

Overview & Scrutiny Panel

Progress Against the Environment Priorities

**For performance from
1st April to 31st August 2023**

Portfolio Holders



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



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



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



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

Environment

Projects from Business Plan:

Deliver a high performing refuse, recycling and street cleansing service

Diverting waste from landfill (Cllr Murphy)

The amounts and make up of waste presented by customers continues to change in response to broader issues such as the cost-of-living increases.

The provisional waste figures for the first 4 months of this financial year demonstrate elements of these changes. The teams have already collected a total of more than 14,500 tonnes of domestic and commercial waste from our customers. Within this total the Residual Waste remains broadly unchanged from last year, overall recycling waste has reduced by around 6% (180 tonnes) and the weather this year has resulted in an increase in garden waste collected of 26% (781 tonnes).

Collected Waste Tonnages	2022	2023	% Change
Overall tonnage	13,956	14,527	4.09%
Residual Tonnage	8,014	7,984	-0.38%
Dry Recycling Tonnage Actual	2,960	2,780	-6.07%
Compost Tonnage Actual	2,983	3,763	26.17%
Dry Recycling & Compost Tonnage Total	5,942	6,543	10.11%

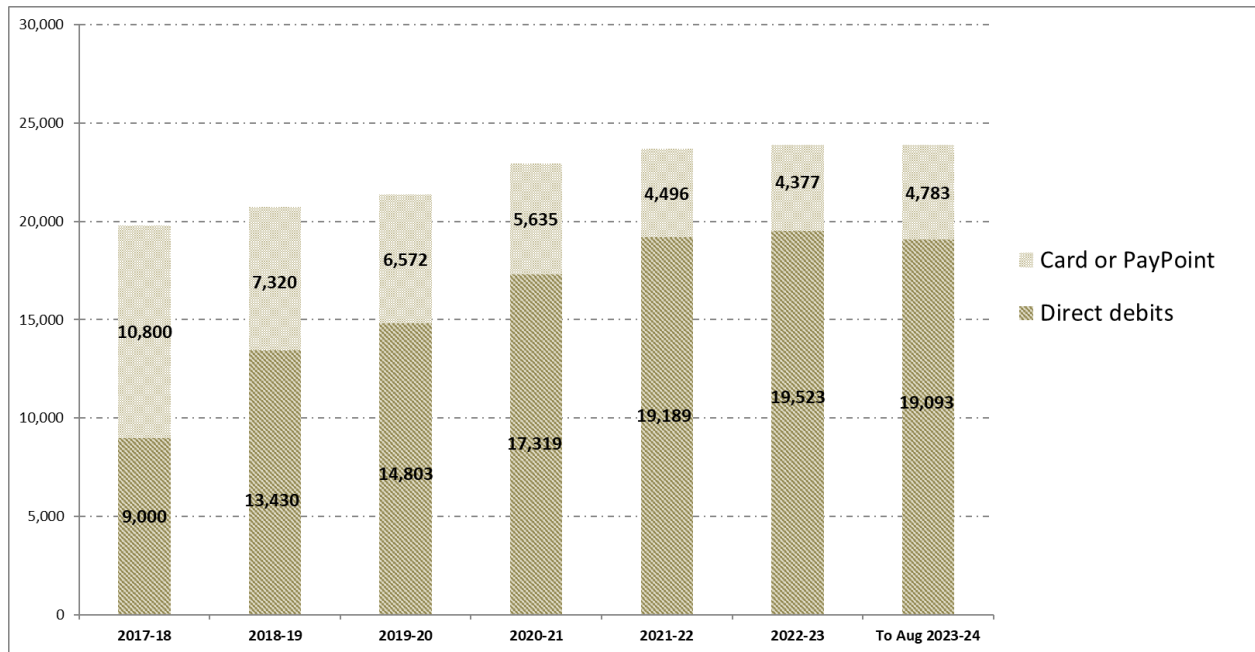
Collected Waste – Percentage Recycling (Blue Bin to Residual)	27%	26%
Percentage Recycling (Blue and Brown Bin to Residual)	43%	45%

The economic pressure on our customers is being seen in the reduced amount of recycling being produced. These reduced levels, along with significant changes in the values of the recycling material markets has seen a change in the income achieved from recycling compared to the highs of last year. In the first 4 months of this financial year, we achieved a net income of £110,182 from the materials presented, which is £92,733 less than the same period last year. This is because of a tonne of Fenland's recycling being worth around £130 a year ago and is now worth closer to £60 which has reduced the income from the materials.

We will continue to support our customers to maximise their recycling efforts and continue to treat their waste as a resource, but it is clear that the economic situation is having an impact across the recycling resource chain and impacting income from the materials collected.

Garden Waste Collection (Cllr Murphy)

The levels of garden waste subscriptions this year are already approaching those at the end of last year. A total of 23,876 subscriptions so far this year, with 80% direct debits, has generated an income of around £968,000 to cover the costs of providing the garden waste service to those who have chosen to make use of it.



Delivering clean streets and public spaces (Cllr Murphy)

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

So far this year they have responded to 681 requests from the public to deal with fly-tipping, graffiti, street cleansing or similar requests. Of these 96% (657) were actioned same or next day. Last year the team responded to 1,868 such requests with 96% (1,785) dealt with same or next day.

The scheduled cleansing and rapid response service, with support from Fenland’s active local volunteers, including Street Pride groups, deliver clean streets and public open spaces in Fenland. The standard of cleanliness is monitored by Street Scene officers using Keep Britain Tidy surveying methodology across a range of land use types and all wards. In the past 4 months officers have completed 380 surveys for litter and street sweeping and found 378 to be of a suitable standard (99.5%).

Deliver a competitive trade waste service (Cllr Murphy)

Fenland has 594 commercial waste customers, including 28 who make use of the commercial food waste service. From these customers the team have collected more than 500 tonnes of waste, of which 45 tonnes was mixed dry recycling and 32 tonnes was food waste.

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

By delaying the Environment Act changes and not delivering any detail on what is expected of local authorities Defra have made it difficult to update the current Joint Waste Strategy for Cambridgeshire and Peterborough. The RECAP member board decided to extend the existing strategy until clarity is provided by Defra. We keenly await this clarity from Defra on food waste collections, the detail of the extended producer responsibilities and confirmation of the delayed

deposit return scheme.

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

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

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

During April to August the council has removed 451 fly tips. The main locations affected have been Wisbech and its surrounding villages. We have attended 249 of these, looking through the waste searching for any evidence. This has resulted in the following enforcement actions:

- A guilty plea in the magistrates court for fly tipping in West Street car park Wisbech. The incident was witnessed by a member of the public who reported it immediately. The male was issued with a Fixed Penalty Notice but was unpaid, so the matter was referred to Court. The man was fined £400 with costs awarded of £450 and a victim surcharge of £160. Total fine £1010.
- 6 x £400 Fixed Penalty Notices have been issued for individuals we believe have either been responsible for fly tipping or those who have failed to employ services of legitimate waste carriers (resulting in waste being dumped)
- 1 £150 fixed penalty notice for littering.
- 1 further £300 fixed penalty notice has been issued to a business for a duty of care offence, resulting in waste being dumped in Whittlesey.
- A further 2 formal written warnings for fly tipping offences where the level of evidence was not sufficient to prosecute.
- 4 formal interviews under caution have been carried out to those we suspect are linked to fly tipped instances.

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

Illegal Parking (March Market) and Abandoned/Nuisance vehicles

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

- During this time we have issued 5 parking fines.
- A total of 100 vehicles have been reported as abandoned. All were investigated and only 4 was deemed abandoned and later removed by our contractor. 2 were stolen vehicles and later removed by the Police.
- We have also received a further 47 reports of nuisance parking which have been referred to the Police.

- We have carried out several interventions with the owner of 5 vehicles parked up in prominent locations on the highway used for advertising. These have now been referred to Planning for enforcement under the Town and Country Planning Act.

Dog Control

During June a public and partner consultation exercise has been completed in relation to the Public Space Protection Order, which is the enforcement framework for addressing dog fouling and nuisance dogs. The current order will expire on 1st December if not renewed. The consultation is a statutory requirement prior to making a fresh order proposal. This item will go before cabinet in late 2023.

The public and our interested partners were consulted and asked to complete a survey through our website and social media pages to ensure they have had opportunity to help us decide on the council's priorities from the 1st December.

Officers have been proactive in carrying out patrols in areas reported to be affected by dog fouling carrying out approximately 200hrs of dedicated patrols.

Markets

Since April we have welcomed a new craft stall to the March Saturday Market and a burger van. The craft stall has remained but the burger van decided to move to another location after their trial.

Our casual bakery stall in Chatteris is now attending every week due to popular demand and is sold out by the morning each week.

We have welcomed a new mobility scooter to Whittlesey Market on a casual basis.

Community safety

Partnership work with internal teams and external partners to source funding for the removal of graffiti on private property in Ghost Passage. Some of the graffiti was considered offensive and potentially hate crime in nature. Following removal of the graffiti the wall will be coated in a clear substance to help make future removal easier. (Streetscene, Environmental Services, Safer Streets Officer, OPCC and Community Safety)

Partnership work with internal teams and external partners to remove significant debris left by a homeless person and also the remains of property believed unlawfully removed from the recycle centre. (Cadent, Police, Streetscene, Community Safety, OPCC)

Maintaining open spaces through grounds maintenance contractor and Street Pride, In Bloom, Green Dog Walkers and Friends of groups (Cllr Murphy)

Parks & Open Spaces Maintenance Jun – Aug 2023

A quarter of unseasonable weather between June and August has posed a number of issues in the management of the open spaces but our contractor, Tivoli, have performed well under the circumstances. With few exceptions, all fortnightly cuts have been managed within the

allocated timescales, any missed areas have been rectified promptly, and not a single default has been issued in the year to date. Closer on-site scrutiny by the team supervisor has helped ensure standards remain acceptable and the number of complaints from public continues to decrease. Sickness absence has greatly reduced as a result of better recruitment selection and improved management practices.

All cemeteries, open and closed, have been kept in good order and the recent appointment of a designated Cemeteries Officer ensures that the procedures, standards and presentation of the areas get the attention that they deserve and prevent potential issues developing. The number of burials including cremated remains at the end of July is identical to the previous year (177). The rose gardens in both Mount Pleasant, Wisbech and the Garden of Remembrance in Whittlesey have benefitted from winter attention and look better than ever before.

The renovation of the play area in Wisbech park was completed in early August to much public acclaim and numbers visiting on a daily basis remain high with an excellent display of play equipment on offer. The splash pad has been regularly used, despite the unpredictable weather and the trees planted in the area are flourishing. The pavilion progresses well and is due for completion by the end of the year. Our 56 Play area inspections have reduced in frequency to fortnightly, rather than weekly, to no adverse effect and have saved approximately £17,000 p.a. in doing so.

Tree inspections are currently taking place with over 3,000 specimens logged on our new database to date and remedial action, where required, has either taken place or been scheduled in for action in the coming months. This is a major piece of work but offers a greater degree of security that will bridge a known shortfall in the Council's green spaces operation. The total number of trees inspected on completion will exceed 5,000.

The new pavilion construction in Wisbech Park continues at a pace. It is anticipated that the roof will be completed in October, with the first fix works then taking place inside the pavilion. Discussions continue with Wisbech Town Council in regard to the management of the new facility.

Street Pride

A total of 103 events were held by community groups between April and August to improve the environment. This included regular work parties as well as equipment being lent to both March Brownies and Wisbech Police Cadets to undertake litter picking around the respective towns.

A few key events to highlight are:

- The Friends of Wisbech General Cemetery held a summer evening walk on Wednesday 7th June. Funds raised at the event will go towards further enhancements to the cemetery.
- Six volunteers from four street pride groups attended a refresher risk assessment training course, delivered by the Council's environmental health colleagues.
- Fenland District Council, Natural Cambridgeshire, PECT (Peterborough Environment City Trust) and Cambridgeshire ACRE joined forces to host a Nature Recovery event on Thursday 13 July where groups and residents attended to gain advice and information on developing nature restoration projects.
- Both Chatteris & Benwick were judged by Anglia in Bloom judges on 14th July with

results being announced in September.

- Eight Street Pride groups were formally presented with trollies funded by the Cambridgeshire and Peterborough Police and Crime Commissioner's Safer Communities Fund, to aid in their litter picking efforts.

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

April's St George's Festival was delivered in a different format this year. Months of planning in collaboration for the first time with Cambridgeshire skills, Market Place Creative People and Places, 20Twenty Productions and March Library culminated in a spectacular St George's Festival for the town of March.

The committee focussed on increasing the arts events at local venues throughout the month of April culminating with a celebration of the arts on St George's Day itself.

Together with the committee a series of free activities were designed and delivered to engage and inspire the town. Highlights included, all 5 primary schools creating dragon puppets, Neale Wade students creating an art exhibition, poetry walks and screen printing for groups and individuals which were fully booked. A huge Dragon was created by the community for the parade. Businesses were enthused too, giving over their window space for large scale dragon chalk drawings.

In June, Chatteris festival was successful with an income increase this year from £3,000 to £5,000, which will help to cover rising costs. This year the event was themed around the 1920s, which included a vibrant opening parade. Chatteris museum also obtained funding from the National Lottery Heritage Fund, for a project looking at life in Chatteris during the 1920s. The F-Stop Camera Club recreated archive museum photos in the present day to form a 'Then and Now Exhibition' working with local artist, Marian Savill, to deliver workshops in schools and the community to create art deco style tiles and vases from recycled materials. Which were displayed in the marquee over the festival weekend.

Plans for 2024 events are already underway, which will contribute to Fenland's new Cultural Strategy.

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

Officers are currently awaiting the estimated sign and line corrective work costs from the County Councils framework contract Milestone which are anticipated at the end of September. The extremely high rate of defective signs and lines within the Fenland area associated with poor routine maintenance has unfortunately seen the corrective work costs spiral. Officers are therefore anticipating the revised implementation costs to be significantly higher than initially anticipated.

Following receipt of the estimated corrective works costs from CCC, FDC officers will prepare a CPE update paper for Cabinet. For further information, members are advised to refer to the CPE cabinet update paper dated 17 July 2023.

Street Lighting (Cllr French)

The current Streetlight repairs and maintenance works contract is due to expire on 31st

January 2024 following a short contract extension period associated with existing officer workload and reduced resources within the engineering team. It is anticipated that a new repairs and maintenance works contract will be tendered at the end of October. It is the intention that the procurement exercise will be solely for FDC and associated Parish lighting stock and not extend to cover SCDC lighting stock requirements.

The new contract will focus on repairs and maintenance works with ad-hoc replacement and upgrade works. Bulk replacement works associated with capital programmed projects will be facilitated via a separate tendered exercise. Officers will look to develop a revised service level agreement with member input for third party works (Parishes and Clarion Housing Association) to overcome any service provision shortfalls and definitions.

Currently replacement and upgrade works are ongoing for several Parish Councils in addition to FDC's own lighting stock. No new replacement works shall be commissioned through the existing R&M contract due to associated connectivity and material lead in times.

All third-party works are recharged back to the Parish/Housing Association via the SLA upon full or partial completion of the works. FDC do not invoice the Parishes for any works that have not been completed and to date FDC have not charged Parish Councils for any professional staff time service provided.

FDC Car Park Maintenance (Cllr French)

All FDC car parks are fully inspected twice a year in April and October with visual inspections carried out periodically by the engineering team. Any corrective works are subsequently ordered following FDC procurement guidelines.

The 60-year lease term for Chapel Road car park with the National Trust is due to expire in March 2024. Officers commenced consultation with the NT some time ago in respect of future lease renewal heads of terms and these are currently still awaited. A full report will be brought to cabinet in due course following receipt of the National Trusts lease terms and conditions along with the estimated FDC capital cost that will be required to ensure the asset remains fit for purpose going forward.

Following the fire damage sustained in Somers Road car park in June 2022 associated with a suspected arson attack on the adjacent BT exchange building, all repair and reinstatement works have now been completed. The works included the relocation of the recycling centre facility in line with the fire safety report.

Community Safety Partnership updates (Cllr Wallwork)

- Gates at Norfolk Street have now been erected – shops in the vicinity have provided gratitude and positive feedback. FDC will cleanse once a month for any litter that gets thrown into the passage, although it is hoped this will stop when the novelty wears off.
- Community engagement sessions where members of the CSP, primarily FDC and police neighbourhood teams with other partners supporting occasionally, make themselves available for face to face engagement within numerous locations across Fenland. Following feedback from O&S more rural locations are chosen. Locations to date:
 - Eastrea Centre – FDC, Police and local Cllrs.
 - Coates Roadside – FDC & Police
 - Whittlesey – FDC (Community Safety & Streetscene), Police, Cyber Crime Officers, NHW, Cambs Fire & Rescue and the bobby scheme.
 - March Library – FDC, Police, Cyber Crime Officers, Domestic Abuse Support Service Outreach (DASS), Bobby Scheme, NHW, Cambs Fire & Rescue, & the Community Navigators.
 - Oasis Centre Wisbech – FDC, Police, Cyber Crime Officer.
 - Leverington Village Hall – FDC, Police, Cyber Crime Officer.
 - Newton Village Hall - FDC, Police, Cyber Crime Officer.
 - Wisbech Library - FDC, Cyber Crime Officers.
- Work Force Development: Frontline staff from statutory and the voluntary sectors who work across Fenland are invited to attend these free training sessions organised by Fenland CSP in partnership with subject matter experts. The intention is to keep those attending updated with latest information, trends and response options for the topics covered, to help them to support, signpost, and where necessary refer potential victims/vulnerable people to the correct service. Sessions include:
 - HourGlass - Elder Abuse awareness
 - Stop Suicide Awareness (Linked to DHR Recommendations).
 - Serious Organised Crime Training
 - Drug & Alcohol Abuse
 - County Lines Training for those who work in looked after children settings.

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

Community cohesion describes the ability of communities to function and grow in harmony together rather than in conflict. It has strong links to concepts of equality and diversity given that community cohesion can only grow when society as a whole recognises that individuals have the right to equality (of treatment, access to services etc) and respects and appreciates the diverse nature of our communities. Community cohesion and Integration lies at the heart of what makes a safe and strong community.

The Fenland Diverse Communities Forum recognises that to achieve cohesion there needs to be:

- a common vision and a sense of belonging for all communities;

- an appreciation of peoples' diverse backgrounds and circumstances;
- people from different backgrounds need to have similar life opportunities; and
- strong and positive relationships being developed between people from different backgrounds and circumstances in the workplace, in schools and in neighbourhoods

The work of the Forum aims to build communities where people feel confident that they belong and are comfortable mixing and interacting with others. Effectively delivering community cohesion also tackles the fractures in society which may lead to conflict and ensures that the gains which changing communities bring are a source of strength to local areas. Community cohesion is therefore critical to the quality of life of local people and, as community leaders, local authorities have an essential role to play in facilitating this.

The Council is part of the Fenland Districts Diverse Communities Forum (FDCF). This partnership has been established for nearly 20 years and is formed of over 30 partners across different sectors and faith groups. Members of the FDCF work closely together to deliver projects promoting integration and community cohesion across Fenland.

Some Key Highlights.

- Completed the revamp of the partnerships action plan, to Identify issues and projects to address the identified cohesion and integration challenges the district faces.
- Settled status. The partnership have signposted Europeans wanting to settle in the District and adjoining districts to the EU Settlement Scheme, as well as helping people to apply.

The latest quarterly figures show that:

Looking at local figures, the numbers of people who have obtained settled status:

- Cambridge – 33,110;
- ECDC – 7,980;
- Fenland – 18,640 (previous quarter was 17,890), of these 5,910 people were from Lithuania & 4,610 people from Bulgaria.
- Hunts – 13,330;
- BCKL&WN – 14,080;
- Peterborough – 69,000;
- SCDC – 13,440;
- S Holland – 19,790.

English for Speakers of Other Languages (ESOL)

ESOL courses provide learners with the essential language skills that need to be able to communicate in English.

Although our ESOL support is primarily aimed at people who have moved here from Eastern Europe, there has been specific courses to cover Ukrainian nationals. Although work varies from agency to agency, people are given the opportunity to join whatever course fits them best. This approach has been very successful and the people who use these appreciate and like the flexibility shown that makes it possible to attend.

Looking at all our projects/ courses on offer they are designed to help people who want to learn basic English, to those who want to develop their speaking skills to support them in work and life to more advanced learners who want to brush up on their knowledge of grammar so

that they can be more confident and accurate when communicating in English.

There are courses held at the College West Anglia (CWA), Libraries, and the Rosmini Centre as well as floating support. Cambs & Peterborough Combined Authority, as well as Cambs Skills and CWA have built this into their Multi-Skills packages.

Other projects

A variety of projects by schools, FDCF partners are also working together to help to address the cost-of-living crisis. The partnership has also worked with partners across the region on a range of cohesion campaigns including Holocaust Memorial Day, International Women Day, Black History Month, LGBT History Month, Gypsy Traveller History Month, Refugee Week and Hate Crime Awareness Week.

The work of the forum also includes a tension monitoring subgroup which can pick up any early warning signs of tension and take a proactive response to mitigate any risks

Community Safety Grant Agreement updates (Cllr Wallwork)

- At a community engagement event an older lady caught the eye of a Community Safety officer and the attending police officer. The lady was felt to be nervous and nervous/reluctant to approach, so the officers made the contact. Advice was provided about contact with Age UK along with other suitable signposting. The police did conduct a follow up visit.
- An ASB report received which indicated more of a concern about a neighbour's mental health deterioration. Routine checks made with partners such as police and adult social care which revealed both agencies were aware and directly involved. Relevant information was shared with both agencies to help them support the subject.
- Older resident, who lived alone, contacted Community Safety to report a variety of concerns. The customer didn't access the internet and although living in social housing didn't know their housing provider. Community Safety supported the customer, identified and made contact with the housing provider making them aware of the concerns and enabling communication between the tenant and housing provider neighbourhood officer. Follow up call made to the customer to provide reassurance there would be contact with their housing provider and how to contact them.
- Successful OPCC Community Fund bids update:
 - Graffiti removal at Ghost Passage
 - New Drove site was cleared (crime, rough sleeper, community nuisance)
 - Gates at Norfolk Street have been erected (safer streets 4 ASB hotspot)
- UK Shared Prosperity Fund: Two ASB prevention/diversion projects are commencing:
 - Safer Wisbech – youth diversion related projects
 - Wisbech ASB – Youth Outreach & Diversion and Op Luscombe Enforcement

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

The CCTV shared service has maintained its 100% service function across a 24/7 period – the CCTV service is the only council service that is delivered across 24 hours a day, 365 days a year.

From April to end of August 2023, the CCTV service has been able to respond to 554 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 this has led to 63 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 the CCTV team have delivered 1,812 patrols. All patrols all 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 end of August, the CCTV service has responded to over 129 calls for services from our telephone contact service.

Peterborough City Council (PCC), as part of its property asset review decided, the Eco innovation centre, where the control room was located, should be placed on the market for sale. As such, work was delivered to relocate the CCTV control room to Sand Martin House in Peterborough within dedicated ground floor space during August. The relocation was successfully delivered across a few days with no loss of service delivery or disruption to any customers and stakeholders. CCTV partners and stakeholders will be invited to see the new control room over the coming weeks.

Street Drinking Update (Cllr Wallwork)

Following considerable community concern and representations, and following partnership consultation it was decided that Fenland District Council (FDC) would seek to introduce an alcohol related Public Spaces Protection Order (PSPO) as a response to the growing concerns related to street drinking and alcohol related nuisance and disorder. It also coincided with the transition of the existing Designated Public Spaces Order into PSPO's and therefore following public consultation stricter restrictions were requested for three hotspot locations. At the time, and it still remains the case albeit subject of Government review, only a Local Authority (LA) could introduce a PSPO. The LA would be the lead enforcement and prosecuting agency. The police would be provided powers of enforcement to deal with offending but subsequent prosecution through use of Fixed Penalty Notice (FPN) or Court would be a responsibility of the relevant LA.

Upon introduction of the Order in October 2017 the three hotspot areas were subject of a restriction which included not having an open container of alcohol, whilst the wider area didn't have any restrictions as such but provided an opportunity for intervention when the consumption of alcohol involved, or was likely to lead to, anti-social behaviour. The offence committed would be a breach of the PSPO, which in the case of the Wisbech

Orders would be when:

- Found in possession of an open container of alcohol in the three hotspot areas, or
- Failing to following the instruction of an Authorised Person (LA employee or Agent) or Constable in the hotspot locations and wider area.

See this link for more detail - [Wisbech PSPO \(alcohol\) - Fenland District Council](#)

After an initial period of prevention and intervention, formal enforcement activities started at the beginning of 2018 and our contracted enforcement agents, Kingdom, were allocated the task.

During the first nine months of enforcement there were 236 FPN's issued by Kingdom. A subsequent internal review identified some concerns regarding the effectiveness of the enforcement in dealing with the problems. The identified problems included multiple FPNs being issued to the same person, regularly two or three but as many as seven, and many unpaid tickets. Although some unpaid tickets were processed through to court many were not as it was not believed to be the best use of the public purse and therefore not in the public interest to pursue through the courts.

This clearly identified the need to consider alternative options if the Orders were to be considered an effective tool in reducing alcohol related nuisance. The option to use the intervention/enforcement powers the Orders provided were of benefit to those who could deal with any identified breach, it was the enforcement of those breaches that needed the careful consideration.

Following some research and contact with another LA who was experiencing similar issues with alcohol related nuisance which involved members of their migrant community it was decided to introduce a more formal educational approach where intervention was 'ramped up' for those repeat offenders. Starting with a formal warning through to prosecution. Included within this response was an opportunity for diversion through accessing support services. As the stepped response was being formalised and agreed with partners the success of Peterborough City's Operation Luscombe was brought to the attention of FDC. Operation Luscombe was a multi-agency response to deal with those persistent ASB perpetrators who were causing nuisance to the community within the city centre.

FDC were keen to see the introduction of Op Luscombe in Wisbech and dialogue was opened with the local policing inspector. However, the Covid pandemic did interrupt the progress of those discussions but the Police, did commit to introducing Op Luscombe to Wisbech and put in place the mechanisms for it to go live in September 2022.

As Wisbech had different street nuisance issues to that of Peterborough the Fenland Op Luscombe primarily looked at issues relating to begging and those of street drinking. Surprisingly, begging was the primary issue being identified as needing intervention. Op Luscombe provides those responsible for causing nuisance in the community the opportunity to engage with a wide range of partners who are most likely to help provide appropriate support linked to the individual's needs. The intended outcome would be for the individual to engage with the appropriate agencies and make a personal effort to change their behaviours. Those who fail to engage with the process and continued to be a nuisance would then be subject of more formal interventions. The interventions were personal to the individual's situation and their behaviour, agreed as a partnership, designed to support and

divert whilst also becoming increasingly punitive in nature. A court appearance and Criminal Behaviour Order the ultimate sanction.

Since September 2022 and to mid-August 2023, 53 people had been subject to the operation, 43 have ceased offending as a result of the work of the partnership hub, five have received a community protection warning for not engaging, two have received a community protection notice for ignoring the warning with more punitive sanctions and three have been referred to court. A Criminal Behaviour Order has been secured for one person linked to begging and another, linked to street drinking, is currently going through the courts. The operation is ongoing and community feedback recorded by police has shown it to have had a positive impact in the town.

The improved situation is supported by police incident data, CCTV observations, personal observations of FDC colleagues on the ground and anecdotally through the lack of complaints recorded on social media discussion groups. It is recognised that the introduction of legislation and/or an enforcement response will not totally prevent the consumption of alcohol in public spaces but what it has done is reduce the levels of nuisance caused by alcohol consumption. In August 2017 just before the introduction of the PSPO's the police recorded 15 'street drinking' incidents for the Medworth ward. In the same month a year later (2018) they recorded eight. Since October 2020, the highest number recorded has been three but most commonly either one or two reports a month. Partners who were providing outreach substance abuse support have stopped the outreach activity as the demand for their services through outreach had fallen significantly. Discarded alcohol related litter has reduced over time. CCTV observations of suspected alcohol consumption for the whole town has also reduced over time. A peak of 129 incidents in May 2017, 111 in June 2018 falling to 55 in June 2020 hitting a peak of 99 in June 2022. Since May 2021 we've also monitor the number of observed street drinking occurrences where the behaviour has required police notification. This would provide a good indication of alcohol related disorder. Other than May 2021, when there were two incidents which required referring to police, there has not been any report made to police by a CCTV operator up to and including June 2023.

However, it is acknowledged that some of this positivity is lost due to a small number of rough sleepers who are having a significant detriment on the town. It's also worth noting that not all the rough sleepers abuse alcohol or engage in ASB but those that have their impact has been significant. We have worked closely with the police to take appropriate enforcement action where necessary, but also providing homelessness support. Most recently FDC has secured evidence to successfully obtain an injunction against one rough sleeper who was a persistent ASB perpetrator.

The PSPO, as with any legislation designed to tackle an issue, will not eradicate the problem of alcohol related nuisance on its own. The legislation is designed to encourage prevention and behaviour change. Where behaviour change hasn't materialised the use of it for enforcement is one tool of many in the enforcement toolbox of the LA and police. Each situation where a breach of an Order is encountered should be approached and dealt on its own merits taking into account the personal situation, activity and behaviours of the alleged offender as well as the impact on the wider community. One size doesn't fit all.

The Police led Op Luscombe wouldn't fail without the PSPO being in place but there is no doubt it wouldn't have had such a positive impact if the PSPO wasn't in place. The Order provides legitimate grounds for intervention where there is no evidence of other offences

linked to alcohol abuse, such as drunk on a highway or being drunk and disorderly. As a result of the success of the partnership response through Op Luscombe FDC has secured further funding through the UKSPF for additional hours of police patrol activity. This activity will be focused at perceived peak times of street drinking nuisance, locations and also incorporate community engagement.

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	96%	90%	96%	
CELP9	% of inspected streets meeting our cleansing standards	98%	93%	99%	
CELP10	% of collected household waste – Blue Bin recycling (1 month in arrears)	27%	28%	26%	
CELP11	Customer satisfaction with refuse and recycling services	95.8%	90%	N/A (March 2024)	N/A
CELP12	Customer satisfaction with our garden waste service	89.1%	85%	N/A (Dec 2023)	N/A
CELP13	Number of Street Pride and Friends Of community environmental events supported	236	204	103	
CELP14	% of those asked who are satisfied with events	97%	95%	N/A (May & Jul 2023, Jan & Mar 2024)	N/A
CELP18	% of businesses who said they were supported and treated fairly	100%	95%	N/A (Jul 2023, Jan & Mar 2024)	N/A

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

Comments
CELP 10. Recycling tonnages have been impacted by a range of factors, including increases in the cost of living.