

# **Cabinet and Corporate Management Team**

## **Portfolio Holder Briefing Report**

**February 2024  
(For performance in November &  
December 2023)**

## Cabinet Members



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



**Cllr Ian Benney**  
Portfolio Holder for  
Economic Growth & Skills



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



**Cllr Sam Hoy**  
Portfolio Holder for  
Housing & Licensing



**Cllr Dee Laws**  
Portfolio Holder for  
Planning & Flooding



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



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



**Cllr Chris Seaton**  
Portfolio Holder for  
Transport, Heritage &  
Culture



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



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

## Communities

### Projects from Business Plan:

#### Support Vulnerable Members of Our Community

##### **ARP updates (Cllr French)**

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

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

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

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

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

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

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

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

nationally. In total we paid out almost £1.6 m to help residents with rising fuel costs.

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

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

### **Homelessness and meeting housing needs (Cllr Hoy)**

The Housing Options team has successfully prevented 198 households from becoming homeless since April 2023 (up to 31/12/23).

Total homeless presentations for this period were 1643 households.

Housing advice has been given to 956 households where no duties were owed.

The number of households requiring housing advice continues to rise as the cost-of-living crisis continues and fixed rate mortgage periods come to an end. There has been an 8% increase in homeless presentations compared to this time last year.

The proportion of households presenting to the Council as homeless whose housing circumstances were resolved through Housing Options work for the year is currently 45% (198 preventions divided by 437 households where duties were owed).

This is 12% under target with the following mitigating actions to improve performance:

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

We have successfully rehoused 58 households within the private sector. This continues to be a challenge with many landlords selling due to economic conditions thereby decreasing the pool of properties available. The market is also highly competitive.

### **Reducing Rough Sleeping (Cllr Hoy)**

The Rough Sleeper Initiative (RSI) 5 project is currently working with 16 clients.

The current number of rough sleepers is 7, all of whom have recourse to public funds. A total of 6 clients are receiving assistance with tenancy sustainment to maintain their current home to prevent homelessness. 3 clients are placed in off-street accommodation, including 2 clients who have been rehoused under the Prevention and Move On scheme funded by DLUHC (see below).

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

Having this longer period to work with individuals achieved better and sustained outcomes as demonstrated below:

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

Prevention Outcomes for SWEP:

4x Placed in off the street accommodation.

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

2x Placed in supported living.

1x Private Rented.

5x Placed in Temporary Accommodation

2x Returned to family.

2x Found own accommodation.

1x Outcome unknown, attended one night and lost contact.

Due to the decision to continue with SWEP from 24.11.23 to 11.12.23 it gave the opportunity for rough sleepers to use this period to settle and engage with services on a deeper level. An example of this is the client who moved in to RSAP. There were concerns as to how he would manage accommodation and engage in support given as he had been street homeless for a long period of time. However, the client was able to use the opportunity of SWEP to engage well with support staff and be in a position to move on. We were able to demonstrate to partners the level of engagement from the client had increased and used this provision as an example of them being able and ready to move in to settled accommodation with support.

In addition to SWEP being of advantage to those already known under RSI, it also allowed those who were at risk of rough sleeping to seek support. For those noted above that returned to family, placed in off the street accommodation and found their own accommodation, they were clients who had not been verified as rough sleepers and were new to services. As they accessed the provision while being at risk of homelessness, the Ferry Project were able to work with them and quickly put support in place so they could access alternative accommodation and therefore prevent them from becoming street homeless.

The council receives £20k from central government for SWEP provision for 2023/24.

#### Prevention & Move On (P&MO) Fund:

7 clients supported through this funding to date-

3x Under intervention 1 (Moving On Fund)

1x Under intervention 2 (Deposits)

2x Under intervention 3 (Decompression for RS in work)

1x Under intervention 4 (Arrears)

The P&MO fund also had a positive influence on the successful outcomes of SWEP. Due to this funding (referenced as Intervention 1) a client was able to move on from the Ferry Project into their own accommodation. This then created a space within Ferry to be able to move our rough sleeper client who was accessing SWEP in to off the street accommodation. This client therefore is no longer rough sleeping and is awaiting a move in to RSAP accommodation.

**Golden Age & Supporting older people (Cllr Wallwork)**

A Golden Age Fair was held at March Braza Club on Monday 4<sup>th</sup> December where over 100 visitors attended to access information and advice from the following organisations: CPFT, Oddballs, Armed Forces Covenant/CCC Communities Services, Cambridgeshire Libraries, PECT, Careline, March Model Railway Club, Dementia Carer Support Service, Octavius, The Bobby Scheme, Camsight, Parkinsons Support Group, Royal Air Force Benevolent Fund, Fenland Volunteer Centre, Lyncorft Care Home, College of West Anglia, Citizens Advice Bureau, Anglian Water, Active Fenland, Victoria Lodge, FACT , Clarion Housing, East of England Ambulance Service NHS Trust, Age UK and How are You? Fenland.

At the event winter warmer packs, jointly funded by Golden Age, PECT and Citizens Advice Rural Cambs, were distributed to all those over 60 that attended the event. These included a blanket, hot water bottle, a hat, gloves and scarf set which promoted our Stay Warm campaign throughout the winter and each visitor also received a wrapped Christmas present with a thermal flask inside which received very positive feedback from those that attended. Following feedback from previous events, Octavius also donated some keychain torches to giveaway and we will continue promotions at future events.

For further information about Golden Age see our website: [www.fenland.gov.uk/goldenage](http://www.fenland.gov.uk/goldenage)

**Housing Enforcement Policy & Empty Homes (Cllr Hoy)**

Town	HMOs investigated	Other Homes investigated
Wisbech	49	72
March	13	28
Chatteris	1	7
Whittlesey	6	12
Villages	3	33

Total homes investigated is 224.

**VILLAGE BREAKDOWN**

- Benwick = 0
- Coates = 2
- Coldham = 0
- Christchurch = 2
- Doddington = 2
- Eastrea = 0
- Elm = 2
- Fridaybridge = 2

Foul Anchor = 0  
 Gorefield = 1  
 Guyhirn = 3  
 Leverington = 10  
 Manea = 4  
 Murrow = 1  
 Newton = 1  
 Parson Drove = 1  
 Stonea = 0  
 Throckenholt = 0  
 Thorney Toll = 0  
 Tydd = 3  
 Turves = 0  
 Wimblington = 0  
 WSM = 2

<b>No.s of Notices Served April - December 31st 2023</b>	<b>S.11 Improvement Notice *</b>	<b>S.12 Improvement Notice **</b>	<b>Notice of Intent ***</b>	<b>Final Civil Penalty Notice ****</b>	<b>EICR *****</b>	<b>MEES *****</b>	<b>EPC *****</b>
April		1	1				
May					1	2	
June	3	4		1			1
July			6	1			1
August	1	1					
September	4	4		1		1	
October	1	1			1	1	
November	1	1			2		3
December	2	2					
<b>Total</b>	<b>12</b>	<b>14</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>5</b>

\* Notices served in relation to Category 1 (serious) hazards identified during inspection  
 \*\*Notices served in relation to Category 2 hazards identified during inspection  
 \*\*\*Notice issuing intent to serve a civil penalty fine due to a breach of legislation & can be reviewed by Assistant Director upon appeal if a request is submitted by the landlord.  
 \*\*\*\*Final Civil Penalty fine issued after review by Assistant Director- (landlord can only make a further appeal to the First Tier Tribunal)  
 \*\*\*\*\* EICR- Requirement for Landlord to comply with Electrical Installation Regulations- Final

Number of fines issued after internal review

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

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

### Empty Homes

The tables below represent properties bought back into use up to and including 31 December 2023.

#### **Table 1**

Represents the total number of properties brought back into use through officer involvement.

Long term empty with a premium (LTEP)

Long term empty (LTE)

From 1 April 2023 to 31 March 2024

	<b>LTE 6-23MTHS</b>	<b>LTEP 24MTHS +</b>
<b>Total Officer involvement</b>	58	8
<b>Total for the period</b>	1.4.23 – 31.3.24	66

#### **Table 2**

Represents the number of properties brought back into use for the New Homes Bonus

From 3 October 2023 to 7 October 2024 (CTB1 submission date)

	<b>LTE 6-23MTHS</b>	<b>LTEP 24MTHS+</b>
<b>Total Officer Involvement</b>	15	3
<b>Total for the period</b>	3.10.23 - 7.10.24	18

Throughout 2023 there have been delays with the Probate service, Land registry and Solicitors which have ultimately led to delays in property sales and finalising deceased estates. On a positive note, estate agents noted that sales continued through December due to property price reductions, lots of choice and competitive mortgage rates. One of the more problematic issues within empty homes is those executors who refuse or are unwilling to apply for probate. Consequently, properties are sitting empty with a council tax F exemption meaning they are not paying council tax. Often family disputes are one of the main reasons why probate is not applied for. The Empty Homes Officer has also noticed that legal firms are not updating council tax as quickly as they should if probate has been applied for or even granted.

The officer tries to obtain information about F Exempt properties in the following ways:

- During visits the Officer determines if the property is for sale or check Rightmove.
- Stage 1 intervention letters sent to executors or solicitors will often illicit a response and update regarding the estate.



- Direct emails to legal firms mean they must respond to an enquiry

Once a Grant of probate is obtained, the executors have a further 6-month exemption from the date of the grant. Previously this was sufficient time for them to sell and or exchange contracts as they often put the property on the market whilst waiting for probate to be granted. However, owners are now experiencing delays with sales and exchange dates too. This is not always the fault of the probate service or legal team and can often be caused by housing chains breaking down or buyers withdrawing from the sale at the last minute.

**Total F Exempt properties in December for each category:**

**LTEP – 19**

**LTE – 129**

**0-6mths 130**

The officer has emailed the F exempt list of properties to a genealogist company, and over the next 2-3 months they will check every case and provide an update as to whether probate has been applied for and or granted. It will enable the officer to determine which executors haven't applied so when the Officer makes contact, she can encourage them to do so or at least understand what is preventing them from applying. The information obtained will also be shared with the council tax team so they can update the account and either start charging council tax and set the empty date for a property or indeed place a premium charge on the account because the property has been empty for over 2 years.

## **Promote Health & Wellbeing for all**

### **Leisure & Freedom Updates (Cllr Miscandlon)**

Our partner, Freedom Leisure, continues to manage the leisure centres within Fenland effectively. The latest evidence of this is the number of membership sales made in January. Freedom's target was 680 across the four sites and they exceeded this target.

The strategic facilities assessment is underway, with a report regarding potential options for the three larger centres expected to be presented to Cabinet in May 2024.

The Council was successful last year with a bid to the Sport England Swimming Pool Support Fund. The second phase of the fund opened late last year inviting bids for capital works to improve facility energy efficiency. FDC has again been successful with a grant of £166,000. This was lower than anticipated due to the fund being many times oversubscribed. A project to deliver additional solar PV capacity to all pools, alongside other works has commenced.

### **Active Fenland (Cllr Miscandlon)**

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

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

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

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

With the Wisbech Park pavilion now completed, both the Active Fenland Team and Community Teams are considering the use of the Pavilion, with bookings through the Town Council, for opportunities to carry out more community activities within Wisbech Park. The Pavilion as a point to meet, relax, grab a coffee, or use the community room is expected to provide real opportunities in the coming few months.

### **Health & Wellbeing Update (Cllr Wallwork)**

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

The agenda pack can be found here:

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

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

## **Work with partners to promote Fenland through Culture & Heritage**

### **Delivering the Creativity & Culture Strategy (Cllr Seaton)**

Round one of the Fenland Culture Fund closed in November and decisions were made in December 2023. The Fenland Culture Fund was part-funded by the UK Government through the UK Shared Prosperity Fund and was supported using public funding by Arts Council England and is a partnership project with Arts Fundraising & Philanthropy.

A total of 42 applications were received with a combined value of more than £70,000. Initially a £23,000 budget was available in the first round (from Arts Council England and the UK Shared Prosperity Fund), however due to the high number of quality applications further funding was made available from the UK Shared Prosperity Fund, to increase the number of projects we

were able to support in this first round to more than £30,000.

The Integrated Care System funded project called Express Yourself launched its artist call-out process and training will begin in early 2024, with delivery commencing in February.

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

Fenland Poet Laureate Award launched in December 2023 for entries. An annual poetry competition to find the next Poet Laureate for the district, which has often been described as the most prestigious award of its kind in Cambridgeshire, this is the first time it has been organised by FDC.

The Wisbech Christmas Fayre in December saw the town centre footfall figures triple. This FDC supported event is organised throughout the year because of extensive partnership working and collaboration. This year saw a range of additions to the performance programme including a selection of music on the bandstand from singers, choirs and bands, and stilt-walker street performers in collaboration with Fenland based, Arts Council England National Portfolio Organisation Gorilla Circus. The Wisbech & Fenland Museum hosted several of the heritage groups and organisations in the town altogether with great feedback and the library held craft stalls, music and family activities.

### **Supporting groups to hold public events (Cllr Murphy)**

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

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

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

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

### **Pride In Fenland Awards (Cllr Wallwork)**

The Pride In Fenland Awards will be taking place on Wednesday 13<sup>th</sup> March 2024 at Wisbech St Mary Community and Sports Centre. Nominations are now live and the closing date for nominations is midnight on Sunday, February 11, 2024.

For more information on how to vote please visit: <https://www.fenland.gov.uk/prideinfenland>

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

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

**Key PIs:**

Key PI	Description	Baseline	Target 2023/24	Cumulative Performance	Variance (RAG)
ARP1	Days taken: new claims and changes for Council Tax Support	6.48 days	9.00 days	9.45	
ARP2	Days taken: new claims and changes for Housing Benefit	5.29 days	8.00 days	10.86	
CELP1	Total number of private rented homes where positive action has been taken to address safety issues	246	250	224	
CELP2	The proportion (%) of households presenting to the Council as homeless whose housing circumstances were resolved through Housing options work (%)	53%	57%	45%	
CELP3	Number of empty properties brought back into use	81	50	66	
CELP4	Amount of New Homes Bonus achieved as a result of bringing empty homes back into use	£98,395	£45,000	N/A (March 2024)	N/A
CELP6	Number of Active Health sessions per year that improve community health	513	650	440	
CELP19	Satisfaction with our leisure centres (Net Promoter Score)	29	30	N/A (March 2024)	N/A
CELP20	Value of Arts Council Grants achieved in Fenland	£43,000	£201,000	N/A (March 2024)	N/A

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

Comments
ARP 2 - Days taken: new claims and changes for Housing Benefit. Performance year to date has been impacted by the energy schemes which have now closed. A system issue affecting automation of

Universal Credits records has also impacted resource requirements within Benefits. This has also now been resolved, we have added several 'focus' days and identified some additional focused resources to assist and we aim to meet the target by the end of the year.

CELP 2 - please see Homelessness and meeting housing needs

## Environment

### Projects from Business Plan:

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

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

The provisional waste figures for the first 9 months of this financial year demonstrate a continuation of the changes that we observed in previous reports based on the impact of the cost of living.

The teams have already collected a total of more than 30,800 tonnes of domestic and commercial waste from our customers. Within this total the Residual Waste (green bin waste) has reduced by 3% (569 tonnes) and blue bin recycling waste collected has reduced by around 5% (359 tonnes) however the weather has resulted in an increase in garden waste collected of 21% (1,209 tonnes).

Collected Waste Tonnes	2022	2023	% Change
Overall tonnage	30,509	30,789	<1%
Residual Tonnage (green bins)	18,064	17,495	-3%
Dry Recycling Tonnage Actual (blue bins)	6,584	6,225	-5%
Compost Tonnage Actual (brown bins)	5,860	7,069	+21%
Dry Recycling & Compost Tonnage Total (blue and brown bins)	12,444	13,295	+7%

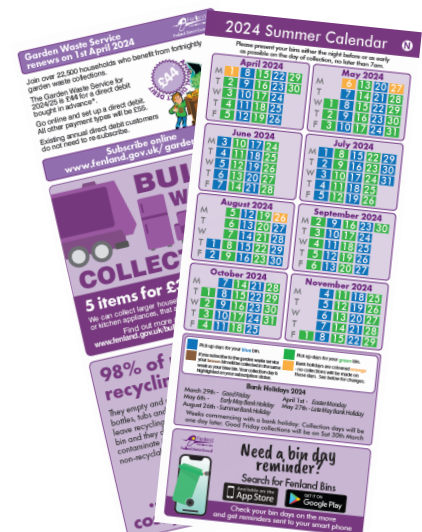
Collected Waste – Percentage Recycling (blue bins to green bins)	26.7%	26.2%
Percentage Recycling (blue and brown bins to green bins)	40.8%	43.2%

The economic pressure on our customers is being seen in the reduced amount of green and blue bin waste being produced.

These reduced levels of recycling, 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 previous years.

In the first 9 months of this financial year, we achieved a net income of £236,861 from the materials presented, which is £141,657 less than the same period last year. This is because a tonne of Fenland's recycling was worth £72 in December 2022, down from £130 in August 2022, and is now worth closer to £45. The 50% profit share within the contract has been impacted by this change in the value of the materials.

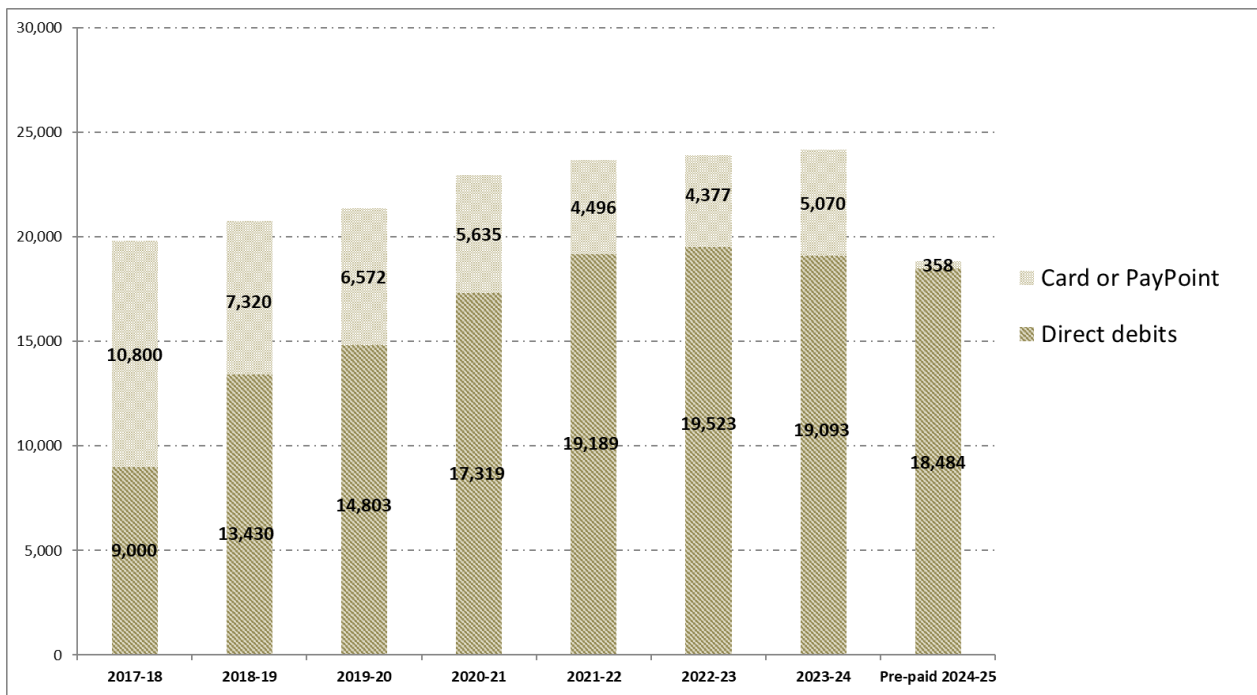
We will continue to support our customers to maximise their recycling efforts and continue to treat their waste as a resource, but the economic situation is having an impact across the recycling resource chain and reducing income from the materials collected.



To protect the quality of recycling materials collected, the team have rejected 6,069 blue bins so far this year. Each of these customers is written to with information about how to get their recycling correct. Alongside this, through inspections 2,962 properties received information directly from supervisors encouraging best use of recycling bins. Of these 2,962 bins inspected, 7% contained incorrect materials (194). During November all 45,500 properties received the winter collection calendar and will receive the summer calendar again in early March, along with a flier in council tax bills, all contain recycling messages to encourage improved recycling behaviours.

**Garden Waste Collection (Cllr Murphy)**

The levels of garden waste subscriptions this year already exceed those at the end of last year. A total of 24,163 subscriptions this current year, with 69% direct debits, has generated an income of £980,000 to cover the costs of providing the garden waste service to those who have chosen to make use of it.



Last summer produced significantly more garden waste than the previous year’s dry summer and the team have collected more than 7,000 tonnes of garden waste. This material is sent to be composted locally.

Service cost increases have resulted in the fee for 2024/25 being £44 for the direct debit and £55 for cash or card. Communications are in place to share the changes with customers, including calendars, bin tags, council tax flyers, emails and letters.

The team work hard to keep the service costs as low as possible, and they have maintained the service below inflationary rises since 2017. Inflation plus the original direct debit fee of £36 fee would be in the region of £46.50 by now. This is why the service is still amongst the cheapest fees of neighbouring authorities and across the eastern region.



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

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

So far this year (to end December 2023) they have responded to 1,442 requests from the public to deal with fly-tipping, graffiti, street cleansing or similar requests. Of these 95% (1,373) were actioned the 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 9 months officers have completed 894 surveys for litter and street sweeping and found 864 to be of a suitable standard (97%).

### **Fenland's Open Spaces**

FDC's open spaces contractor, Tivoli, has provided a good service throughout the grass cutting season this year. Customer satisfaction has been high, with very few complaints received. Tivoli continues to carry out work through the off-season, getting ready for grass cutting once again in March or late February.

Wisbech Park Pavilion;

The Pavilion is now completed with a celebration event taking place in January with the Chairman of the Council Nick Meekins. Also in attendance were local Members and our funding partners, the deputy Mayor of the CPCA and CCC officers. The Mayor of Wisbech also attended with Wisbech Town Council leasing the facility with an opening expected in the coming months.

### **Street Pride**

A total of 18 Street Pride events were held in November and 16 in December by community groups to improve the environment. As well as regular work parties, a few key events to highlight are:

March Street Pride / In Bloom installed knitted poppies onto the town bridge for Remembrance Day, which was a beautiful and creative way to remember 'the fallen.'

The Friends of March Railway Station spent time refurbishing the memorial garden, located on the footpath leading towards the entrance to the station.

Broken railings have been replaced with upcycled redundant pallet tops and the railway timeline sign moved to the front of the garden, so it is more visible.

The Friends of Rings End Nature Reserve utilised marketing opportunities from festive events by decorating a Christmas tree for display at St Peter's Church Christmas Tree Festival.

Benwick Street Pride / In Bloom held a Christmas Bazaar on 1st December with funds raised going to further support the group's activities.

Whittlesey Street Pride held a litter pick morning of 9th December and then had a stall at the Whittlesey Extravaganza later that evening.

Whittlesey In Bloom utilised marketing opportunities from local magazine Discovering Whittlesey by recruiting for additional volunteers.

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

Members agreed at a recent RECAP board meeting to jointly develop and fund a shared waste strategy for Cambridgeshire now that Defra have clarified 'simpler recycling' and are close to determining the nature of weekly food waste collections for Cambridgeshire.

There was a determination to continue the existing focus of waste infrastructure, behaviour change and efficiency across the county.

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

Fenland has 563 commercial waste customers, including 28 who make use of the commercial food waste service. The team have collected more than 850 tonnes of waste from these customers, of which 100 tonnes was recycling and 70 tonnes was food waste. The total invoiced income for the first three quarters of the year for the commercial waste, recycling and food waste is £396,782.

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

The total number of fly tips for November and December are shown below. Wisbech rural villages have been the most affected across the district.

<b>Month</b>	<b>Total</b>	<b>Chatteris</b>	<b>March</b>	<b>Whittlesey</b>	<b>Wisbech</b>	<b>Villages</b>
<b>Nov</b>	<b>97</b>	<b>8</b>	<b>9</b>	<b>14</b>	<b>39</b>	<b>27</b>
<b>Dec</b>	<b>57</b>	<b>5</b>	<b>12</b>	<b>4</b>	<b>23</b>	<b>13</b>

The Street Scene Team continue with proactive patrols, interventions and enforcement:

- **1 Fixed Penalty Notice £150** for littering bagged waste.
- **2 Fixed Penalty Notice of £400** for breaching the householder's duty of care. Both these fines have been paid at the discounted amount of £250.
- **Fixed Penalty Notice of £400** for fly tipping following evidence found at site. This fine has now been paid.
- **Fixed penalty notice of £300** for failing to provide evidence of business waste duty of care.
- **2 fly tipping cases** have been referred to legal for consideration to prosecute relating to fly tipping (fixed penalty period has elapsed).
- **1 Formal Section 34 Notice** requesting they produce documents in relation to adequate trade waste provisions

Additional enforcement work is taking place on March Marketplace to raise awareness of the parking order following the recent improvement works. Sadly, we have had to issue **8 parking fines** to cars who were found to be parking illegally.

The team have received **a total of 63 reported abandoned vehicles. All were investigated and 2 were removed by our contractor** due to be a danger to the highway.

Other work in the community during this time has included:

- Dog Patrols – as part of the PSPO renewal all signage is being checked and refreshed where necessary. Patrols are taking place in our open space and key areas. Including rural parish land as requested by Street Pride groups. A communication plan has also been put into place to highlight this work.
- Grant funding of £4,500 has been received from the Police and Crime Commissioner anti-social behaviour fund. This has been used to carry out a fly tipping prevention campaign in partnership with residents, landowners and Highways. Historic waste of 24 tonnes has been removed as well as building up the bank to restrict access to the drains by would be fly tippers. We have also run a publicity campaign to highlight our work which has included reminding householders how to dispose of their waste responsibly. Before and after pictures below:



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

### Community Safety Partnership updates (Cllr Wallwork)

#### Loan Sharks

Linked to the intelligence of Loan Sharks operating locally, in partnership with Stop Loan Sharks England a community engagement event was held at the Horsefair Shopping Centre and Wisbech Market Place. Residents and their children took away reporting and support information to raise awareness of loan shark trends and reporting options. Local businesses in the Market Place and the Horsehair Shopping Centre displayed over 30 posters to help raise the awareness in Wisbech.

Support from Schools in identified localities of risk to loan sharks (2 in Wisbech and 1 in March) included the display of Loan Shark information, distribution of leaflets and information electronically to parents.

#### Tackling Domestic Abuse

The Fenland Community Safety Partnership has been delivering a Domestic Abuse Awareness Campaign across Fenland since November 2023 through to March 2024. This included working with the county Domestic Abuse Sexual Violence Partnership (DASV) in the showing of the film Rattlesnake, two workforce development sessions, a Domestic Homicide Review (DHR) partnership event which explored recommendation trends from previously completed DHRs, engagement sessions and a media campaign.

Discreet stickers, with contact information for the Domestic Abuse Support Service's and the DASV, were designed, printed and distributed to help raise awareness over the festive period. These were distributed to Libraries, Community Centres, transport services used by residents including Fenland Licensed Taxis and Fenland Association for Community Transport (FACT). They have also been displayed within FDC buildings.

#### Workforce Development

The CSP continues to deliver Work Force Development sessions to help improve the awareness of frontline staff and volunteers who work across Fenland. These sessions are linked to community safety topics and priorities of the partnership.

In November and December, we delivered sessions on Prevent, Domestic Abuse and Coercive Control and Hate Crime. These sessions are delivered using video conferencing to maximise attendance, which averages at 50.

#### Community Engagement

The third of our main town events was held late in October at Whittlesey library. This event was supported by partner agencies including, Cambs Fire & Rescue, NHW volunteers, Scams & Cybercrime Officer from Cambs Police, Bobby Scheme, Barclays Bank Fraud Team and Fen Youth Radio. Issues reported included concerns with Burglary, Planning, Highways issues/Speeding, Scams and Homelessness.

We continue to seek opportunities to visit rural locations and these smaller events are primarily

supported by Cambridgeshire Constabulary through the local Neighbourhood Police Team and the Scams/Cybercrime Officer. A coffee morning at both Parson Drove and Walsoken were visited in November and December.

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

Whilst the majority of the Diverse Communities Forums work is preventative and focussed on projects aimed to build community cohesion, we are also collating, monitoring and responding to any rises in tension. Early intervention can make a real difference in preventing low level tension building into bigger issues, potential incidents of public disturbance and disorder which impact on communities. This work also contributes to building good relations, integration and positive development of community cohesion.

We have an established a tension monitoring group, bringing together key partners and community representatives to discuss incidents which have occurred/ may occur due to rumblings of discontent. This information also provides the Diverse Communities Forum with an opportunity to identify proactive and strategic work needed to address any emerging community tensions. Group members make others aware of any tensions and/ or incidents between communities as soon as they are aware. This includes both large scale incidents e.g. disputes between communities, but also small scale incidents with the potential for a significant community impact – e.g. between communities which have been involved in disturbances in the past.

In addition to working through partners in other organisations, we have also set up links with perceived hard to reach communities – seeking to encourage them to be proactive about contacting appropriate support agencies if they have any concerns. This enhances the groups work and enables people that do not have the confidence to speak more openly about a variety of issues to a trusted agency. We also use these contacts to spread positive messages back out to the community, such as on the importance of good community relations and using this to send positive messages/ counter misinformation to resolve tensions.

#### Hate Crime:

In partnership with Cambridgeshire Constabulary and the Diverse Community's Forum (DCF), an awareness programme is underway to improve awareness of hate crime trends, formal reporting options and third-party reporting opportunities. This also included refresher training for the established third-party reporting centres across Fenland, with 47 professionals/ volunteers who work across Fenland attending the training. There is another refresher session for third party reporting scheduled for 7<sup>th</sup> March. There was also a Social Media campaign which partners were encouraged to support. This hopefully will improve the under reporting of issues that take place.

Many of the victims state to partners that they believe that they have to accept being treated in this way as part of life in general. They simply don't feel valued enough to see that this is unacceptable and/or confident enough to report these to the police for a number of reasons. A lot of work is done by Diverse Communities Forum partners to dispel this myth and to help build confidence to report incidents and provide alternative ways to do this. To make this more user friendly, we have promoted on-line reporting and local independent reporting centres, for anyone to come forward and report incidents of hate crime. The centres offer the opportunity to victims and witnesses of crime to talk to someone in a safe place. What people say in the

centres are strictly confidential and help people to report an incident without, in the first instance, directly speaking to the police. Trained members of staff are on hand to provide people with advice and to also refer victims to support services if they need any extra help.

The Diverse Communities Forum also engaged in low level community mediation as one of a range of conflict resolution interventions that seeks to settle disputes and conflicts at the neighbourhood level. Other practical conflict resolution intervention tools include peer mediation in schools and town wide dialogues.

### **Community Safety Grant Agreement updates (Cllr Wallwork)**

The passage in Norfolk Street is closed because of urination as well as drug and sexual activity and is also subject to litter accumulation. Links have been made with internal partners and the local Police team to monitor and cleanse when necessary. Links have also been made with retail outlets either side of passage to encourage reporting of concerns.

Close liaison takes place internally with Streetscene colleagues who reported evidence of NOS (Vape) use in an open public space and an area known for ASB. Information has been shared with the local Police team who was aware of youths congregating in the area and had been subject of Police intervention. Prompt removal of litter and intelligence have supported evening police patrol activity.

The England Illegal Money Lending Team (IMLT) shared intelligence with Community Safety regarding a Loan Shark operating within Wisbech. Together with IMLT and a Housing Provider, it was agreed to disseminate information to the Housing Provider's tenants through door to door calling and through the housing providers community newsletter. The IMLT also delivered a training session for the housing provider's Neighbourhood Officers.

Community Safety, Police and Clarion delivered a partnership training event for members of the Problem Solving Group who meet monthly to discuss partnership responses to the more serious ASB issues affecting the district. The focus of the event was to improve awareness of the partnership Problem Solving Model. This was done through a presentation by a subject matter expert and working on desk top ASB scenarios.

### **Safer Streets 5: ASB Engagement & Support to Wisbech Business Community**

Initial activity has been the engagement of the retail community within the specific LSOA (3H) subject of Safer Streets 5 (SS5), generally the residential, retail and industrial areas found in the southern part of South Wisbech ward.

This engagement has identified concerns linked to shoplifting, issues linked to homelessness and environmental concerns related to littering. Linking with appropriate partners to develop a response will happen once full engagement has been completed.

There has been early intervention alongside the Police linked to Op Luscombe and ASB activities at one of the out-of-town retail outlets.

Work has commenced to engage with Neighbourhood Watch (NHW) to develop schemes across all sectors where possible.

### **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 2023 to January 2024, the CCTV service has been able to respond to 871 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 120 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 3,218 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, damaged trees, to name but a few areas. From April to January, the CCTV service has responded to over 271 calls for services from our telephone contact service.

CCTV control room visits took place during October and November with our town council partners and was positively received from all that attended.

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

Community reports to police and FDC continue to be low.

CCTV continue to monitor and provide data feedback. Of the observed street drinking by CCTV, the behaviour of the individuals involved rarely requires notifying the police for their consideration of attendance.

Homeless outreach resources continue to report less observed street drinking in public open spaces. It's believed Op Luscombe has had a positive impact.

Op Luscombe, the police led partnership work to tackle street based ASB issues, continues to have a positive impact. External funding will support extra policing activity in addition their normal patrols.

Monthly partnership monitoring meetings continue in addition to the Op Luscombe hub meetings.

**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%	97%	
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%	Draft result	86.9%
CELP13	Number of Street Pride and Friends Of community environmental events supported	236	204	188	
CELP14	% of those asked who are satisfied with events	97%	95%	97%	N/A
CELP18	% of businesses who said they were supported and treated fairly	100%	95%	100%)	

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

Comments
CELP10: The influence of cost-of-living and producers reducing packaging are that blue bin recycling tonnages are reducing.



## Economy

### Projects from Business Plan:

#### Attract new businesses, jobs and opportunities whilst supporting our existing businesses

##### **Attract inward investment and establish new business opportunities (Cllr Benney)**

We continue to work with two inward investors, one from Peru and one from India, both in the AgriTech sector.

##### **Provide responsive Business Support (Cllr Benney)**

- The team continue to work with the developers of the Peterborough Science and Technology Park and attended the public exhibition in Whittlesey in December.
- Attended Agri-Food-Tech & Sustainability Consortium – outlines the support to businesses offered by ARU Peterborough
- Attended the official opening of the North Cambridgeshire Training Centre
- Attended Smart Manufacturing Alliance meeting in Chatteris. Four Fenland companies attended and are working with the alliance to adopt smart tech to improve their manufacturing businesses.
- Attended CPCA State of the Region and Shared Vision Working Group. City Science won the contract to deliver the project. The interim report is due on 4 March and the final report is due on 3 June.
- First round of UK Shared Prosperity Fund (SPF) Grants – All projects are up and running, some businesses are starting to show major improvements since being awarded a UKSPF grant for example

##### Vita Nova

Vita Nova are employing one new apprentice in February and have taken on two new Sales Reps – one in the UK the other In Ireland. With the support of a UKSPF grant the purchase of 3D printing machine has saved the company £20,000 (since October 2023) as they can make the components on site.

Vita Nova have attracting new business with a Moy Park contract worth £300,000 and new business in Ireland worth £980,000.

Vita Nova are currently negotiating with Pilgram Foods (USA company).

##### Qualitech

Qualitech are creating 3 operative roles this quarter and the Compliance Manager will be in post by the end of this year. Estimated annual income will increase from £3 million to £4.5 million.

##### UK Rural Prosperity Fund – Round 1

This project is on track and we are currently making payments to those businesses who were

successful. There will be a slight underspend which can be carried forward to round 2.

### UKSPF Round 2

This grant is still live and closes at the end of February 2024. To date there have been 29 expressions of Interest.

### UKSPF – Start Ups

This grant is currently live and closes at the end of February 2024. To date there have been 7 expressions of Interest.



### **Promote business premises at South Fens, The Boathouse and Light Industrial Units (Cllr Benney)**

The Estates team continue to actively engage with tenants of all sites. Industrial units are fully occupied whilst the Boathouse occupancy has remained static since the previous report at 96.8% but this has risen to 100% during January.

Occupancy at South Fens Business Centre has risen to 69.7%. A number of tenants have left recently for various reasons including switching back to full time working from home or business relocation. Investigations with the marketing agents and outgoing tenants to understand this decrease are ongoing with a view to amending the offer on site to attract tenants once again remains ongoing and proposals to this end are to be included in the proposed fees and charges schedule for the upcoming financial year subject to member approval.

The process of reviewing the occupancies of the industrial units continues with officers 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 approaching 31% on the estates actioned, as well as the management benefit to ensure the properties remain occupied and profitable.

### **Skills Update (Cllr Benney)**

The Economic Growth Team are developing the 2024-25 Shared Prosperity Funded (SPF) Business Skills for Young People (16-25) comprising three projects:

- Business training for early-stage businesses

- Running a business/entrepreneurial course for schools
- How to be business ready event(s)

One of the key requirements set out by DLUHC for SPF was to include significant investment in skills related projects and outcomes in year three. Our year three proposed programme reflects this requirement with its focus on business skills for young people. In addition, at the Cabinet meeting on 30 January 2023, it was agreed that a sum of c£131k from the Council's SPF allocation be provided to the CPCA to invest in a Cambridgeshire and Peterborough People and Skills Programme in year three. This SPF will deliver:

- A refined 'Skills Brokerage Service' offer for businesses.
- Further development of the 'All-age careers service' aspiration/offering.
- Funding to provide paid internship opportunities.

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

Throughout November and December, 63 businesses received an inspection and were offered a score using the food hygiene rating scheme, where applicable. A total of 8 businesses were subject to the alternative enforcement strategy (this is used for low-risk businesses to enable the council to focus attention to those premises which present the greatest risk to consumer safety or who are failing to meet their statutory obligations).

The purpose of the food hygiene rating is to allow consumers to make informed choices about the places where they eat or shop for food and, through these choices, encourage businesses to improve their hygiene standards. Some premises may be excluded from the scheme or their rating may not be published for sensitivity purposes, however they are still rated in accordance with the standard.

Food Hygiene Ratings were awarded as follows:

- 36 businesses received a 5
- 14 businesses received a 4
- 7 businesses received a 3
- 3 business received a 2
- 2 businesses received a 1
- 1 business received a 0

The lower scoring businesses have received follow up support and revisits to assist them in achieving at least a 3 rating consistently. The 0 scoring businesses was closed by means of a voluntary agreement and only reopened when we believed the risk to public health had been removed.

In November and December we received 3 applications for a food hygiene rating rescore visit. An opportunity to request a re-visit when improvements have been made in order to be re-assessed for a 'new' rating is one of the 3 safeguards to ensure that the Food Hygiene Rating scheme is fair to businesses, alongside a right to appeal and a right to reply. The re-score visit is unannounced and must take place within 3 months of the application being made by paying a fee via our website.

Businesses that were subject to alternative enforcement strategy do not receive a new food hygiene rating.

We also received 18 support requests, ranging from new business enquiries to foreign body complaints or issuing a food export certificate.

Recently we also contributed to the Fenland for Business Newsletter. The article briefly explains the Food Hygiene Rating Scheme and what advisory packs the Council offer in order to assist new and existing businesses.

#### Sampling cockles in the Nene Outer Mouth

As part of our duties to protect public health an investigation took place in December to ascertain the reason for poor sampling results affecting the cockle beds in the Nene Outer Mouth.

Sampling results indicate wider public health issues and in partnership with the food standards agency, other district councils and the centre for environment, fisheries and aquatic science (Cefas) additional sampling was undertaken and a review of recent weather incidents and potentially polluting activities.

Follow up samples showed much improved results. This will continue to be monitored and may result in temporary closure of the beds if a further sampling exceedance is identified.

## Promote and enable housing growth, economic growth and regeneration

### **Planning updates (including progress on the Local Plan) (Cllr Laws)**

In year performance in respect of the speed in the determination of planning applications continues to improve with performance on Minor applications getting closer to being on target. With regard to the Government's 24 month rolling performance tracker, the service remains close to the designation threshold as we are at 71% of non-major planning applications being determined on time compared against a threshold of 70%, if in year performance continues to remain strong.

The Government increased planning fees at the beginning of Dec 2023 and is looking to increase the performance requirement. The planning guarantee for non-major application has been changed from 26 weeks to 16 weeks. So, unless the applicant agrees to giving the Council more time to decide the application (called extensions of time), the Council will have little opportunity to seek amendments to schemes as otherwise there is the risk that applications won't be decided in 16 weeks and the planning fee will have to be refunded. Revisions to the scheme of delegation would reduce the risk of the situation arising. The Government is due to consult on other possible changes which may include not allowing extensions of time for householder applications and only allowing one extension of time for all other types of application. This means that householder applications will be decided as submitted, with no revisions allowed. In this situation more applications are going to be recommended for refusal and if these go to committee there is an increased likelihood of the planning fee having to be refunded. For non-householder applications, unless a long extension of time is agreed then applications that cannot be approved as submitted are likely to only have one chance of submitting amended plans as otherwise the application would be determined 'late' in respect of the performance target.

A decision on the Medworth Energy from Waste proposal is expected soon from the Secretary of State for Energy.

A non-statutory consultation is underway for a power transmission line proposals in the vicinity of Tydd St Giles [Grimsby to Walpole | National Grid ET](#). The scheme is one which will be decided by the Secretary of State for Energy.

Biodiversity Net Gain is now compulsory for large sites under national legislation and developments have to deliver 10% net gain in biodiversity.

Tesco are mounting a legal challenge to the grant of planning permission by the Council for an Alid Store in March.

With regard to the Local Plan, a paper is being prepared which makes recommendations in respect of which of the sites allocated in the Draft Plan should be considered for deletion and which alternatives should be considered instead. Work is progressing in the Gypsy & Traveller needs assessment and also on the Annual Monitoring Report.

### **Delivery of new homes (including affordable homes) (Cllr Laws & Cllr Hoy)**

A total of 137 new affordable homes at Skylark near the College of West Anglia will start to become available for residents on the Council's HomeLink register (97 homes) and also for households interested in purchasing the shared ownership properties (40 homes). This is through investment from a Housing Provider called Platform who the Council have encouraged to start to deliver schemes in our area to meet housing needs as well as grant funding from Homes England.

### **External funding bid updates (Cllr Boden)**

Please click on the relevant links below:

- [Shared Prosperity Fund](#), [Shared Prosperity Fund Grants](#), [Shared Prosperity Fund Business Skills](#)
- [March Future High Street Fund](#) (Cllr French)
- [Growing Fenland](#) (Cllr Boden)

### **Capital Projects Update (Cllr Boden)**

#### **Accommodation Review**

Work continues in conjunction with the instructed expert external partners to help draw together the Outline Business Case in respect of the short-listed options regarding the organisation's future accommodation requirements. The Outline Business Case will support the decision-making process in relation to the future of the Corporate Accommodation.

Recent tours of Fenland Hall and Melbourne Avenue (The Base) have taken place with elected Members. The tours had provided Members with the opportunity to see all aspects of the current corporate accommodation.

### Next Steps

- We are engaging with key partners via One Public Estate (OPE) to ascertain the potential for future co-location.
- A report seeking members agreement to a preferred option regarding the Corporate Accommodation will be brought to Cabinet in Spring 2024, following which, if Cabinet are in agreement, a full business case of the preferred option will be commissioned.

### **The Elms Chatteris**

FFL / Lovell homes are working with the architect, engineering and planning consultants on the reserved matters planning application.

### **Nene Waterfront Development**

Work continues securing reserved matters planning for a new extra care affordable home scheme on plot 5. A new electricity substation is being put in by FDC / FFL utilising Brownfield Land Release Fund money.

### **24 High Street, Wisbech – construction project**

Members can find updates regarding this project in a monthly update to Cabinet.

### **11-12 High Street, Wisbech**

Members can find an update regarding this plot, owned by FDC, in Cabinet papers on a monthly basis.

### **March Future High Street Fund (Cllr Seaton & Cllr French)**

The March Future Highstreets fund programme continues through delivery phase and at pace. To date the Marketplace scheme has been completed on time and under budget, along with four property grants being provided to local property owners. March dental and 24 Market Place have both received grants totalling £100,000 to improve their premises from empty/derelict properties to bring them back into use. Following intervention by the grants, FDC have been able to facilitate the creation of two new purpose build business units (now let) and three new residential units (also let) within the town centre.

The Broad Street project continues to be delivered by Octavius, with regular community coffee mornings making officers and staff available to members of the public that may have questions or concerns. At time of writing, paving along the eastern side of Broad Street, Dartford Road and Station Road approached completion with the demolition of the Toilet block and shelter scheduled for 14<sup>th</sup> February 2024.

The coming weeks will see the next phase of the project begin as works focus on the northern end of the work area in preparation for the switch over to the western carriageway for completion.

Items of note for members which have been undertaken since the last update are:

- The pedestrian crossing has been decommissioned at the bridge which has seen

significant easing to traffic caused by the works.

- A new temporary toilet has been installed at the rear of the old Barclays building on Grays Lane this is now open to the public and will remain in situ until a replacement toilet is created on Grays Lane.
- A planning application for a new toilet to the west of Grays lane has been submitted for review.

## **Growing Fenland (Cllr Boden)**

### Chatteris Projects

The Chatteris Town Council managed Chatteris Museum project has now moved the museum into its new premises (the old Barclay's bank building in the High Street) as scheduled.

The works to 14 Church Lane are continuing but there have been a few setbacks; the principal ones being the need to remove the flat roof at the rear of the building and the weather which has hampered building works. It is estimated that this has set the programme back by at least 6 weeks.

With the weather improving, the extension is now going up and internal plumbing and electrical works are underway. It is hoped that the Town Council will be able to move back in early summer and to have the two, two-bedroom flats available for rent and the community rooms ready for occupation at the same time.

### Whittlesey Projects

Funding from the CPCA, following the suspension of the Whittlesey Heritage Centre project, has been secured for work to;

- Develop an SOBC regarding a Whittlesey relief road. Consultants will be appointed to progress this work.
- Add additional solar PV to the Manor swimming pool;  
Business case developed. Application to UKPN underway & funding application to Swimming Pool Support Fund, managed by Sport England has been submitted. As noted in the Freedom Leisure update, FDC will be progressing this project in February, now that the outcome to the Swimming Pool Support Fund has been determined.
- Improvements to the netball / tennis court area at the Manor Centre:  
Fencing replacement has been completed, lighting units have been replaced and the playing surface refurbishment will take place shortly – subject to weather conditions.
- Whittlesey Buttercross – trip hazard works  
Discussions regarding options for this work have taken place. Meetings with local Members will be booked in the coming week to consider the situation.

### Wisbech Projects

There is no further progress with the Shop Watch Radio Scheme due to issues around access to the aerials at Exchange Tower.

**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 Benney)**

The Estates team continue to engage as a key stakeholder in the ongoing accommodation review. As reported to members, this has included member tours of both Fenland Hall and The Base and work with appointed agents in preparation of an outline Business case to be presented to members in due course.

The first tranche of disposal and overage claims is ongoing with a total of £466K received as of October 2023. The remaining initial properties continue to be pursued via planning consents prior to sale at auction to ensure maximum value. Future value gains are also protected with the adoption of stricter overage clauses.

Work is concluding in relation to identifying potential sites for a further tranche of disposals, and these will be put before members for approval prior to disposal work commencing.

## **Promote and lobby for infrastructure improvements**

### **Promotion of sustainable road, rail and concessionary travel initiatives (Cllr Seaton)**

#### Manea Railway Station

The car park at the station opened in August 2023 with a soft launch. The official opening was held in January 2024.

#### March Station

The platform 1 building project and the refurbished and extended station car park was officially opened in May 2022.

#### Whittlesea Station

Following the completion of the second strategic outline business case and options appraisal work in late 2022, we have been continuing to try and secure funding for the Outline Business Case (OBC) Project. In November 2023 the CPCA included £3million for Whittlesey Station in its draft Medium-Term Financial Plan (MTFP). Subject to the outcome of the public consultation and sign off in January 2024, funding will be available to commence the OBC from April 2024.

#### Hereward Community Rail Partnership

Funding applications have been successful to secure money for a Manea Walking and Cycling map, route audits/mini maps and route promotion and a summer 2023 drone video. The completed drone video was launched at a special CRP celebration event in October 2023. Work to develop the audits and mini maps is ongoing. A design template has been put together for the maps and the text is being finalised following the audits. An initial draft of the Manea walking and cycling map has been completed following discussions with the Parish Council and key stakeholders.



## **Engagement with CPCA and CCC on delivery of major road and rail infrastructure projects (Cllr Seaton)**

### Local Transport and Connectivity Plan (LTCP)

The LTCP sets out the forward transport strategy for Cambridgeshire and Peterborough. It is an essential document to help secure funding for local transport improvements. The CPCA are currently updating this document. In September 2023, CPCA latest version of the LTCP went to Committee and Board but was not approved. At FDC Council on 2 October 2023, a motion was passed that the LTCP should be revised. The good elements should be retained and matters relating to deliverability and funding should be amended and prioritised. Any such prioritisation should recognise differences within individual districts. A copy of the motion was sent to all CPCA Board members. Further details can be found in the FDC press release, a link to which is below:

### [Call for revised local transport plan - Fenland District Council](#)

In November 2023, the LTCP was taken back to CPCA Transport Committee and CPCA Board. This time the latest version was approved. The final documents can be found in the link below.

### [CMIS > Meetings](#)

### Wisbech Access Strategy

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

This is a CPCA funded project being delivered by Cambridgeshire County Council. It contains a range of transport projects in Wisbech that aim to address transport issues within the town and to help support the delivery of the scale of growth in the Fenland Local Plan. 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. 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)

There has been delays relating to land acquisition and ongoing discussions around related issues such as probate. This work is now expected to complete before the end of 2023. The next step for these 3 projects is to secure funding for their construction.

### March Area Transport Study – Main schemes

**There is no specific update for this project. Work is ongoing to progress the individual**

## **projects as set out below.**

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.

In January 2023, A paper went to CPCA Transport and Infrastructure Committee. The paper asked the Committee to:

- note the completion of the Full Business Case stage 1 (FBC1);
- Recommend to the Combined Authority Board to approve the drawdown of £4,149,825 for the construction of MATS Broad Street;
- Recommend to the Combined Authority Board to approve the drawdown of £300,000 for the completion of the FBC 2;

Here is a link to the Committee Paper and relevant reports for further details: [CMIS > Meetings](#)

The schemes forming part of this project are:

- A141 / Peas Hill Roundabout Upgrade (52m ICD), including the creation of an allmovement signalised junction at the A141 / Hostmoor Avenue Junction.
- A141 / Twenty Foot Road Signals.
- Broad Street / Dartford Road / Station Road Mini Roundabout, with one lane in each direction on Broad Street
- High Street / St Peter's Road Traffic Signal Improvements.
- Development of a Northern Industrial Link Road (NILR) – As a larger more complex project this scheme is expected to be taken to FBC2 in 2024.

### March Area Transport Study – Walking & Cycling Schemes

**There is no specific update for this project. Work is ongoing to progress the individual projects as set out below.**

The MATS project also includes a Walking and Cycling Strategy. £562,800 was 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

**There is no specific update for this project. Work is ongoing to progress the individual projects as set out below.**

This is a CPCA funded project with study work being taken forward by CPCA.

In November 2022, CPCA Transport and Infrastructure Committee and the Board approved work to Undertake an Options Assessment Report to provide the economic analysis on mode options, including existing information on heavy rail. This will be based on a service operating between Wisbech and March which removes the current dependency on Ely Area Capacity Enhancements whilst still being mindful of the future strategy to link into Cambridge. £80,000 has been drawn down from CPCA Medium Term Financial Plan to undertake this options assessment work. This study work is currently ongoing.

A link to the papers and information from the November 2022 CPCA meeting with the the relevant reports and papers 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>

### A47

**There is no specific update for this project. Work is ongoing to progress the individual projects as set out below.**

In May 2023 National Highways released a series of documents and a consultation to support the Roads Investment Strategy 3 process covering the period 2025 – 2030. The consultation is live until 13 July 2023. It includes a Strategic Road Network Initial report, regional reports, and interactive maps. There are several references to A47 within the East of England regional report. The outcome of the consultation will feed into the RIS3 decision making by Government. The documents can be viewed from the following link:

<https://routestrategies.nationalhighways.co.uk/>

As part of RIS2 National Highways are working on a series of Pipeline scheme undertaking feasibility and other technical work to support decisions for RIS3. One of these projects is A47 Elm High Road roundabout. They are also considering this roundabout alongside Weasenham Lane/Ramnoth Road. Officers are providing extensive technical input into the project. The outcome of the work will go forward to Government as part of their decision making for RIS3. Any such decisions are expected to be in 2024.

### Whittlesey Relief Road Project SOBC

The Whittlesey Relief Road Strategic Outline Business Case (SOBC) project is being procured and managed by Fenland District Council with funding from the Cambridgeshire and Peterborough Combined Authority (CPCA) market towns programme.

The project commenced in March 2023 with a paper approved by FDC Cabinet for the Governance arrangements and procurement of a contractor to deliver the project. Please see the link to the Cabinet paper for further details:

[Cabinet Paper March 2023 - Whittlesey Relief Rd V2 6.2.2023 updated 02.03.23.pdf \(fenland.gov.uk\)](#)

A procurement exercise has since been completed and a contractor appointed in August 2023. Project Board meetings took place in August and September 2023. The project has an agreed programme to complete in late autumn 2024. The Initial evidence and gap analysis work was completed and approved by the Project Board in November 2023. The Baseline Data and evidence gathering stage is in progress and is expected to be signed off by the Project Board in February 2024.

**Work with CPCA to influence housing and infrastructure funding to stimulate housing development and economic growth (Cllr Boden)**

CPCA funded affordable homes at Wisbech Road, March (118 affordable homes) are progressing to completion over the next few months.

**Key PIs:**

Key PI	Description	Baseline	Target 21/22	Cumulative Performance	Variance (RAG)
CELP15	% of major planning applications determined in 13 weeks	74%	70%	91%	
CELP16	% of minor planning applications determined in 8 weeks	62%	70%	67%	
CELP17	% of other planning applications determined in 8 weeks	81%	80%	86%	
EGA1	% occupancy of our business estates	93.9%	90%	93.8%	
MS1	% occupancy of Wisbech Yacht Harbour	99%	100%	99%	

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

Comments
In year performance in respect of the speed in the determination of planning applications continues to improve with performance on Minor applications getting closer to being on target. With regard to the Government's 24 month rolling performance tracker, the service remains close to the designation threshold as we are at 71% of non-major planning applications being determined on time compared against a threshold of 70%, if in year performance continues to remain strong.

## Quality Organisation

### Projects from Business Plan:

#### Governance, Financial Control & Risk Management

##### Data Protection Update

There have been no reportable breaches of the UK GDPR during the period to which this briefing relates however there have been 13 recorded breaches requiring no further action. In the same period, there have been 4 data subject access requests.

#### Transformation and Efficiency

The Transformation Team has recently successfully recruited to the fixed term vacancies within the team including the Transformation Lead Officer and Business Improvement Officer roles.

Recruitment to the roles is vital in order that the Transformation Reviews of all Council services can commence. The programme of service reviews has been documented and commenced in November 23, the service review programme was informed by a prioritisation exercise scoring risks and opportunities associated with each service and will be rolled out across the organisation over the next 2 years.

Services reviews in respect of the following Services have commenced:

- Marine Services
- Cemeteries
- My Fenland

Work continues in relation to the Review of the Planning Service, to date 25 recommendations have been identified and endorsed including the following:

- Funding secured for Idox to complete a systems audit and implementation
- Enterprise Workflow system – including automated task allocation
- Connector between Planning Portal and Uniform, application via portal integrate with Uniform, preventing the duplication of data entry
- Implement new and update existing templates to streamline processes
- Reduce the use of paper, greater use of reprographics
- Investigate and resolve connectivity and printing issues when hybrid working
- Building resilience and removing single points of failure

To date the recommendations have resulted in the delivery of increasingly efficient working practices, including the enhanced use of the software to drive processes including automation,

where possible, resulting in a saving of 252 Technical Officer hours per annum.

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

Individual project updates are as detailed elsewhere in this report. A full review of 2022-23 was published in the Annual Report as approved by Cabinet on 17<sup>th</sup> July 2023. The report is available on our website.

## **Communication, Consultation and Engagement**

### **News update**

The number of news stories added to the FDC website and distributed as press releases to local media in November = 13

Highlights included:

- Council working to bring empty homes back into residential use.
- Jobs created and safeguarded thanks to grant awards to eight Fenland businesses.
- Where in Fenland do you fear suffers air pollution - council asks.
- Celebration marks culmination of Golden Age 20th anniversary events.
- New changing rooms unveiled as lifeline leisure centre funding confirmed.
- Grants to support improvements to forgotten Fenland corners.
- Traffic surveys to help with development of business case for Whittlesey relief road.
- Free supportive age and dementia friendly exercise classes come to Fenland.

The number of news stories added to the FDC website and distributed as press releases to local media in December = 14. We also created an additional 3 news articles we published on our website.

Highlights included:

- Five years of Fenland leisure centre partnership
- Town centre footfall tripled on Christmas fayre day
- Residents supported at Beat Your Bills event
- Entries open for 2024 Fenland Poet Laureate Awards
- New Wisbech Park community pavilion nears completion
- Subscriptions to Fenland's 2024/25 garden waste service now on sale
- Fens' community rail project shortlisted for national industry award
- Free exercise, wellness and social activity sessions for New Year

All press releases are distributed to relevant press and media organisations, appear as a web article on the news pages of the [Fenland District Council website](#) and on our social media channels [Facebook](#) and [Twitter](#).

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

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

November:

- Twitter = 113
- Facebook = 103

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

- Twitter = 110
- Facebook = 109

We currently have 7,176 followers on Facebook and 8,862 followers on twitter.

**Consultation Summary:**

No consultations in November or December 2023

## Excellent Customer Service

### Customer Service Excellence accreditation (Cllr Tierney)

We are currently preparing for our annual re-accreditation process, which will take place in June 2024.

### Supporting vulnerable customers with complex queries (Cllr Wallwork) – ALL

Please see updates on [Homelessness](#), [Rough Sleepers](#) and [Community Safety](#).

### 3C's Update (Cllr Tierney)

Quarterly figures to be reported on, July, October, December and March

Summary table for 3C's covering the period October – December 2023 inclusive:

October 2023 – December 2023	Total Received	On Time	% on Time
Correspondence	27	26	96%
Stage 1			
CELP	32	29	91%
GI	1	1	100%
PRCS	12	11	92%
Stage 2			
CELP	1	1	100%
GI	0	0	N/A
PRCS	1	1	100%



Stage 3			
CELP	0	0	100%
GI	0	0	N/A
PRCS	0	0	N/A

## Asset Management and Commercialisation

### Commercial & Investment Strategy (Cllr Boden)

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 2023, £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 finalised and the draft Business Plan for 2023/24 has now been agreed.

The Commercial Investment in Wisbech has delivered a rental income of £230k for the year to March 2023. Rental income continues to be on track for 2023/24. 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.

Updates on the work of the Investment Board were presented to Cabinet at its meetings on 30 January 2023, 16<sup>th</sup> March 2023 and 11<sup>th</sup> September 2023. The annual report on Investment Board activity was presented to Overview and Scrutiny on 19<sup>th</sup> September 2023.

### Fenland Future Limited (Cllr Boden, Cllr Benney & Cllr Tierney)

Fenland Future Ltd (FFL) has been granted 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.

On The Elms site in Chatteris, Lovell Homes have been commissioned to work with FFL as a Development Management Partner and Design Architects, Planning Consultant and Engineering specialists have been appointed to work up the Reserved Matters Application. At the Nene Waterfront in Wisbech, a Reserved Matters Application is being prepared for 1 of the 5 plots for a circa 70 home affordable housing extra care scheme.

## Workforce Development

### **Workforce skills and training (Cllr Boden)**

We have a strong commitment to learning and development. We believe that if we are to continue to deliver excellent services to our customers, our staff must be well trained.

We have an extensive learning and development offer for our workforce, which involves opportunities for formal and informal training; we have a range of learning resources available to all staff, e-learning, coaching, shadowing, secondments, in house training workshops delivered by our own in-house experts; as well as more formal courses and training and apprenticeships.

Staff value the learning and development opportunities that are offered at FDC and are able to indicate the difference that training makes to them and their team. However, it is important that we continually review our learning and development offer to ensure it is fit for purpose and as accessible as possible.

We believe that talent exists in all our staff and that it needs to be encouraged and nurtured. Every manager with staff responsibility manages talent through the following activities:

- Performance management
- Coaching and development
- Springboard discussions, 121's and
- Recruitment

Talent management and succession planning ensures ongoing organisational capacity and capability for the future and enables transformation; and at a time when more is demanded of less, it becomes increasingly important.

### **Supporting and empowering staff (Cllr Boden)**

We are committed to supporting and empowering our workforce, and we have a range of support that our staff can access, from an Employee Assistance Programme (EAP)

The EAP is free and confidential for staff to use, and is available 24 hours a day, 7 days a week, 365 days a year and is accessible by phone, email and online.

The EAP is designed to help with a wide range of work, family, and personal issues. It provides practical information, fact sheets and packs, resource information on support services in the local area and even short-term face to face or telephonic counselling if required. It is supported by a comprehensive EAP website offering extensive resources including articles, interactive tools, regular online seminars, confidential 24/7 support, self-help workbooks, Podcasts, blogs, videos, and articles on a range of topics, Debt advice, Debt Management, Domestic Abuse support, Wellbeing portal & App, Trauma programme and Exercise and Fitness advice.

Alongside this we provide additional support via our team of Mental Health First Aiders (MHFA), our Occupational Health Advisor, a range of family friendly policies and procedures, a comprehensive (cost neutral) employee benefits platform. We also provide individual support via our HR team, service managers, our Management and Trade Union and Staff Partnership (MTSP) reps.

We carry out our Staff Survey every two years to get a better understanding of employee morale, satisfaction, and engagement at Fenland District Council. This was undertaken in 2022, with 87% of respondents stating they were proud to work for Fenland District Council. In 2024 we will be replacing this survey process with pulse surveys, looking at specific areas.

## Enforcement

### **All enforcement policies update (Cllr French (CPE), Cllr Laws (Planning), Cllr Murphy (Streetscene) & Cllr Wallwork Environmental Health))**

The Environmental Offences (fixed penalties England) Regulations 2023 has increased the maximum fine levels for a number of fixed penalty notices; fly tipping, littering, householders' duty of care, graffiti and fly posting.

A comparison exercise is being undertaken to ensure Fenland's fines meet the criteria within these regulations, are at the right level when compared to similar areas and reflect any fines awarded by the magistrates' court for previously prosecuted offences. A new set of fine levels will then be recommended for approval.

120 cases of reported unauthorised developments have been investigated and resolved in the year to date. The service is aiming to at least match the number of resolved cases against the number of service requests by the year end.

## Health & Safety

### **Maintaining Health & Safety Systems to comply with legislation (Cllr Boden)**

The Council has a comprehensive suite of Health and Safety Policies and procedures, which all managers are aware of and trained on. We have a Health and Safety Panel, with membership drawn from all areas of the Council. This Panel meets every quarter to ensure ongoing compliance in all areas; to track all health and safety related issues, accidents and near misses. An ongoing Action Plan to monitor the corporate health and safety goals is in place and well established.

Work continues to drive forward improvements in health and safety management where required.

In 2024 the emphasis will be to support managers and staff to continue good standards of health and safety, whilst operating a shared service with East Cambridgeshire District Council, (three days per week at Fenland and two days per week at East Cambridgeshire).

A summary of some of the work planned for 2024 is provided below:

- Ongoing delivery of a corporate Health & Safety training programme

- Conduct accident investigations as applicable
- Plan the next phase of the health surveillance programme across the Council for roll out at the end of 2024
- Development of further e-learning training courses for the Council's e-learning platform
- Undertake audits/inspections of individual services/teams/buildings as per the audit programme
- Update intranet-based health & safety information for staff use.

### Health & Safety Action Plan updates (Cllr Boden)

Good progress has been made over the last 12 months to deliver our objectives as set out in the health and safety action plan for 2023. Some of the actions are highlighted below:

- The role out of internal health and safety e-learning courses developed for staff training via the Intranet.
- An analysis of all accidents and their consequent actions has been undertaken.
- The Accident Incident Rate (based on 100 per employees) was 6.31, which was the same as for the previous year
- Health and Safety training was delivered to a total of 91 staff
- A programme of audits and inspections undertaken.
- A key focus for the coming year will be the transfer of all Health and Safety e-learning courses on to the new system.

### 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:

CPCA COMMITTEE	DATE OF MEETING	LINK
Combined Authority Board	31.01.24	<a href="#">CMIS &gt; Meetings</a>
Audit & Governance Committee	26.01.24	<a href="#">CMIS &gt; Meetings</a>
Overview & Scrutiny Committee	09.01.24	<a href="#">CMIS &gt; Meetings</a>
Overview & Scrutiny Committee	29.01.24	<a href="#">CMIS &gt; Meetings</a>
Employment & Skills Board	12.12.23	<a href="#">CMIS &gt; Meetings</a>
Employment & Skills Board	20.02.24	<a href="#">CMIS &gt; Meetings</a>

Transport & Infrastructure Committee	17.01.24	<a href="#">CMIS &gt; Meetings</a>
Business Board	15.01.24	<a href="#">CMIS &gt; Meetings</a>
Environment & Sustainable Communities Committee	22.01.24	<a href="#">CMIS &gt; Meetings</a>
Human Resources Committee	10.11.23	<a href="#">CMIS &gt; Meetings</a>
Human Resources Committee	16.11.23	<a href="#">CMIS &gt; Meetings</a>
Human Resources Committee	16.11.23	<a href="#">CMIS &gt; Meetings</a>
Skills & Employment Committee	15.01.24	<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	28.02.24	<a href="#">CMIS &gt; Meetings</a>
Combined Authority Board	20.03.24	<a href="#">CMIS &gt; Meetings</a>
Audit & Governance Committee	08.03.24	<a href="#">CMIS &gt; Meetings</a>
Overview & Scrutiny Committee	18.03.24	<a href="#">CMIS &gt; Meetings</a>
Skills & Employment Committee	04.03.24	<a href="#">CMIS &gt; Meetings</a>
Employment & Skills Board	14.05.24	<a href="#">CMIS &gt; Meetings</a>
Transport & Infrastructure Committee	13.03.24	<a href="#">CMIS &gt; Meetings</a>
Business Board	04.03.24	<a href="#">CMIS &gt; Meetings</a>
Human Resources Committee	08.03.24	<a href="#">CMIS &gt; Meetings</a>
Human Resources Committee	13.03.24	<a href="#">CMIS &gt; Meetings</a>
Human Resources Committee	14.03.24	<a href="#">CMIS &gt; Meetings</a>
Environment & Sustainable Communities Committee	11.03.24	<a href="#">CMIS &gt; Meetings</a>

**Key PIs:**

Key PI	Description	Target 21/22	Cumulative Target	Cumulative Performance	Variance (RAG)
PRC1	% of customer queries processed at the first point of contact	99%	90%	99%	
PRC2	% of customers satisfied with our service (measured annually in February)	86%	90%	N/A (Feb 2024)	
PRC3	% of contact centre calls answered within 20 seconds	47.49%	46.5%	35.86%	
PRC4	% of contact centre calls handled	87.96%	80%	82.39%	
ARP3	In year % of Council Tax collected	96.76%	85.17%	85.38%	
ARP4	Council Tax net collection fund receipts	£65,262,181	£57,429,446	£57,568,740	
ARP5	In year % of NNDR collected	97.10%	81.11%	80.78%	
ARP6	NNDR net collection fund receipts	£24,120,990	£20,572,849	£21,345,038	
PRC5	Number of online forms submitted via FDC website	21,504	21,000	16,940 (Nov-1,383) (Dec-1,322)	

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