of the Councils car parks will need to be allocated as either short or long stay facilities and all associated signing and lining works tendered and carried out prior to the CPE implementation date.

- 4) A second draft of the FDC/CCC agency and service level agreement has been drafted by Cambridgeshire County Council. However, it is understood that, following a number of unacceptable risks being highlighted during the development of this document, further revisions will need to be made. It is therefore proposed that the draft document is developed further by Cambridgeshire County Council's legal representatives before being shared with the FDC project team for FDC legal team review and member approval. The agreement will set out delegated authority to FDC and define responsibility for things such as sign and line maintenance, PCN income and operational deficit along with resolution of contractual issues associated with enforcement. The agreement will also need to set out how changes in legislation will be dealt with such as pavement parking and moving traffic contraventions.
- 5) All statutory consultees and partner organisations were formally consulted on the implementation of CPE within Fenland in April 2022. Consultees were given one month to register their comments or objections and whilst no objections were received, some organisations integral to the CPE implementation process did not respond. These organisations have now formally been written to and the responses collated. The collective feedback will be used to finalise the CPE application to the Department for Transport in 2023.
- 6) A draft application to the Department for Transport for a Civil/Special Enforcement Area Designation Order for the introduction of CPE in Fenland has been prepared by Cambridgeshire County Council in partnership with FDC. Statutory consultee feedback will be used to finalise the application which is currently intended to be put forward to the DfT in March 2023 providing the FDC/CCC Agency Agreement has been suitably developed and approved by both Councils.
- 7) Following liaison with all neighbouring local authorities to ascertain what CPE enforcement and administrative services could be provided to Fenland, three Local Authorities have expressed an interest. These offers and the potential to enter into a section 101 shared service agreement will be explored in greater detail by the CPE project team following the development of the FDC/CCC agency agreement.

Whilst the timeline required to implement CPE in Fenland was originally estimated to take 2 years, several factors including available County Council and Contractor resources have now inadvertently resulted in project slippage. Currently it is estimated that the CPE designation order is unlikely to be brought into effect until Q3 of 2024 unless an acceptable means accelerating the programme can be found.

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

The CCTV shared service has maintained its 100% service function across a 24/7 period.

From 1<sup>st</sup> April to 31<sup>st</sup> October 2022, the CCTV service has been able to respond to 863 incidents across our four market towns including incidents relating to anti-social behaviour, criminal damage, violent crime, illegal drug use, possession of weapons and theft.

As a result of CCTV intervention from 1<sup>st</sup> April to 31<sup>st</sup> October 2022 has led to 66 arrests being made by Cambridgeshire Police. This highlights the work CCTV services do to support the council and partners in responding to crime and disorder and helping to make our communities safer and reduce the fear of crime.

The CCTV service also continues to be pro-active in delivering services that helps reduce crime & disorder and anti-social behaviour by delivering regular camera patrols of our four market towns and other key locations. Since April and up to 31<sup>st</sup> October 2022, the CCTV team have delivered 2,453 patrols. All patrols are conducted across the 24/7 period ensuring that no matter what time of day and night our local communities are being protected and that any issues or concerns are being identified as early as possible.

The CCTV service also provides the councils 'out of hours' telephone contact services for example, homelessness, stray and lost dogs, cleansing incidents, dangerous buildings and structures, environmental complaints, to name but a few areas. From April to October the CCTV service has responded to over 223 service requests from our out of hours telephone contact service.

The CCTV service is currently recruiting a new temporary fixed term CCTV operator post to support the ongoing Safer Streets 4 work. The new fixed term post will be fully funded by the Safer Streets 4 grant and will be fulfilled until September 2023.

### **Other Projects:**

#### **Open Spaces and Grounds Maintenance Contract Update (Cllr Peter Murphy)**

An unusual season for the Grounds Maintenance team with heavy rain early on, searing heat in the middle and mild wet weather at the end. As a result, cutting continued into November but with most staff now dispersed for the winter the remainder (8) are diligently deployed on the shrub rounds and addressing the many hedge-related issues amongst other ad hoc tasks. The contract now rolls into a new year, our 8<sup>th</sup> with Tivoli, and the strength of the partnership continues to improve.

This month the new play area in Doddington commences and follows the completed projects in Guyhirn and Cricketers Way, Chatteris both of which have been popularly received.

The Splash pad at Wisbech Park opened only briefly (approx. 4 weeks Aug-Sep) but the public response to the project was universally positive. The pad reopens in May 2023.

Elsewhere, painting of aging play equipment has progressed in 5 locations, the bandstand was refurbished at West End Park, new trees are soon to be planted also in Wisbech Park, albeit some will have to come down following a recent inspection. Work on the felling is due to start imminently.

Also in Wisbech, the rose garden in Mount Pleasant cemetery has received attention and the area is now unrecognisable with many dead plants removed and a significant number of replacements about to be planted. The surrounding hedge will be thinned and the pathways jet washed and repaired where necessary. The Community Payback team have also been busy in the area with clearance work progressing well over the latter part of the summer.

In Whittlesey, the wildflower meadow at the Manor has been cut back in preparation for 2023 and progress to install a BMX pump track at West End Park, whilst slow, is nearing commencement. Tivoli and FDC contribution to the Gold award for Chatteris in Bloom was also noted

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

### **Street Light Repairs & Maintenance**

A total of 38 streetlight faults were reported and attended to during the months of August, September and October by FDC's streetlight maintenance contractor on behalf of FDC, Clarion Housing Association and seven of the Parish Councils. Only 15 of the reported faults related to District Council streetlights.

### **Capital Street Light Replacement Works**

Limited progress was made in August, September and October on the outstanding programmed Capital replacement works. Some delays in materials are still being experienced and long lead in times for UKPN connectivity works remain. However, a large proportion of programme slippage has been attributed to a shortage in FDC's streetlight contractor resources. A new contracts manager has now been appointed by Cable Test Ltd and it is envisaged that the remainder of the works already commissioned will be concluded by the end of the financial year.

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

Car Park asset inspections were undertaken at the end of October. Defects are currently being quantified and repair works will be undertaken over the coming months. Prices are awaited for repairs to the Somers Road Car Park recycling centre which unfortunately sustained fire damage in June following a suspected arson attack on the adjacent BT building. Repair works to the asphalt surface and boundary fence along with the relocation of the recycling centre to another location within the car park is scheduled to take place at the end of the year.

Following consultation with the community safety team and local constabulary, replacement of the broken vehicle stop kerbs in Furrowfields Road Car Park, Chatteris which were installed to prevent the repeated car related ASB are scheduled to be replaced in January.

General ground maintenance and gully cleaning works will also be undertaken over the next few months throughout FDC public car park sites.

### **Getting it Sorted Volunteers Update** (Cllr Peter Murphy)

The 41 trained volunteers continue to be active in their communities, schools and events, along with education on their patch and producing regular email updates to all 2,000 customers who have registered to receive them. So far this year the volunteers have completed a total of 350 volunteer hours and spoken directly to 1,540 customers, visited 17 schools or groups, and organised 12 events.

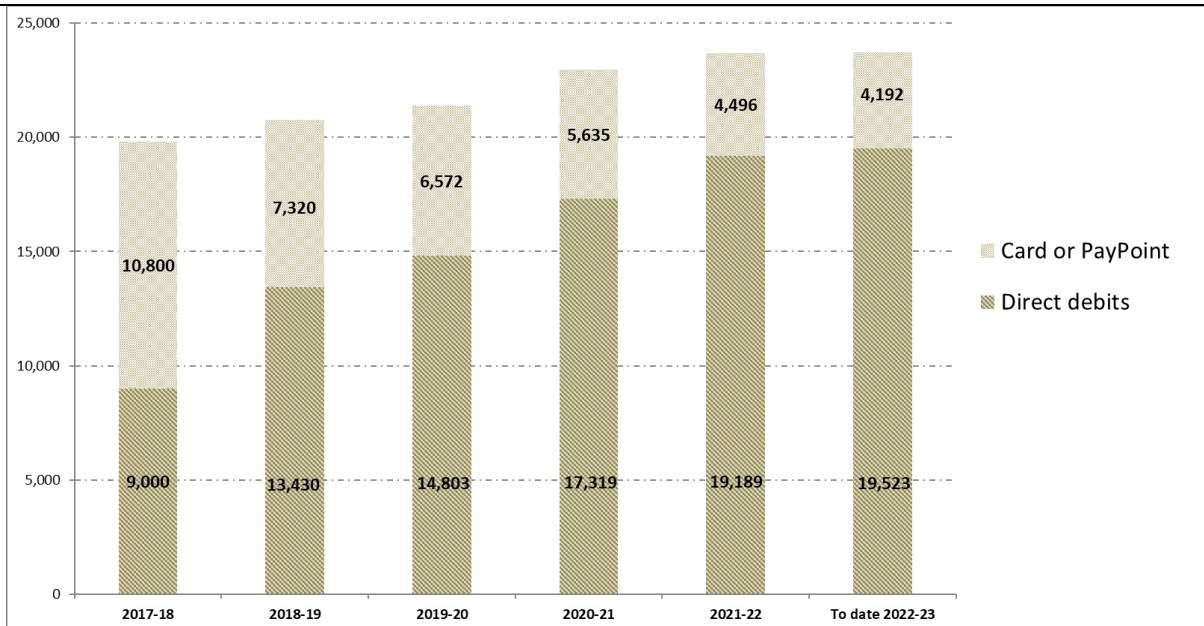
The Getting IT Sorted website ([www.gettingitsorted.org](http://www.gettingitsorted.org)) continues to be a well-used resource with 6,700 searches so far this year. The recycling information promoted through the Getting It Sorted Facebook page has achieved a reach of 9,334 people so far.

The volunteers have been involved in Golden Age fairs, landlord forums, supporting houses of multiple occupation, local primary schools and running local events.

The most recent Getting It Sorted schools and young people's [recycling competition](#) was recently launched by Cllr Murphy.

### **Garden Waste Service Update** (Cllr Peter Murphy)

The Fenland Garden Waste Service continues to grow but faces pressure from increasing service, resource and fuel costs.



### Subscription Payment by Payment Type 2017- (Oct) 2022

Customers are increasingly taking advantage of the reduced price direct debit, and as a result reducing the burden on administration and customer services. This year we have 82% (19,523) of customers paying by direct debit, 15% (3,690) by card online or by phone and 2% (502) via PayPoint at local shops and post offices.

Total income this year is just over £930,000. With increasing costs of supplies, fuel and resources are forecast to match this income, but there is an increasing risk that as costs rise that subscription income may not cover service costs moving forwards.

As a result, the coming season will see a slight increase in subscription costs to cover these growing costs. Direct debits will be £39 next season, with cash and card sales £47 for 2023/24. These costs remain the lowest in the Eastern Region.

### Community Safety Partnership (CSP) Update (Cllr Steve Count)

#### CSP Workforce Development

Training themes for CSP Workforce Development sessions are linked to the priorities within the CSP action plan. Frontline staff from statutory and the voluntary sectors who work across Fenland are invited to attend these free training sessions.

Those attending include staff from housing providers, FDC teams, police, probation, traveller teams, young people workers, family workers, children centres, food banks, volunteers, schools, healthcare workers, faith groups, community organisations and citizens advice.



## Prevent Training

CSP has in partnership with Eastern Region Special Operations Unit worked on facilitating two Prevent training events in Fenland. Planned for the 03/11/2022 and 07/12/2022.

The training will cover:

- Introduction to the Prevent Team
- Current UK threat level and looking at potential threats, including what to look out for
- A basic understanding of some of the ideologies
- What is Prevent and Channel? An overview of the process following a referral.
- How to make a referral to Prevent
- Some background into online platforms being used to exploit vulnerable people.

## Rural Engagement

The CSP continue to engage with rural communities. We have attended a Book Café in Murrow, Wisbech St Marys Good Companion club and a coffee morning in Walsoken. We have contacted rural parishes again to make them aware of our willingness to hold similar events where there is a good opportunity of local residents being in attendance, either at existing events or times/locations of increased footfall.



The sessions held have been supported by the local police team who are more than willing to attend, operational demand allowing.

Community Safety and Police advised on rural residents on scams, reporting neighbourhood and environmental issues, signpost to support with energy costs, roadside memorials, electric scooters, speeding, rough sleeping, drug activity, out of control dogs and littering.

## Community Engagement March/Project Edward

On 20 October, the Fenland Community Safety partnership supported a multi-agency Vison Zero Project Edward road safety event. With support of other teams within FDC we secured three venues and provided large scale resources on the day to ensure all partners were able to safely engage with residents in what was challenging weather conditions.





### **Community Safety Newsletter 12<sup>th</sup> Edition**

The CSP newsletter reports back on the activity of the CSP and will be published this November. This will be available on the CSP webpage and be distributed to partners in the statutory and voluntary sectors.

Hard copies are available in local libraires. In this edition you will find updates on workforce development sessions, engagement events, CAPASP. Plus, support and advice and reporting links on a range of concerns for the Fenland community to refer to.

### **Street Drinking Update (Cllr Steve Count)**

With the introduction of the police led partnership approach Operation Luscombe there does appear to have been a reduction in instances of visible street drinking. This is based upon initial observations from patrols by police.

One area where the joint working approach has been successful is in the Old Market. Community Safety worked closely with the Wisbech Neighbourhood Police Team and their Op Luscombe Officer to understand the issues impacting the area and to identify any perpetrators. This followed several reports from residents and businesses of street drinking related nuisance and begging.

Alleged perpetrators have been provided with Op Luscombe referrals. We have received positive feedback from the original informant who has indicated a clear reduction in problems being experienced.

**Key PIs:**

Key PI	Description	Baseline	Target 22/23	Cumulative Performance	Variance (RAG)
CELP8	Rapid or Village Response requests actioned the same or next day	95%	90%	96%	
CELP9	% of inspected streets meeting our cleansing standards (including graffiti and flyposting)	99%	93%	99%	
CELP10	% of household waste recycled through the blue bin service (1 month in arrears)	27.5%	28%	27%	
CELP11	Customer satisfaction with refuse and recycling services	96.3%	90%	TBC	
CELP12	Customer satisfaction with our garden waste service	98.75%	85%	TBC	
CELP13	Number of Street Pride, Green Dog Walkers, and Friends Of community environmental events supported	191	204	144	
CELP14	% of those asked who are satisfied with events	97%	96%	97.5	

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

Comments

## Economy

### Projects from Business Plan:

**Continue to review council land and property assets to ensure they are fit for purpose and optimised to deliver better public services, improve efficiency and release surplus land for residential and commercial development as outlined in our Commercial Investment Strategy** (Cllr Ian Benney)

Following the completion of sales of the first group of three sites, a further nine sites have had planning applications submitted prior to disposal. The sites are at Eastwood, Grounds Ave, Hurst Ave, Drybread Rd, Crown Ave, Upwell Rd, Gibside Ave, Mile Tree Lane and Riverside gardens.

Work continues with the Estates Dept and Portfolio holder to bring forward a set of Tranche 2 properties for members to consider for disposal.

Due to higher than forecast tender returns from the initial tender process, the tender process has now been suspended and bidders notified of this decision. Estates colleagues continue to work with the design team and Combined Authority to identify a solution that will enable a suitable commercial scheme to be delivered.

**Continue to lobby for improvements to our transport infrastructure, including the A47 economic corridor** (Cllr Chris Seaton)

Wisbech Access Strategy

**There is no specific update on this project**

This is a CPCA funded project being delivered by Cambridgeshire County Council. The latest information about the project can be found on the County Council website from the following link:

<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/transport-funding-bids-and-studies/wisbech-access-strategy>

A Wisbech Access Strategy report was presented to CPCA Business Board in July 2021 and CPCA Board in September 2021. The report required a strategic decision on the way forward linked to timescales and budgets. It was agreed that funding would be made available to complete the detailed design and the land acquisition for the 3 schemes – A47 Broad End Road, A47 Elm High Road and A1101 Ramnoth Road/Weasenham Lane. The work is progressing alongside a full business case project. These projects are now very near to completion in late 2022. A copy of the main accompanying paper for the meetings mentioned above can be found from the following link:

[https://cambridgeshire.cmis.uk.com/ccc\\_live/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1529/Committee/62/Default.aspx](https://cambridgeshire.cmis.uk.com/ccc_live/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1529/Committee/62/Default.aspx)

The next step for these 3 projects is to secure funding for their construction.

#### Kings Dyke Level Crossing

#### **There is no specific update on this project**

The deliverer of this project is through Cambridgeshire County Council, Growth Deal Funding by the former Local Enterprise Partnership (LEP) and Cambridgeshire and Peterborough Combined Authority Transforming Cities Fund. In July 2022, the new Kings Dyke bridge opened to traffic. Please see the link below for further details and images.

[King's Dyke bridge opens after 50-year bid to replace level crossing - BBC News](#)

The County Council website includes significant detail about this project including technical reports and questions and answers. This webpage can be accessed from the following link. [Kings Dyke Crossing](#).

#### March Area Transport Study

This is a CPCA funded project being delivered by Cambridgeshire County Council. It includes a range of transport projects across March to address transport issues and to facilitate new housing and employment growth.

The main project is currently in detailed design stage and full business case project work which is due to complete in late 2022. Papers confirming the outcome of the previous Outline Business Case (OBC) work including recommendations to draw down funding for detailed design and the final business case, were part of CCC, CPCA and FDC meetings in November and December 2021.

A copy of the OBC report can be found on the County Council website from the following link:

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

In October 2022 a further paper went to CPCA Board. This has secured the drawdown of £962,000 to allow utility and procurement works to commence. This is not new funding but an accelerated approach for schemes in St Peters Road, Peas Hill and Twenty Foot Road.

The MATS project also includes a Walking and Cycling Strategy. £562,800 was also approved at the October 2022 CPCA Board meeting. This funding allows for schemes in the Walking and Cycling Strategy to be progressed in 3 phases. The phase one schemes which are primarily lining and signing will be constructed and completed in full. Phase 2a schemes require further investigation and design work to determine the solution to be built. Phase 2b schemes require option development work as well as further investigation and design work. This funding will enable 28 projects to be

progressed as set out above. Phases 2A and 2B will require further funding in the future for their construction.

A copy of the October 2022 CPCA Board meeting paper setting out more details and information including for the 28 schemes can be found from the link below:

<https://cambridgeshirepeterboroughcagov.cmis.uk.com/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/2117/Committee/63/SelectedTab/Documents/Default.aspx>

The full technical details and feasibility study work associated with the March Area Transport Strategy can be found on the County Council website from the link below

<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/transport-funding-bids-and-studies/march-transport-study>

#### March to Wisbech Railway Line

This is a CPCA funded project with current study and assessment work being undertaken by Network Rail. The outcome of the study work is to be discussed at the CPCA Transport and Infrastructure Committee in mid-November 2022. The study is expected to focus on light railway and heavy railway options. A link to the papers and information for the CPCA meeting can be found from the link below:

<https://cambridgeshirepeterboroughcagov.cmis.uk.com/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/2139/Committee/67/SelectedTab/Documents/Default.aspx>

In March 2021 CPCA gave an update to the Transport and Infrastructure Committee on the Wisbech railway project. This included a recommendation to draw down an additional £300,000 for the further study work mentioned above. The work was to look to align the Wisbech Railway work with the Ely Area Capacity Enhancement project and in the short term a Wisbech to March service. A copy of the March 2021 CPCA report can be found in the link below.

<https://cambridgeshirepeterboroughcagov.cmis.uk.com/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1973/Committee/67/SelectedTab/Documents/Default.aspx>

#### A47 Dualling (CPCA Project)

**There is no specific update on this project.**

It was reported in late 2020 that National Highways (formally Highways England) Road Investment Strategy (RIS2) announcement did not include the A47 dualling project. Discussions between CPCA, National Highways and Government in early 2021 have since continued and negotiations are ongoing. In February 2021 National Highways agreed to undertake a review of the stage 0 work completed by CPCA. This review is to determine if there is any further work needed with a view to National Highways

adopting the development work into their own programme. It was also agreed that the work will also consider proposals from East Tilney to A47/A17 junction in Norfolk. We are awaiting the outcome of this project.

The above information was reported to the CPCA Transport and Infrastructure Committee in March 2021. A link to the paper from that meeting is below.

<https://cambridgeshirepeterboroughcagov.cmis.uk.com/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1973/Committee/67/SelectedTab/Documents/Default.aspx>

## **Support the delivery of interventions listed within the four market town 'Growing Fenland' socio-economic masterplans (Cllr Ian Benney)**

All £4m of CPCA funding has now been allocated to Growing Fenland projects. Updates on the projects are shown below:

### **Chatteris**

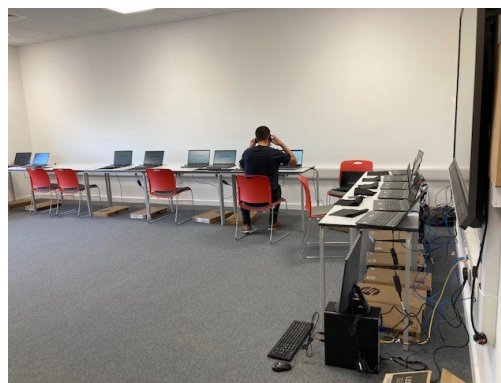
#### **Chatteris Town Renaissance Fund (£92k)**

The Chatteris Town Renaissance Fund project is progressing well and continues to consider and process applications for business grants as a result of the continued promotion of the scheme.

The street furniture refurbishment work is now complete.

#### **Chatteris Skills Development (£36,179)**

All of the ICT equipment is now being configured, ready for use. West Suffolk College have started marketing Adult Education courses that will be delivered from the North Cambs Training Centre either on the premises, virtually or remotely, using the equipment.



#### **Chatteris Museum & Community Space (£771,821)**

Chatteris Town Council have now purchased 2 Park Street (the former Barclays Bank) and building work is well underway. Listed building consents are being applied for on a regular basis so that agreement can be given on suitable works. New security, fire alarm and CCTV systems are being installed.

Allowing for the Christmas break and any hold-ups which may arise whilst waiting for building supplies and building consent, it is hoped that the building will be ready for re-occupation on 1 April 2023.



Planning permission to extend and convert 14 Church Lane has been agreed in principle, pending further agreements being approved.

## **March**

### **Match funding for March Future High Street Project (£900k)**

Please click on the link to see the update for [March Future High Street Project](#) elsewhere in this document.

## **Whittlesey**

### **Whittlesey Interactive Highway Signs (£57,500)**

Project complete (please [click here](#) for further information).

### **Whittlesey Heritage Walk (£218,169)**

The Whittlesey Heritage Walk was officially opened on 20 October. The new interactive walk will help to encourage people to explore the fascinating and often undiscovered history of town. Walkers will be guided by new signage and wayfinding information boards, and they can also use a walk brochure or an interactive app to help them along the route.

Leading explorers on a circular route of the historic town, the Whittlesey Heritage Walk has options to follow a longer or shorter trail, each beginning and ending in the Market Place, with its late 17th century open market house, the Butter Cross.

The routes take in much-loved landmarks, places of interest, and examples of well-preserved architecture spanning several centuries, highlighting fascinating facts and intriguing histories along the way.



There is also the option to add on a scenic riverside walk or follow routes to the Kings Dyke Nature Reserve, Lattersey Nature Reserve, and Whittlesea Railway Station.

To complete the Whittlesey Heritage Walk, visitors can:

- Head to the Market Place, Whittlesey, and follow the directions on the information boards at various points along the routes.
- **Download the Whittlesey Heritage Walk brochure**. Copies of the brochure are also available for those without internet access from the Whittlesey Town Council offices in Queen Street (**check their website for opening hours**)

- Get a guided tour of the walk on mobile with the **Love Exploring app**. The app, which is free to download, uses an interactive map to guide explorers round the walk and provides interesting insights into the town's hidden histories.



Families and youngsters will particularly enjoy the Love Exploring app's Augmented Reality and GEO-Location features, providing fun and games along the route. There are also plans in the pipeline to develop an Augmented Reality version of Whittlesey's famous Straw Bear to add to the app.

For further information, please see the information page on the Council's website [Whittlesey Heritage Walk - Fenland District Council](#).

### **Whittlesey Heritage Visitor Centre (£500k)**

As part of the Growing Fenland work for the town of Whittlesey, the town team requested £500,000 to develop a heritage centre for the town. This facility was to be situated on Forterra land, adjacent to a local nature reserve about ¾ of a mile outside the

town. Substantial work has been undertaken by third party consultants prior to the Growing Fenland project regarding this project.

Following the Combined Authority's (CPCA) approval of the grant to Whittlesey Town Council to support the development of the Heritage Centre, the Town Council put together a project working group consisting of three elected Members. Work on the design of the facility has been underway since 2021 until March 2022. Whilst a design now exists, there is a substantial gap in funding between the expected cost of the new building and the funding available. Other funders have been considered with no success – the funding gap is too large and requires a national funder such as the Heritage Lottery Fund. With the current climate in the construction market, alongside the abnormal inflation seen in the UK, any build project would need to add in a substantial inflationary contingency, as well as contingencies for unforeseen issues encountered during the build. These considerations increase the funding gap further.

The project team has considered the location and the gap in funding, alongside market conditions and believe that continuing with the project at this time is unlikely to produce a facility in a timely, affordable manner. The project will not give good value for money to the taxpayer and work on the heritage centre has been suspended since early summer 2022.

The CPCA has asked for a paper to consider alternative options that the remedial funding from the heritage centre project could be used for in Whittlesey. A report was prepared that listed several items at the Manor site. However, as the Whittlesey Town Team (the group nominated to determine suitable projects for the CPCA Town Fund,



taking regard of the Whittlesey Growing Fenland market town report) had not discussed this paper, it has been put to one side. Town Team meetings to discuss the funding have been held to develop a paper to CPCA that has Town Team approval.

Following the meeting of the Town Team on 26 October, the Team has settled on several community focussed projects that they wish the funding to be allocated to. These projects either reflect priorities within the Growing Fenland Whittlesey market town report or issues that are important to the community and have arisen since that report was originally developed.

Costs estimated for the improvements specified are as follows;

£260,000	Strategic Outline Business Case – Whittlesey Relief Road
£55,000	Community basketball / tennis / netball, improvements incl. site investment appraisal
£20,000	Market Place improvements
£10,000	Library display, with anticipated match funding from NLHF / Arts Council
£110,000	Additional solar PV on swimming pool building
£455,000	Total

It should be noted that of these projects the only one that is scalable is the solar PV project. As this is the case, the Town Team in Whittlesey has asked that once procurement of the 4 initial projects is complete, the remaining funding will then be used for the solar PV. With the current disruption that inflation and supply chain issues are causing across many industries, the team is keen to ensure that once firm costs from quotations are available for the 4 initial projects, that the grant funding is flexible enough to accommodate fluctuations in costs that are above estimates.

#### **Whittlesey Business Capital Grants Scheme (£124,331)**

Remaining payments are being finalised. A further update will be included in the next joint Portfolio Holder report.

#### **Wisbech**

##### **Wisbech Market Place Enhancement Scheme (£200k)**

Project complete. For further details please [click here](#).

##### **Wisbech Football Counters (£19,500)**

Project complete.

##### **Wisbech Replacement Shopwatch Radio Scheme (£33,800)**

This funding has been received in full by the Town Council but none of the money has yet been spent.

A meeting between the Wisbech Town Council Clerk and representatives of the Chamber of Commerce, for the purpose of developing a Service Level Agreement in relation to the council "handing-over" the radio scheme to the Chamber of

Commerce, has taken place. The Town Clerk is in the process of finalising the Service Level Agreement. A representative of the Chamber of Commerce (who is also a member of Wisbech Town Council) has been involved in discussions with the supplier of the equipment regarding some of the pre-installation technical issues. The delay in implementing this scheme is because of the need to secure access to the radio repeater system, which is installed at Exchange Square (the former FDC offices in Wisbech) alongside the CCTV relays. Aarron Locks, the Manager of the joint FDC and Peterborough City Council CCTV service is currently negotiating with the new owners of Exchange Square an agreement to continue to use that space for both the radio repeater system and the CCTV relays. It is understood that that an agreement is close to being reached. As soon as that situation has been resolved, Wisbech Town Council is ready to procure the equipment and issue it to the Chamber of Commerce. This project has been incorporated within the Safer Wisbech Action Plan.

### **Wisbech Splash Pad (£147,500)**

Project completed. Please click on the link below for further information:

[Wisbech Splashpad Officially Opens - Fenland District Council](#)

### **Wisbech Park Community Hub (£299,200)**

The planning application for the community hub has been approved and procurement paperwork is being developed with new architects. Power and water are already in place as a result of the splashpad facility's development.

The project team expects to go out to tender in December, with returns due in January. Subject to tender returns and affordability, start on site is anticipated in March 2023.

### **Wisbech Business Capital Grants Scheme (£200,000)**

Remaining payments are being finalised. A further update will be included in the next joint Portfolio Holder report.

### **District Wide**

#### **Civil Parking Enforcement (£400k)**

Please click on the link to see the update for [Civil Parking Enforcement](#) elsewhere in this document<sup>18</sup>.

### **Continue to prepare a new Local Plan document, which will determine how the district will grow in the future** (Cllr Dee Laws)

The community consultation closed in October 2022 and the representations are in the process of being analysed. A revised plan (with a summary of the representations and recommendations on whether or not the Plan should be changed to accommodate them) will be brought before members (by July 2023 at the latest) for approval prior to another round of community consultation.

**Deliver railway projects with CPCA support through the Manea, March and Whittlesea Stations Project Boards (Cllr Chris Seaton)**

Manea Station

The car park is nearing completion. The car park is expected to be open in late 2022.

March Station

The platform 1 building project and the refurbished and extended station car park are now complete. The official opening event took place in May 2022.

Whittlesea Station

The second strategic outline business case and options appraisal work is now complete. The Project Board have reviewed the recommendations and have confirmed the next steps for an Outline Business Case (OBC) Project. A high-level proposal for the OBC project has been completed and submitted to CPCA for consideration as part of their funding assessment process. Funding will need to be secured for any future work.

**Work with partners to deliver property improvements and the activity plan as part of the National Lottery Heritage Funded Wisbech High Street Project (Cllr Chris Seaton)**

The National Lottery Heritage Fund (NLHF) scheme has continued to progress positively.

Individual property updates are as follows:

13-17 Wisbech High Street - now complete with a certificate of completion received by the NLHF Officer.

18 Wisbech High Street - has completed 60% of the works to their property with completion programmed for this quarter

19 Wisbech High Street - have now formally completed their grant application with works expected to take place in 2023.

31 Wisbech High Street - formally completed an application for funding which was approved, works commenced on November 4<sup>th</sup> and will be completed by November 19<sup>th</sup>.

24 Wisbech High Street - FDC are currently in a pre-contractual agreement with ETEC (chosen contractor) to generate a formal target cost for the works. Once received, this cost will be reviewed by the team ahead of commencement onsite in the new year. Start date currently targeted for end of January 2023.

11-12 Wisbech High Street – Officers are currently exploring two options for development of 11-12 following the departure of the previous private investor. One option is for the creation of a temporary Façade at the site which would plug the gap in the Highstreet but not add any real world usage. The second option continues to work with an external investor and funding partners to create a development similar to that which currently has planning permission. Updates on this will be provided under separate cover at forthcoming Cabinet meetings.

Fenland District Council is also in the process of requesting a further formal extension to the grant funding agreement with the NLHF as funding continues to be allocated and projects progressed. Initial conversations with the NLHF indicate that this should not be an issue.

### **Activity plan**

We have worked with partners at Lincoln Conservation, six artist workshop providers, St Peter's Church Hall and Etcetera Community Hub Studio. We have co-ordinated seven free traditional heritage skills workshop as part of the Wisbech High Street Project activity plan.

We have promoted, organised and been point of contact for the public attending and we have liaised with venues and supported with on the day delivery. Each of these events have been successful with new people joining each workshop and learning about the history of their town, local buildings and interesting opportunities to learn traditional skills. We have received positive feedback from those attending:

24/31 participants were local to Wisbech

14/31 participants have engaged with the project before

31/31 participants said that they learnt something

Comments included:

- “very educational!”
- “excellent and informative day”
- “amazing workshop loved learning a new skill”
- “fantastic event, full day that felt like 10 minutes my favourite day ever!”
- “absolutely great - hope more funding will be made available to bring much needed creative activities to Fenland via the Council”
- “thank you so much for the opportunity...fantastic day, will be telling everyone about this”

## Other Projects:

### Economic Growth Team Activity (Cllr Ian Benney)

#### Investment Zones

Four Expressions of Interest (Eoi) have been submitted to the Combined Authority (CPCA) for Investment Zones in Fenland for:

- Whittlesey Science & Technology Park (ex-brickworks site)
- Nene Waterfront, Wisbech
- Advanced Manufacturing Park, Chatteris (Stainless Metalcraft)
- South Wisbech (previous location for potential enterprise zone).

The CPCA have forwarded all the Eoi's to DLUHC and we await their decision as to whether we are to take any to full application.

#### Shared Prosperity Fund

The CPCA have received the detailed Annex 2 proposals. The amount we have been allocated to bid for is £1.25m over three years.

#### Rural England Prosperity Fund (REPF)

We are currently considering a joint submission with the other three local authorities eligible to bid for REPF. The amount we have been allocated to bid for is £436k over two years. The CPCA will submit a joint proposal to DLUHC by end November.

The REPF provides capital funding to:

- support new and existing rural businesses to develop new products and facilities that will be of wider benefit to the local economy. This includes farm businesses looking to diversify income streams
- support new and improved community infrastructure, providing essential community services and assets for local people and businesses to benefit the local economy

#### Events

A half day Skills & Employment event was held at The Boathouse featuring eight exhibitors, including DWP, North Cambs Training Centre and Growth Works Skills. A total of 14 major businesses attended and we received very positive feedback from them all about how they will make use of the information and take part in follow up meetings to help them with their recruitment and retention of staff. For those major employers that could not attend we have held a number of onsite meetings along with Growth Works with Skills. Interest from the employers is focussed on upskilling the existing workforce and apprenticeships.

ADAS, who established an office in Chatteris earlier this year, held an Innovation in Post-harvest Management of Fresh Produce event attended by food and agriculture businesses. The company offer consultancy services to and work with food businesses

to attract government funded research grants for development projects.

### **Discretionary Business Rates Scheme**

Cabinet & Council in October approved a new discretionary business rates scheme aimed at encouraging developers to build new business units with the potential of not having to pay business rates for up to 12 months until the unit is occupied.

### **Other updates**

Working with the Council's communications team, we have redesigned the Fenland for Business website and will continue to develop it including utilising video content.

We welcomed Cherrie Gatty, My Fenland Technical Officer, to the team who in addition to her My Fenland duties will provide much needed support to the Economic Growth Team. Her first objective is to cleanse and add to the data the team hold on local businesses and provide contact and other information on businesses we are targeting to attract into Fenland.

## **Future High Streets Fund (Cllr Ian Benney, Cllr Chris Seaton & Cllr Jan French)**

### **Broad Street/Riverside:**

Projects were put out to tender in early October with the team now focussed on responding to queries from any contractors regarding works. The tender response deadline for contractors is now set as the 25<sup>th</sup> November. To date we have received confirmation from 2 of the 4 contractors on the framework that they intend to provide a target cost for the works. FDC now have confirmation of all funding required to deliver this scheme from The Department for Levelling Up, Housing and Communities (DLUHC). FDC is programmed to contract a delivery partner in January 2023 via the CCC framework.

Members were consulted regarding the location of the recently included toilet block as part of the Riverside scheme on Monday 14<sup>th</sup> November. The chosen location will now be passed onto the design firm for re-design.

### **Marketplace**

Marketplace works are progressing well towards delivery. Materials have now been purchased for the development of the site. Arrangements to relocate market traders onto City Road car park are now in place with all traders contacted regarding the temporary change.

The final Market Day will take place on January 7<sup>th</sup> with the marketplace closed for works thereafter for circa 10 weeks.

### **Purchase of development sites:**

Fenland District Council has now made formal offers on both the Collingwood's and

Barclays sites within the town. It was agreed at the last meeting to progress the legal process at risk (pending DLUHC approval) to continue this process. FDC have now moved forward into the legal process via our Property Management Team. DLUHC have not responded with approval to date regarding the allocation of funding for these purposes following a Project Amendment Request submitted on the 17<sup>th</sup> October 2022.

**Planning:**

At the previous Member Steering Group meeting it was agreed to progress with planning applications in relation to works being planned for Broad Street and the Riverside. Planning applications for the schemes were submitted on 14<sup>th</sup> October 2022 and are now under review by the Planning Department.

**Programme dates:**

Programme key dates are as follows:

The March Market Place will commence Monday the 9<sup>th</sup> of January for 10 weeks (weather dependent) following a final Market trading day on the site on the 7<sup>th</sup> January.

Broad Street and Riverside works will be split. Cadent Gas are anticipated to begin works mid-February with the Future Highstreet Fund and MATS work beginning thereafter (estimated to be May) for one year.

The public toilet works will be completed following all other works in 2024 and will be delivered by FDC's engineering department as a separate project to the Future Highstreet Fund and MATS projects.

**Promote and develop our Business Premises at South Fens, The Boathouse and Light Industrial Estates to encourage investment, business and job creation and skills diversification** (Cllr Ian Benney)

The Estates Department continue to work with tenants of all sites to ensure the properties remain occupied and profitable. As of October, all industrial units are fully occupied whilst the Boathouse is at 88.8% occupancy and the South Fens Business Centre is at 71%.

The Boathouse occupancy is lower for this period as two tenants have had funding withdrawn and have therefore vacated. However new tenants have been identified and ongoing work to secure the new leases is progressing

The process of reviewing the occupancies of the industrial units continues with offices taking action to renew expired leases across all sites before moving onto rent reviews which have not been actioned. To date the work has resulted in rent increases to the benefit of FDC of 25.87% on the estates actioned as well as the management benefit

of the agreements being on new standardised modern lease terms

### **Affordable Homes** (Cllr Sam Hoy)

The new affordable home completions total has reduced from a forecast of 170 units to a total of 61 units expected during 2022/2023. This is due to the following:

- Elm High Road, Wisbech was expecting 79 units to handover during 2022/23 but these have now all slipped into 2023/24
- Bassenhally Phase 3, Whittlesey was expecting 27 units to handover during 2022/23 but some of these completions have slipped. We are currently forecasting 7 units for 2022/23 and the remainder during 2023/24
- Wisbech Road, March was expecting 10 units to handover during 2022/23 but these have now slipped into 2023/24
- Kingswood Park is still showing 27 units forecast for handover during 2022/23 but these are at risk of slipping into next financial year, due to the original Contractor going into administration. This means Sanctuary need to reappoint the contractors to finish up and complete the units and retest all the installations.

### **Environmental Health inspection and business support programme** (Cllr Sam Hoy)

#### Fresh social media campaign

As part of our work to support businesses, a fresh series of social media posts commenced this last quarter. Each time business achieves a score of 5 in the Food Hygiene Rating Scheme we offer to publicise this score. The monthly social media posts are going well and receiving many views.

The list of successful businesses is published on our website and the social media post contains the link that leads to this.

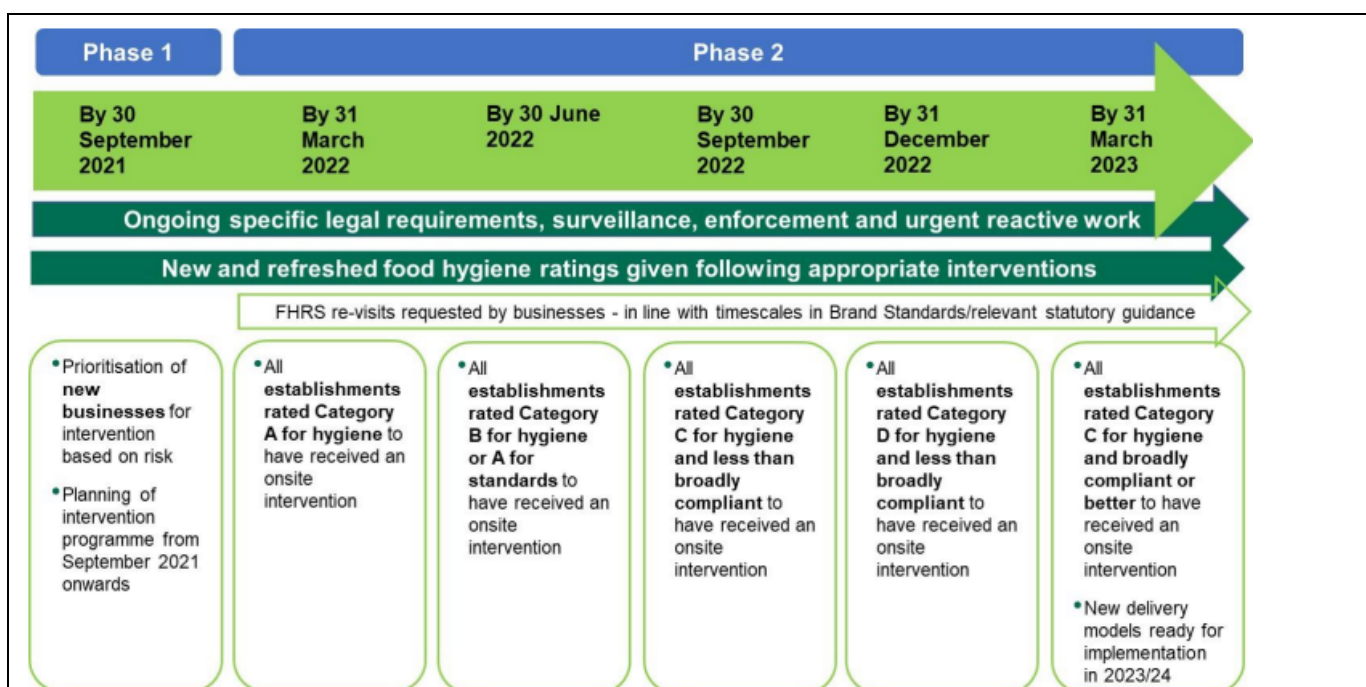
[Food Hygiene Rating Scheme - Fenland District Council](#)

#### Statutory inspection programme

In October, the Food Standards Agency requested information in relation to the Council's progress to meet the Agency's recovery plan. This plan allows some flexibility to the normal inspection programme due to councils continuing to 'catch up' following the COVID pandemic and businesses being closed or restricted in terms of their activities.

Our feedback was positive and that we continue to meet the requirements and timescales of the plan below:





### Inspections completed

From August to 8<sup>th</sup> Nov 2022, the team carried out 113 food safety interventions. There were 6 formal interventions required with most businesses achieving high ratings through the food hygiene rating scheme.

Month	Number inspected	Number rated 4 or above
August	25	25
September	52	49
October	33	26
November	3 (to date of reporting)	3
<b>Total</b>	<b>113</b>	<b>103</b>

The Council continues to receive complaints about food and food premises and take appropriate action. There were 38 reports of food safety or hygiene issues from August to November 8<sup>th</sup>.

### Health and Safety at work inspection programme

Progress against this statutory plan has continued throughout the reporting period. This service plan sets out the regulatory requirements for health and safety in the workplace.

Of particular focus has been those businesses offering skin piercing and beauty treatments. During this period there have been 4 new tattoo businesses licensed.

**Key PIs:**

Key PI	Description	Baseline	Target 21/22	Cumulative Performance	Variance (RAG)
CELP15	% of major planning applications determined in 13 weeks (or within extension of time)	92%	70%	82%	
CELP16	% of minor planning applications determined in 8 weeks (or within extension of time)	72%	70%	62%	
CELP17	% of other planning applications determined in 8 weeks (or within extension of time)	84%	80%	82%	
EGA1	% occupancy of our business estates	91.2%	92%	94.4%	
MS1	% occupancy of Wisbech Yacht Harbour (85 berths)	94%	95%	95%	
CELP18	% of businesses who said they were supported and treated fairly	100%	96%	100%	

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

Comments
Performance in relation to Minor applications, whilst below target, has improved since the figures were last reported. There has been a 3% improvement since the previous month. Performance on Major and Other applications exceeds our performance target. The team remain under considerable pressure with caseloads higher than benchmark levels and turnover of agency staff as we have been unable to fill all the vacant post we have in the team. There also remains the vacant conservation post which is impacting on Development Management staff.

## Quality Organisation

### Projects from Business Plan:

#### **Deliver our Commercial Investment Strategy** (Cllrs Chris Boden & Ian Benney)

As part of the Commercial and Investment Strategy, a facility of £25m was granted to the Investment Board to finance capital expenditure to be undertaken in accordance with the aims and objectives of the agreed strategy. At the end of March 2022, £4m of this facility has been utilised to fund the acquisition of a commercial investment in Wisbech and a house in March. These acquisitions were approved at Investment Board meetings held on 16<sup>th</sup> March 2021 and 3<sup>rd</sup> December 2021 respectively. Further utilisation will be needed when the funding position of Fenland Future Ltd is fully agreed.

The Commercial Investment in Wisbech has delivered a rental income of £230k for the year to March 2022. Rental income continues to be on track for 2022/23. As we used our own funds to acquire this asset there is no external cost of capital and the loss of interest foregone on our funds is minimal at present. This acquisition has enhanced the Councils revenue position and has had a positive impact on the MTFs as presented to Full Council in February 2022.

Fenland Future Ltd has applied for Outline Planning permission on the two Council owned sites identified for development in their Business Plan. Work now progresses on options for the delivery methodology to be utilised in delivering the developments. Financing, SLA and Indemnity agreements were approved by the Investment Board in July 2022.

#### **Deliver the Transformation project to modernise customer service arrangements across the district** (Cllr Steve Tierney)

The Corporate Transformation programme, under the Council for the Future priority, continues to focus on modernising the way we deliver all aspects of services to our customers. The project aim of “**improving customer experience and making it even easier for people to interact with the council**” continues to be at the heart of service design as well as ensuring we exploit the use of technology to increase customer choice regarding accessing services at the same time as working efficiently and effectively, building resilience whilst driving down costs.

Key achievements to date have included

- **5** admin services brought together creating a single point of contact for customers

- **29** staff in new roles
- **99.5%** of customer queries resolved at first point of contact
- **Over 18,000** payments made via PayPoint
- Over **£2.5m** in payments made via PayPoint
- Launch of Paypoint payments in relation to Turf Lane Traveller site- November 2022
- New ways of working has released **2 days** per week chargeable support to Hunts DC
- **136** process mapped across services
- **33** processes redesigned
- **8** service teams supported by Technical Officers
- **17** customer digital journeys launched including Licensing and Environmental Health
- **8** new online website forms launched
- Automated trade Waste Invoices
- **£203k** savings 2021/22

The Transformation Programme works with services across the Council

### Current projects include

**Planning Service** – Process mapping and business process redesign, maximising the use of technology and efficient working practices. The Initial phase 1 recommendations have been shared with key members and the service, with implementation commencing January 2023.

**Cemeteries** – business process mapping/ process redesign, maximising the use of technology, building resilience

**Markets and Events** – Launching Digital Journey's enabling customers to book and pay for the service via one single electronic process

**Economic Growth** – Providing support to business at the first point of contact, releasing specialist Officer time to work more proactively with businesses with high growth potential

**Private Sector Housing** – Business process redesign releasing specialist officer capacity

**Tree Management Software**

**Estates Software**

**Housing Options**

### Better Online Services Project (Cllr Steve Tierney)

Better Online Services Project aims to “**Develop the Council's website to provide residents and businesses with even better online services**”

Our aim is to have an inviting and user-friendly website for our residents and businesses: [www.fenland.gov.uk](http://www.fenland.gov.uk). We aim to have a suite of online forms and digital

journeys that enable residents and customers to self-serve via the website, with little or no back-office intervention.

Our progress between April 2022 and September 2022:

## Better Online Services - April to September 2022

### Our Aim

Our aim is to develop the Council's website to provide residents and businesses with even better online services.



### FDC Website

-  **157,000 visits** to [www.fenland.gov.uk](http://www.fenland.gov.uk)
-  **11,500 webforms** completed online
-  **Regular** update and front-page news story promotions to maintain user engagement
-  **Accessibility** improvements undertaken to increase compliance with WCAG 2.1AA
-  **Wisbech 2020 Vision** website brought back in house, with content hosted on the FDC website
-  **Development work** for the Fenland for Business website. This will bring an externally hosted website back in house.
-  **Launch of** 'Operation London Bridge' homepage template following the death of Her Majesty the Queen

### Online Forms

-  Our website offers over **48 online forms** (an increase of 6 since March 2022)
-  **11,500** webforms completed online from April 2022 to September 2022
-  **Launch** of new online forms relating to Internment bookings, Commercial Waste enquiries, Noise complaints, Smoke complaints and the Local Plan consultation
-  **Updates** undertaken to Garden Waste form to improve the user journey
-  **Process mapping** work completed, and order placed for a Bulky Waste Collection form. Like our Missed Bin Reporting and Environmental Service Requests forms, it will be fully integrated with Bartec to provide real-time information to crews and reduce back-office resourcing

### Digital Journeys

-  **2 Idox** Digital Journey forms for Licensing and Events. These enable customers to supply information or apply for a license via our website on a 24/7 basis
-  **Launch** of Noise Reporting, Smell Reporting and Event Application forms via Goss linking to Idox system, reducing the amount of back-office intervention required

### Social Media

-  **Links** to regular Council news, events and information to our 8,838 Twitter followers and 6,100 Facebook followers



**Identify and deliver projects that support us to become a 'Council For the Future' (CFF)**  
(Cllr Chris Boden & Cllr Steve Tierney)

Please see update included in the Council's Annual report for 2021/22.

## Other Projects:

### Communications Update (Cllr Steve Tierney)

#### News update:

The number of news stories added to the FDC website and distributed as press releases to local media:

- August – 11
- September – 10
- October - 9

#### Monthly update on FDC social media sites:

The number of social media updates added to the FDC twitter and Facebook accounts:

- August: Twitter = 99  
Facebook = 95
- September: Twitter = 90  
Facebook = 84
- October: Twitter = 130  
Facebook = 115

We currently have 6,240 followers on Facebook and 8,844 followers on twitter.

#### Consultation Summary:

- Whittlesey Neighbourhood Plan Examination – 8 July – 1 September 2022
- Draft Local Plan – closed 19 October 2022
- March Railway Station Redevelopment Survey – September 2022
- Polling District Review - closes 11 November 2022
- Draft Planning Local Validation List – closes 14 November 2022
- Fens Reservoir (Anglian Watch & Cambridge Water) – closes 21 December 2022

## Other Updates:

### Cambridgeshire & Peterborough Combined Authority (CPCA) update (Cllr Chris Boden)

Information relating to the CPCA can be found on their website:

[Cambridgeshire & Peterborough Combined Authority \(cambridgeshirepeterborough-ca.gov.uk\)](http://cambridgeshirepeterborough-ca.gov.uk)

Mayoral decisions can be found [here](#).

Office decisions can be found [here](#).

The papers for recent meetings can be found by clicking on the links below:

<b>CPCA COMMITTEE</b>	<b>DATE OF MEETING</b>	<b>LINK</b>
Combined Authority Board	19.10.22	<a href="#">CMIS &gt; Meetings</a>
Audit & Governance Committee	30.09.22	<a href="#">CMIS &gt; Meetings</a>
Employment Committee	24.06.22	<a href="#">CMIS &gt; Meetings</a>
Housing & Communities Committee	14.11.22	<a href="#">CMIS &gt; Meetings</a>
Overview & Scrutiny Committee	17.10.22	<a href="#">CMIS &gt; Meetings</a>
Skills Committee	07.11.22	<a href="#">CMIS &gt; Meetings</a>
Employment & Skills Board	18.10.22	<a href="#">CMIS &gt; Meetings</a>
Transport & Infrastructure Committee	16.11.22	<a href="#">CMIS &gt; Meetings</a>
Business Board	14.11.22	<a href="#">CMIS &gt; Meetings</a>

Forthcoming CPCA meetings include:

<b>CPCA COMMITTEE</b>	<b>DATE OF MEETING</b>	<b>LINK</b>
Combined Authority Board	30.11.22	<a href="#">CMIS &gt; Meetings</a>
Combined Authority Board	25.01.23	<a href="#">CMIS &gt; Meetings</a>
Audit & Governance Committee	02.12.22	<a href="#">CMIS &gt; Meetings</a>
Audit & Governance Committee	13.01.23	<a href="#">CMIS &gt; Meetings</a>
Audit & Governance Committee	27.01.23	<a href="#">CMIS &gt; Meetings</a>
Employment Committee	30.11.22	<a href="#">CMIS &gt; Meetings</a>
Housing & Communities Committee	16.01.23	<a href="#">CMIS &gt; Meetings</a>
Overview & Scrutiny Committee	28.11.22	<a href="#">CMIS &gt; Meetings</a>
Overview & Scrutiny Committee	23.01.23	<a href="#">CMIS &gt; Meetings</a>
Skills Committee	09.01.23	<a href="#">CMIS &gt; Meetings</a>
Employment & Skills Board	06.12.22	<a href="#">CMIS &gt; Meetings</a>
Transport & Infrastructure Committee	18.01.23	<a href="#">CMIS &gt; Meetings</a>
Business Board	09.01.23	<a href="#">CMIS &gt; Meetings</a>





**Key PIs:**

Key PI	Description	Target 21/22	Cumulative Target	Cumulative Performance	Variance (RAG)
PRC1	% of customer queries resolved at first point of contact	Rolling monthly target of 85% per month	85%	99%	
PRC2	% of customers satisfied with our service (March 2022)	90%		93%	
PRC3	% of contact centre calls answered within 20 seconds	Rolling monthly target rising to 46.5% by March 2023	35%	51%	
PRC4	% of contact centre calls handled	Rolling monthly target rising to 80% by March 2023	65%	89.6%	
ARP1	Days taken to process Council Tax Support new claims and changes	7.00 days	7.00	6.73	
ARP 2	Days taken to process Housing Benefit new claims and changes	6.00 days	8.00	7.93	
ARP3	In year % of Council Tax collected	95.72%	65.46%	65.72%	
ARP4	Council Tax net collection fund receipts	£64,734,624	£43,103,532	£43,234,699	
ARP5	% of NNDR collected	96.70%	63.65%	63.18%	
ARP6	NNDR net collection fund receipts	£24,017,406	£4,466,095	£15,457,406	
PRC5	Number of online forms submitted via FDC website	22,000		13,022	

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

Comments

