



FYLDE BOROUGH COUNCIL



Meeting Agenda

Performance Improvement Scrutiny Committee
Town Hall, St Annes
Thursday 23 April 2009, 7:00pm

The main doors will be open to the public at 6:40pm

PERFORMANCE IMPROVEMENT SCRUTINY COMMITTEE

MEMBERSHIP

CHAIRMAN – Councillor Christine Akeroyd

VICE-CHAIRMAN – Councillor Cheryl Little

Councillors

Craig Halewood

Keith Hyde

John Singleton

Kathleen Harper

Ken Hopwood

Linda Nulty

Paul Hayhurst

Contact: Peter Welsh, St. Annes (01253) 658502, Email: peterw@fylde.gov.uk



Our Vision

To establish Fylde Borough Council as a high performing local authority

Our Corporate Objectives

To improve the economic, social and environmental well-being of our communities through:

- The promotion and enhancement of the natural built environment
- Increasing the availability and access to good quality housing for all
- Maintaining healthy and safe communities to reduce the fear of crime
- Supporting and sustaining a strong and diverse Fylde coast economy to further enhance employment prospects

We will achieve this by:

Focusing on customer requirements
Clear community and organisational leadership
Delivering high quality, cost-effective services
Partnership working



A G E N D A

PART I - MATTERS DELEGATED TO COMMITTEE

PUBLIC PLATFORM	
<i>To hear representations from members of the public in accordance with Committee procedure rules</i>	
ITEM	PAGE
1. DECLARATIONS OF INTEREST: <i>If a member requires advice on Declarations of Interest he/she is advised to contact the Monitoring Officer in advance of the meeting. (For the assistance of Members an extract from the Councils Code of Conduct is attached).</i>	4
2. CONFIRMATION OF MINUTES: <i>To confirm as a correct record the Minutes of the Performance Improvement Scrutiny Committee held on 19 March 2009 Attached at the end of the agenda.</i>	4
3. SUBSTITUTE MEMBERS: <i>Details of any substitute members notified in accordance with council procedure rule 25.3</i>	4
4. MEMBER CHAMPIONS	7-35
5. SHARED SERVICES EVALUATION	36-41
6. THE PROCUREMENT SHARED SERVICE	42-51
7. CORPORATE PERFORMANCE 2008/09: YEAR END REPORT	52-60

Personal interests

8.—(1) You have a personal interest in any business of your authority where either—

(a) it relates to or is likely to affect—

- (i) any body of which you are a member or in a position of general control or management and to which you are appointed or nominated by your authority;
- (ii) any body—
 - (aa) exercising functions of a public nature;
 - (bb) directed to charitable purposes; or
 - (cc) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union),

of which you are a member or in a position of general control or management;

- (i) any employment or business carried on by you;
 - (ii) any person or body who employs or has appointed you;
 - (iii) any person or body, other than a relevant authority, who has made a payment to you in respect of your election or any expenses incurred by you in carrying out your duties;
 - (iv) any person or body who has a place of business or land in your authority's area, and in whom you have a beneficial interest in a class of securities of that person or body that exceeds the nominal value of £25,000 or one hundredth of the total issued share capital (whichever is the lower);
 - (v) any contract for goods, services or works made between your authority and you or a firm in which you are a partner, a company of which you are a remunerated director, or a person or body of the description specified in paragraph (vi);
 - (vi) the interests of any person from whom you have received a gift or hospitality with an estimated value of at least £25;
 - (vii) any land in your authority's area in which you have a beneficial interest;
 - (viii) any land where the landlord is your authority and you are, or a firm in which you are a partner, a company of which you are a remunerated director, or a person or body of the description specified in paragraph (vi) is, the tenant;
 - (xi) any land in the authority's area for which you have a licence (alone or jointly with others) to occupy for 28 days or longer; or
- (b) a decision in relation to that business might reasonably be regarded as affecting your well-being or financial position or the well-being or financial position of a relevant person to a greater extent than the majority of other council tax payers, ratepayers or inhabitants of the ward, as the case may be, affected by the decision;

(2) In sub-paragraph (1)(b), a relevant person is—

- (a) a member of your family or any person with whom you have a close association; or
- (b) any person or body who employs or has appointed such persons, any firm in which they are a partner, or any company of which they are directors;
- (c) any person or body in whom such persons have a beneficial interest in a class of securities exceeding the nominal value of £25,000; or
- (d) any body of a type described in sub-paragraph (1)(a)(i) or (ii).

Disclosure of personal interests

- 9.—(1)** Subject to sub-paragraphs (2) to (7), where you have a personal interest in any business of your authority and you attend a meeting of your authority at which the business is considered, you must disclose to that meeting the existence and nature of that interest at the commencement of that consideration, or when the interest becomes apparent.
- (2) Where you have a personal interest in any business of your authority which relates to or is likely to affect a person described in paragraph 8(1)(a)(i) or 8(1)(a)(ii)(aa), you need only disclose to the meeting the existence and nature of that interest when you address the meeting on that business.
- (3) Where you have a personal interest in any business of the authority of the type mentioned in paragraph 8(1)(a)(viii), you need not disclose the nature or existence of that interest to the meeting if the interest was registered more than three years before the date of the meeting.
- (4) Sub-paragraph (1) only applies where you are aware or ought reasonably to be aware of the existence of the personal interest.

- (5) Where you have a personal interest but, by virtue of paragraph 14, sensitive information relating to it is not registered in your authority's register of members' interests, you must indicate to the meeting that you have a personal interest, but need not disclose the sensitive information to the meeting.
- (6) Subject to paragraph 12(1)(b), where you have a personal interest in any business of your authority and you have made an executive decision in relation to that business, you must ensure that any written statement of that decision records the existence and nature of that interest.
- (7) In this paragraph, "executive decision" is to be construed in accordance with any regulations made by the Secretary of State under section 22 of the Local Government Act 2000(d).

Prejudicial interest generally

- 10.—**(1) Subject to sub-paragraph (2), where you have a personal interest in any business of your authority you also have a prejudicial interest in that business where the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice your judgement of the public interest.
- (2) You do not have a prejudicial interest in any business of the authority where that business—
- (a) does not affect your financial position or the financial position of a person or body described in paragraph 8;
 - (b) does not relate to the determining of any approval, consent, licence, permission or registration in relation to you or any person or body described in paragraph 8; or
 - (c) relates to the functions of your authority in respect of—
 - (i) housing, where you are a tenant of your authority provided that those functions do not relate particularly to your tenancy or lease;
 - (ii) school meals or school transport and travelling expenses, where you are a parent or guardian of a child in full time education, or are a parent governor of a school, unless it relates particularly to the school which the child attends;
 - (iii) statutory sick pay under Part XI of the Social Security Contributions and Benefits Act 1992, where you are in receipt of, or are entitled to the receipt of, such pay;
 - (iv) an allowance, payment or indemnity given to members;
 - (v) any ceremonial honour given to members; and
 - (vi) setting council tax or a precept under the Local Government Finance Act 1992.

Prejudicial interests arising in relation to overview and scrutiny committees

- 11.—** You also have a prejudicial interest in any business before an overview and scrutiny committee of your authority (or of a sub-committee of such a committee) where—
- (a) that business relates to a decision made (whether implemented or not) or action taken by your authority's executive or another of your authority's committees, sub-committees, joint committees or joint sub-committees; and
 - (b) at the time the decision was made or action was taken, you were a member of the executive, committee, sub-committee, joint committee or joint sub-committee mentioned in paragraph (a) and you were present when that decision was made or action was taken.

Effect of prejudicial interests on participation

- 12.—**(1) Subject to sub-paragraph (2), where you have a prejudicial interest in any business of your authority—
- (a) you must withdraw from the room or chamber where a meeting considering the business is being held—
 - (i) in a case where sub-paragraph (2) applies, immediately after making representations, answering questions or giving evidence;
 - (ii) in any other case, whenever it becomes apparent that the business is being considered at that meeting;
 unless you have obtained a dispensation from your authority's standards committee;
 - (b) you must not exercise executive functions in relation to that business; and
 - (c) you must not seek improperly to influence a decision about that business.
- (2) Where you have a prejudicial interest in any business of your authority, you may attend a meeting (including a meeting of the overview and scrutiny committee of your authority or of a sub-committee of such a committee) but only for the purpose of making representations, answering questions or giving evidence relating to the business, provided that the public are also allowed to attend the meeting for the same purpose, whether under a statutory right or otherwise.

REPORT



REPORT OF	MEETING	DATE	ITEM NO
CORPORATE RESOURCES	PERFROMANCE IMPROVEMENT SCRUTINY COMMITTEE	23 RD APRIL 2009	4

MEMBER CHAMPIONS

Public Item

This item is for consideration in the public part of the meeting.

Summary

The purpose of the report is to provide further assistance to the committee in monitoring the work of the council's fourteen Member Champions. Appended to the main report are personal reports submitted by individual member champions, which summarise their work during 2008/09.

Recommendations

1. The committee is recommended to note the work undertaken by individual member champions during 2008-09 and give consideration to the role, effectiveness and value of the council's member champions.
2. The committee consider and respond to the various points raised by the Member Champion for Older People.

Reasons for recommendation

Member champions were introduced as part of the council's CPA improvement plan. The committee has a brief to monitor the council's CPA improvement plan.

Alternative options considered and rejected

Failure to monitor the performance of member champions is not considered to be in the best interests of the public.

Cabinet Portfolio

The item falls within the following Cabinet portfolio:

Corporate Resources & Finance

Councillor Roger Small

Report

1. At its meeting of 19th March 2009, the Committee considered a report on the member champions work in 2008/09. As the information submitted by member champions was incomplete, the committee deferred consideration of this matter until its next meeting. It was subsequently resolved:
 - i The committee noted the work undertaken by individual member champions during 2008-09.
 - ii To thank member champions for their completed questionnaires.
 - iii Dave Joy, Deputy Chief Executive, to ask other member champions to return the questionnaires as soon as possible in order for the committee to consider the role, effectiveness and value of the council's member champions at the 23rd April meeting.
2. The original report is appended to this report for members' reference. All member champion questionnaires received since the 19th March meeting are also appended.
3. At the March meeting the committee received a report from Cllr Lyndsay Greening, the Member Champion for Older People. Cllr Greening asked the committee to consider the following points:
 - To ask this Committee to consider whether we currently have the best method for selecting Champions.
 - Member Champions might find it useful to meet on a regular basis to exchange ideas and experiences, discuss problems and offer mutual support.
 - That FBC searches for NW organisations which support Champions of different disciplines, to cover the same points as above.
 - That Member Champions be encouraged to work towards the BTec Advanced Award for Local Government Member Champions.
 - To request the Performance Improvement Scrutiny Committee to consider the report of the Older People's Member Champion. The report of the Member Champion for Older People is also appended to this report.

Conclusion

4. Members are asked to note the work undertaken by individual member champions during 2008-09 and give consideration to the role, effectiveness and value for money of the council's member champions

Report Author	Tel	Date	Doc ID
Dave Joy	(01253) 658700	26 th March 2009	L8/champsreport/agen

List of Background Papers		
Name of document	Date	Where available for inspection
None		

Attached documents

1. Report to the Performance Improvement Scrutiny Committee – 19th March 2009.
2. Additional Member Champion Questionnaires – work undertaken 2008/09

IMPLICATIONS	
Finance	The costs associated with Member Champions are included in the report.
Legal	No direct implications.
Community Safety	No direct implications.
Human Rights and Equalities	No direct implications.
Sustainability and Environmental Impact	No direct implications.
Health & Safety and Risk Management	No direct implications.

Member Champion Feedback 08/09

Name: Cllr. Richard Fulford-Brown

Member Champion for: Health & Safety

Meetings:

Operational Risk Management Group

Lead Officer:

Andrew Wilsdon

Meeting/Function Attended	Date	Comment
		PLEASE REFER TO ATTACHED DOCUMENT
Other Work Carried Out (e.g. reports written)	Date	Comment

Over the past six months or more there has been some disruption in the regularity of meetings of the H&S Operational Risk Management Group of which I am Member Champion. I am advised by Andrew Wilsdon, Insurance and Risk Management Officer that in 2008 the last meeting of this group was postponed due to the restructure of the management which meant that the Chair of the Group (Paul Norris) was at that time not available to attend the meeting. Since then I have been awaiting further information from Andrew regarding the arrangements for further meetings. Normally there are 4 planned meetings of the joint group with the unions each year at which the unions can raise H&S concerns. As well as having the joint meetings with the unions there are also strategy meetings of the Operational Risk Management Group with just the management side present. These meetings are held to discuss implementation of H&S policies from a management perspective. The H&S unit at Blackpool have continued reviewing H&S procedures with several reviewed procedures being introduced throughout the year. These include Control of Contractors, Manual Handling and an inspection and audit procedure. The review of procedures is on going. The H&S arrangements with Blackpool were reviewed by the Scrutiny Committee in 2008.

Cllr Richard Fulford-Brown

30.03.09

Member Champion Feedback 08/09

Name: Cllr. Keith Hyde

Member Champion for: Member Training & HRM

Meetings: Member Development Steering Group

Lead Officer: Lyndsey Lacey

Meeting/Function Attended	Date	Comment
HALTON COUNCIL MEMBER DEVELOPMENT NETWORK	16/05/08	
KNOWSLEY COUNCIL MEMBER DEVELOPMENT NETWORK	24/06/08	
MEMBER DEVELOPMENT STEERING GROUP	3/07/08	
MEMBER DEVELOPMENT STEERING GROUP	14/10/08	
MEMBER DEVELOPMENT NETWORK BLACKBURN.	16/10/08	
MEMBER DEVELOPMENT NETWORK WYRE.	12/2/09	
MEMBER DEVELOPMENT WORKSHOP LEVEL TWO NWEO MANCHESTER	19/2/09	
Other Work Carried Out (e.g. reports written)	Date	Comment

REPORT



REPORT OF	MEETING	DATE	ITEM NO
CORPORATE RESOURCES	PERFROMANCE IMPROVEMENT SCRUTINY COMMITTEE	19 TH MARCH 2009	-

MEMBER CHAMPIONS

Public Item

This item is for consideration in the public part of the meeting.

Summary

The purpose of the report is to assist the committee in monitoring the work of the council's fourteen Member Champions. Appended to the main report are personal reports submitted by individual member champions, which summarise their work during 2008/09.

Recommendation

1. The committee is recommended to note the work undertaken by individual member champions during 2008-09 and give consideration to the role, effectiveness and value of the council's member champions.

Reasons for recommendation

Member champions were introduced as part of the council's CPA improvement plan. The committee has a brief to monitor the council's CPA improvement plan.

Alternative options considered and rejected

Failure to monitor the performance of member champions is not considered to be in the best interests of the public.

Cabinet Portfolio

The item falls within the following Cabinet portfolio:

Corporate Resources & Finance Councillor Roger Small

Report

1. At its meeting of 12th June 2007, the Council appointed members of the council to the various positions of Member Champions as follows:

Member Champion Role	Nominated Member
Health & Safety	Cllr R. Fulford-Brown
Risk Management	Cllr K. Mulholland
Community Safety	Cllr D. Prestwich
Tourism	Cllr C. Little
Public Transport	Cllr G Caldwell
Member Training & HRM	Cllr K Hyde
Heritage, Arts & Culture	Cllr F Wilson
E-Government	Cllr D Chedd
Procurement	Cllr C Akeroyd
Asset Management	Cllr W Thompson
Children & Young People	Cllr K Buckley
Older People	Cllr L Greening
Equality & Diversity	Cllr L Nulty
Environment	Cllr T Threlfall

A training workshop was organised for all member champions. This included an introduction to the role and responsibilities of the position. A description of the role of a member champion is appended to this report. Following feedback from previous member champions, it was emphasised that the work of the member champion would not be carried out by officers. Officers would be able to direct member champions to information but would not be in a position to carry out research or write reports on behalf of the member champion. Each member champion was provided with an information pack. This included the details of at least one relevant group or partnership which met on a regular basis and which the member champion was recommended to attend. They were also provided with the contact details of a lead officer who could provide guidance. The extent of the work programme is at the discretion of each member champion.

2. All member champions receive an allowance of £260 per year for carrying out this role. As there are fourteen member champions, the total cost of the allowance for member champions is £3640 per year. In addition to this individual member champions can claim reasonable travel and subsistence expenses associated with this work.
3. In December 2008, each member champion was sent a short questionnaire on which to summarise their work to date. The returned questionnaires are appended to this report.
4. At its meeting of 23rd July 2008 the Cabinet received a report from the Member Champion for Older People. It was subsequently resolved:

To request the Performance Improvement Scrutiny Committee to consider the report of the Older Peoples Member Champion as part of its forthcoming work on the role and performance of member champions.

5. The report of the Member Champion for Older People is also appended to this report.

Conclusion

6. Members are asked to note the work undertaken by individual member champions during 2008-09 and give consideration to the role, effectiveness and value for money of the council's member champions.

Report Author	Tel	Date	Doc ID
Dave Joy	(01253) 658700	13 th February 2009	

List of Background Papers		
Name of document	Date	Where available for inspection
None		

IMPLICATIONS	
Finance	The costs associated with Member Champions are included in the report.
Legal	No direct implications.
Community Safety	No direct implications.
Human Rights and Equalities	No direct implications.
Sustainability and Environmental Impact	No direct implications.
Health & Safety and Risk Management	No direct implications.

Attached documents

1. Role of the Member Champion
2. Member Champion Questionnaires – work undertaken 2008/09
3. Report of the Member Champion for Older People



MEMBER CHAMPION ROLE

Champions were selected based on their knowledge, ability and capacity to take on the task. The council previously agreed that this role would entail:

- Maintaining knowledge and awareness of the subject they specialise in and keeping abreast with current activities and developments
- Liaising with the relevant brief holder/officers
- Communicating and representing to the Executive the views of non Executive members on matters relating to the subject
- Assisting the Brief Holder in promoting the efficient and effective delivery of the relevant services and the achievement of all relevant Council policy objectives in compliance with the approved budgets and providing all such other assistance, advice and support as the Brief Holder may have
- Assisting and advising the overview and scrutiny committees as required
- Assisting brief holders in responding to questions
- Assisting the Brief Holder by representing them as requested and leading for the Council publicity in external dealings and relationships, including the media

Member Champion Feedback 08/09

Name: Cllr. Cheryl Little

Member Champion for: Tourism

Meetings: Employment & Enterprise LSP Theme Group

Lead Officer: Christine Miller

Meeting/Function Attended	Date	Comment
Enterprise and Employment	Last Friday of every month	I have attended every meeting of Enterprise and Employment; except two due to holidays. In my role of Tourism Champion I participate thoroughly in discussions, work with officers and also attend sub groups.
Regeneration	30 July 2008	I have attended several Regeneration meetings and sub groups – working with lead officer Paul Drinnan.
Rainford Golf Tournament	15 August 2008	This was my second attendance at the Rainford Golf Tournament, which is held every year in August. I found the event and the work leading up to it very interesting and enjoyable. In particular my meetings with the Lead Officer Viv Wood, the hosts of the event the Denhams and their families.
Open Golf Tournament Southport	June 2008	This was my first attendance to the Open Golf Tournament Royal Birkdale in my role of member Champion and not as a spectator. Although it was an early start - plus the added impetus of seeing it through 'the eyes of a host in three years!' I found the event very constructive, interesting and enlightening!

Meeting/Function Attended	Date	Comment
Safer Sands	29 July 2008 24 September	These meetings are held around three/four times a year along with representatives from several agencies Coastguard, Beach Patrol both in St Annes and Blackpool, Police, Blackpool Lightcraft Club, Hangtime and a representative for Horse Riders are in attendance with officers and LSP Community Safety Officer Brian Ward.
Lancashire and Blackpool Tourism Awards	18 June 2008	I attended this event with Lead Tourism Officer Viv Wood –
Raising the Flag ceremonies	29 August 2008	I attended 'Raising the Flag' ceremonies at Fairhaven Lake and Lowther Gardens as Tourism Champion.
RideSafe Backsafe Event	13 April 2008	<p>This was a fantastic event an action-packed, informative bike show, featuring Maria Costello, the fastest woman at the TT.</p> <p>There were stunt performances by Dave Coates, Xtreme Trials Display Team, MPC Urals and Zero Gravity Freestyle Trials Team and Straightliners Drag Racing demonstration.</p> <p>Entertainment from live bands – August and Lancashire Hot Pots who were a family favourite. New bikes were also on show along with Trade stands and an information zone. Over 5,000 attended what was a thrilling and action packed day.</p>

Meeting/Function Attended	Date	Comment
Love Parks Week	14 June 2008 15 April 2008 6 June 2008 11 June 2008	It was agreed to have one event on Saturday 14 th June at Fairhaven Lake & Gardens in support of Greenspaces n I distributed leaflets and spoke to all schools in the L&SA area myself promoting this event Made and put up banners and leaflets Report written before and after event National initiative of Love Parks Week. The event was themed around “promoting parks as places for children to exercise”, and also healthy eating. I attended several meetings before and after the event. Met officers and produced literature. Hopefully this will become a yearly event and I hope to be involved as much next year.
Disabled Access - Tourism	2 June 2008 26 November 2008	This was two of several meetings attended to look at disabled access in the tourism area
All Tourism involved Learning Hours	Various	I have attended all Learning Hours
LSP Community Partnership	29 July 2008 24 Sept 2008 8 October 2008	These meetings were of several overlapping meetings with Brian Ward involving Safer Sands and Regeneration with reference to my members champion role.

Meeting/Function Attended	Date	Comment
Boat Naming Ceremony	tba	<p>This was a one off idea to promote Fairhaven Lake in my members champion role.</p> <p>We have taken possession of two skiffs on the Lake this year and I thought it would be a good idea to promote this with a competition to name them. Press coverage will introduce this years tourist season with launch of the skiffs inviting competition winners and dignitaries.</p>
Beach Watch	20 September 2008	<p>Beachwatch 2008 – 20/21 September</p> <p>If you are on the coast, then this weekend is a key one, as the annual Beachwatch takes place. Check here to see what the status of your local beaches are – some have been adopted by volunteers or local councils, some have Beachwatch events already listed, whilst others do not yet have anyone ‘volunteering’. If they don’t, maybe this is your opportunity. To my surprise, none of Blackpool’s beaches have been adopted, for example. The Marine Conservation Society is the organiser, and they have been the main proponents of a Marine Preservation Bill for the past few years.</p>
Fylde Coast Vision workshop	21 October 2008	<p>This workshop was organised by Claire Platt and Chris Holland - Blackpool, Fylde and Wyre have employed Consultants to produce, in partnership with the three authorities, a joint Cultural strategy.</p> <p>The consultants (BOP consultants) now wish to hold a visioning workshop to present different ideas and scenarios to each authority. They also wish stimulate and provoke debate and get input from some key players.</p>

Meeting/Function Attended	Date	Comment
Lytham Business Forum	15 October	This was a very lively and emotive meeting called by local businesses due to the loss and downturn in business and business premises.
	4 November 2008	Follow up meeting
St Annes Business Forum meeting		This meeting was a different kettle of fish. Negative despondent and with issues against FBC
Fylde Life Magazine	1 September 2008	This event was to launch Fylde Life magazine - a night to showcase the magazine and provide any interested parties opportunities to advertise and get content featured in the magazine.
Ribble Discovery Centre		I attend many daily/weekly unofficial meetings with Ruth, Julie and staff on the running and show casing of the RDC – I mention it and have a link on my web site.

Member Champion Feedback 08/09

Name: Cllr. David Chedd

Member Champion for: E-Government

Meetings: T-Government Group

Lead Officer: Allan Oldfield

Meeting/Function Attended	Date	Comment
Initial meeting with Allan Oldfield & Andy Cain.	18/07/2007	Discussed member champion role, IT set up at Fylde, inclusion of members' IT related expenses in increased members' allowances & current e-Government initiatives.
Training – Member Champion Roles.	09/08/2007	
Meeting with Allan Oldfield & Andrew Marriot.	24/09/2007	Gave feedback on IT Risk Assessment document. Requested list of FBC's IT services, with descriptions of acronyms etc., third part packages, technical platforms etc. (received). Discussed issues with email system (Web Outlook), security certificates and offline usage and discussed service management procedures. Visited FBC Computer Room.
Demo of Weblabs' "Food Inspection and Reporting System (FIRS)".	27/09/2007	Hosted by Andy Cain. System used by other authorities to allow general public to see safety inspection results for food premises. This was followed up by a discussion with Exec, Manager of Consumer Well Being and Protection Business Unit regarding the relevance of this system at Fylde.
Meeting with Allan Oldfield, Andy Cain and Alex Scrivens.	10/01/2008	Discussed MC involvement with relevant portfolio holders, esp. Finance & Efficiency. Was made aware of "Friday" briefing sessions held with portfolio holder. Emailed portfolio holder and followed up verbally but to date have never been invited to briefing despite portfolio holder stating that he needed all the help he could get.
	22	

Meeting with Allan Oldfield and Simon Stott	08/07/2008	<p>Demo of various FBC systems including Escendency.</p> <p>Discussed pros & cons of Citrix connection method. Discussed various alternative connectivity solutions for elected members.</p>
Meeting with Allan Oldfield and Andrew Marriot.	23/12/2008	<p>Discussed Gov Connect, business process re-engineering activities, the draft IT Strategy, the Citrix trial and the potential re-cabling of the Town Hall and Public Offices.</p>
	23	

Member Champion Feedback Sep 07 – Jan 09 (inclusive)

Name: Cllr. Karen Buckley

Member Champion for: Children & Young People

Meetings: Children's Trust LSP Theme Group

Lead Officer: Christine Miller

Meeting/Function Attended	Date	Comment
Kirkham Youth Base	07.09.07	Meeting with Youth Service
Meeting with Cllr L Greening	21.09.07	Meeting to discuss youth provision in Wrea Green
LSP Young People	24.09.07	Theme Group Meeting
Shaping the Place Meeting	26.09.07	Kin group meeting (interest in Young People's provision)
St Bernadette's Primary School	19.10.07	School presentation on being a Councillor
Meeting at Progress House, Blackpool	02.11.07	To learn from a Children's Trust already in operation
LSP Young People	05.11.07	Theme Group Meeting
LSP Forum	15.11.07	6 monthly meeting at Fylde Rugby Club
LSP Young People	17.12.07	Theme Group Meeting
LSP Young People	14.01.08	Theme Group Meeting
Friends of King George's Park	13.02.08	Early discussions of Friends Group to plan park provision
Children's Trust	25.02.08	First meeting of new Children's Trust
Friends of King George's Park	11.03.08	Friends Group
Meeting with Nighat Parveen, Kirkham Youth Base	31.03.08	Meeting with Youth Service
Children's Trust Sponsors Group	04.04.08	Planning meeting
Children's Trust	25.04.08	Early Meetings On Constitutional Issues
Joint Working Leisure Group	02.05.08	Standing in for portfolio holder
Meeting with Kirsty Macdonald	19.05.08	To discuss Elections to Youth Parliament
Children's Trust Sponsors Group	22.05.08	Planning meeting
Meeting with Claire Grant, Fylde	23.05.08	Discuss provision of cycling officer
Children's Trust Meeting	08.06.08	Early Meetings On Constitutional Issues
Meeting with Claire Grant, Fylde	13.06.08	Discuss provision of cycling officer
Youth Parliament Elections	21.06.08	Election of our member of Youth Parliament, Fylde
Youth Action Group	25.06.08	Meeting With K Macdonand And Youth
Youth Council	26.07.08	Meeting at Kirkham Youth Base with youth council
Meeting with Nighat Parveen, Kirkham Youth Base	31.07.08	Meeting With Youth Service

Children's Trust Sponsors Group	15.08.08	Planning Official Launch
Children's Trust Sponsors Group	01.09.08	Planning Meeting
Children's Trust Meeting	05.09.08	Prior To Official Launch Of Children's Trust
LSP Exec Meeting	16.09.08	Meeting Of All Theme Group Leads
Launch of Children's Trust, Lytham Hall	26.09.08	Successful Launch Event Involving Young People And Children In The Borough
Meeting K Macdonald/P Welsh	03.10.08	How To Promote Importance Of Voting
Meeting at Kirkham Youth Base	23.10.08	Meet Your Councillor Session
Children's Trust Sponsors Group	03.11.08	Meeting following launch
Children's Trust Group	10.11.08	Full Meeting Of Trust Following Launch
LSP Forum	27.11.08	6 Monthly Meeting
Children's Trust Sponsors Group	09.01.09	Developing Action Plan
LSP Chairs Meeting	14.01.09	Meeting Of All Lsp Chairs
Children's Trust Meeting	23.01.09	Meeting Of Full Trust – Action Plan
Other Work Carried Out (e.g. reports written)	Date	Comment
Involvement in the Youth Parliament Election (as noted above)	June 2008	A very worthwhile exercise as it established a good working relationship with the Youth Council and the Inclusion Officer, Kirsty Macdonald.
Reporting to Community Outlook	12.03.09	Report requested on the Children's Trust

Member Champion Feedback 08/09

Name: Cllr. Dawn Prestwich

Member Champion for: Community Safety

Meetings: PACT Meetings
Community Safety Partnership Board
Community Safety Steering Group

Lead Officer: Bryan Ward

Meeting/Function Attended	Date	Comment
Shaping the Place Project Team meetings	13.02.08. 04.09.08. 16.10.08. 11.12.08.	Community Safety is one of the five project themes
Shaping the Place KIN meetings	18.06.08. 11.12.08.	Consultation with the local community on the project. I have attended 2 out of the 4 held this year.
Community Safety Steering group meetings	10.01.08. 17.04.08. 10.07.08. 09.10.08.	Have attended all this year
Community Safety Partnership Board meetings	31.01.08.	Only able to attend one this year
PACT Meetings	Monthly	Attend as many as possible.
Police Forum meetings	3 x per year	Held at County Hall
Emergency Planning Awareness training		
Public protection Committee		Vice-Chairman
Safety road shows and events		
Bright Sparks campaign launch event		
Other Work Carried Out (e.g. reports written)	Date	Comment
Assisting the Cabinet member whenever needed and keeping her up to date on changes etc.		

Member Champion Feedback 08/09

Name: Cllr. Thomas Threlfall

Member Champion for: Environment

Meetings: Environmental Enhancement LSP Theme Group

Lead Officer: Christine Miller

Meeting/Function Attended	Date	Comment
Malcom Adams BAE Systems - 2 meetings 2008		Meeting agendas Employment State of business –BAE systems Noise issues Planning issues Road traffic – off site Carbon issues – on site & Bae systems carbon reduction day
Springfields Works – Salwick –Site Stakeholder Group Jan 10 th / Feb 11 th / April 30 th / June 10 th / Nov 20 th		Contents of meetings - all issues from site stakeholders On & off site
Mr Geoff Gill – Springfiields Works		Carbon issues on site – involving co2 reduction
Enviromental Enhancement Group		Chaired by J Ashley - Toothless
United Utilities – Clifton Marsh		Random site visits
Beach Inspections – Fishermans Launch Seafield Lytham Fairhaven & St Annes Beaches		Inspection visits
Random visits to Water courses – around the borough		
	28	

Other Work Carried Out (e.g. reports written)	Date	Comment
		<p>Much needed Officer to attend alongside Cllr Office in Town Hall for reference back to issues arising from visits above</p>

Member Champion Feedback 08/09

Name: Cllr. Fabian Wilson

Member Champion for: Heritage, Arts & Culture

Meetings: Arts Working Group

Lead Officer: Clare Platt

Meeting/Function Attended	Date	Comment
Friends of the Lytham St. Annes Art Collection	1/4/08	Work with this group, who try to raise money for restoration of the art works in the collection With Portfolio Holder re: Friends for Lowther
Meeting with Peter Taylor re: Lowther	6/5/08	
Friends of Lytham St. Annes Art Collection	13/5/08	Attend in my capacity as Champion for Heritage/arts/culture – attend every month – 2 nd Tues. Working with the Friends to protect Lowther and help it survive
Chamber of Trade St. Annes	13/5/08	
Friends of Lowther Pavilion	26/8/08	Sit on this in my capacity as Champion – will not list it again on this sheet as this meets every month – special work in champion capacity is with classic resort/ ribble estuary/all heritage issues – culture issues for 2012 golf
Enterprise and Employment Theme Group LSP	27/6/08	
Meeting with Ian Curtis and Friends of Lowther officers regarding Trust status for Lowther	24/7/08	Attended and made comments in my role as champion for heritage Work to preserve and promote the art collection
Friends of Lowther Pavilion	29/7/08	
Planning Policy – Seafront Plan	31/7/08	
Arts Working Group	21/8/08	
Friends of the Lytham St. Annes Art Collection	11/9/08	
Arts Working Group	18/9/08	
Official Press Launch of Friends of Lowther Pavilion	6/11/08	To officially launch the Friends – appeared in publicity from this event in local newspapers

Other Work Carried Out (e.g. reports written)	Date	Comment
<p>Attended the first ever Leadership Academy course on Cultural Services – held in Leicester</p> <p>I speak with the Portfolio Holder on various cultural issues whenever he asks. I also bring ideas to him.</p>	22-24/10/08	<p>Brought home much useful material and wrote a report on what I learned that could be of use to Fylde. Met with Chris Holland to discuss what I learned and information I brought back. Also provided much supporting material for him to keep and utilise as he saw fit.</p>

Fylde Borough Council

Report to Cabinet - Elected Member Older People's Champion

Personal Statement

This is my first report to Cabinet in the role of Elected Member Older People's Champion to which I was appointed in May 2007, giving me the opportunity to build on the work of my predecessor Councillor Pat Fieldhouse.

I have found the role of Older People's Champion for Fylde Borough Council to be interesting, given the opportunities and challenges presented by our changing population.

As Fylde's Borough Councils Older People's Champion I have taken the opportunity to become a member of the Local Authority Elected Member: Older Peoples Champions Network North West of England. This Network is in partnership with and supported by Better Government for Older People (BGOP), which is a Cabinet Office/Department for Work and Pensions sponsored organisation.

Being a member of this network has assisted me in developing the role of Older People's Champion and of course speaking up for Fylde Borough Council at a North West Region Level. I am also a member of the Group's Business Sub-Committee.

I represent Fylde Borough Council on the Wyre & Fylde Older People's Partnership Board (OPPB), which has members from Age Concern; PCT, Lancashire County Council, etc. I am involved in the updating of OPPB's Action Plan; and was one of a sub-committee which produced OPPB's response to the All Party Parliamentary Local Government Enquiry into Services for Older People. Additionally, I now attend meetings of the Fylde 50+ Forum and am working with Age Concern to set up a 50+ Village Forum in Wrea Green.

Since May 2007, I have attended the following meetings:

Fylde & Wyre OPPB

Poulton Civic Centre, August 6th 07

Wesham, October 1st 07

Wesham, February 4th 08

Sub-Committee, Wesham March 6th 08

Poulton Civic Centre, April 7th 08

BGOP North West

County Hall, Chester, August 15th 07

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Town Hall, Wigan, October 15th 07

BGOP Official Launch, County Hall, Preston October 23rd 07

County Hall, Preston. Business meeting. December 14th 07

Town Hall, Warrington 20th February 08

County Hall April 22nd

Others:

Meeting with Cllr. Fieldhouse, Town Hall, August 15th 07

LSP Employment and Enterprise Group. Town Hall, December 12th 07

Employment and Age Works Conference, Aintree. February 5th 08

Launch of Strategy for an Ageing Population. County Hall, January 9th 08

Fylde 50+ Forum, Ansdell. April 23rd 08

Report to Cabinet

In this report I would ask the Cabinet to consider some of the challenges and opportunities we face within the context of our Ageing Population

Central Government has responded to the International Definition of Older People as 50+, in essence confirming that there will be a significant rise in the 50+ population in the next 10 years.

We recognize that we have older people in our community who are frail and have significant dependency needs and who require ongoing support from the Fylde Borough Council, together with partner agencies.

However, there is also a need to recognize and integrate into our planning that the bulk of the 50+ generation is, in broad terms, fit and healthy and can contribute a significant amount to our economy and our communities.

Having read the Fylde Borough Council Corporate Plan 2006 together with the Corporate Action Plan 2007/08, I was surprised to see that the plans made no direct reference to older people.

I am asking Cabinet to give consideration to ensuring that the 50 + generation is in the processes of Fylde Borough Council, in order that we are in a position to support and involve today's older people and be seen to be actively planning for tomorrow's older people.

I would recommend to Cabinet that we begin to start to processes that will act in response to the following:

1) Employment/Local Economy

a) Population Profile. The population of Fylde is changing. People are living longer and healthier lives. Some are staying in work longer. But, with a higher proportion retiring, it is important that the local economy is in a position to ensure that the 50 plus workers have opportunities to retrain in their current employment, in order to retain them within the workforce across all sectors in the Borough.

It is important for us, as a local authority, to be aware that there are and will be fewer younger people available to carry out key tasks to drive the economy forward.

It is important for Fylde Borough Council, as an employer, to be aware of these changes and to use the flexibility provided by the age discrimination legislation to retain and retrain our employees, rather than lose skilled and experienced staff.

It is important that Fylde Borough Council is aware that the 50 + generation spend into the UK economy each year is £178 million. A proportion of this will be spent within the borough boundaries.

It is important, therefore, that in our planning processes we identify where this spend is taking place and capitalise upon this opportunity.

It is important that we don't just see older people as dependent.

b) I would recommend to Cabinet that we identify support for the over 50s who wish to return to paid employment; or into voluntary organisations as volunteers; or indeed to set up their own businesses. We need to invest in flexibility in the field of employment and establish how we can assist local businesses to achieve this flexibility, working with our LSP partners. It would be of assistance if Cabinet supported activities taking place at a local level through Job Centre Plus; and at a regional level through the Regional Development Agency in the context of the age sector organisation 50/50 Vision and the Lancashire Partnership Strategy for an Ageing Population

2) Promote Greater Financial Independence

Employment clearly provides older people with financial independence. In addition to the approach described above I would recommend the following to Cabinet:

a) Work with partner agencies to ensure that older people take up full benefit entitlement. An experiment in Hyndburn using General Practitioners to advertise, and encourage older people to see the Welfare Rights Service increased the total benefit take-up from £1 million to £2 million.

b) I would recommend that Fylde Borough Council further develops this work with Citizens Advice Bureau and LCC Welfare Rights Service, perhaps through a joint initiative.

3) Housing

a) Further develop our work with Local Strategic Partnership, to ensure over 65s are supported by appropriate and adequate maintenance programmes, to live in their own homes. Also pursue Disabled Facilities Grant's where possible. I note with pleasure that Cabinet has agreed to continue providing support to the local Home Improvement Agency (Care and Repair).

b) Work to integrate new National Housing Strategy for Ageing, together with the housing strand within the Lancashire Partnership Strategy for an Ageing Population

c) Plan and encourage developers to include appropriate accommodation for the downsizing generation, to provide family homes for young people and appropriate size accommodation for older people. This approach is reflected in the new national housing strategy.

I would like to congratulate Cllr Fieldhouse ***on her part in the

4) Power to the voice of Older People

a) Where Older People's Forums exist within villages and towns I would recommend we support these structures.

b) Where such forums do not exist within villages and towns I would recommend we work with partners to develop substructures. Age Concern already provides excellent support for this development in various areas..

c) When established, link the substructures with the County-Wide 50 plus Assembly, which will link to the Lancashire Partnership in order for older people to have a voice on a wider stage.

d) Promote and, where possible, establish Village Agents who work actively as facilitators between their communities and statutory organisations and the third sector.

5) Older People Feeling Safe

a) With the development of neighbourhood policing, and building on the work of the Police and Community Together teams, I would recommend to Cabinet that we begin to enquire if there are opportunities, possibly through a mapping exercise, for intergenerational work in the Borough

b) The reason for building on intergenerational work is that much of the fear amongst older people is a fear of the young when, for the majority of young people, this fear is unfounded. Working together on projects that meet needs would make a contribution to the reduction of fear in our community.

c) Lancashire Fire and Rescue Service have appointed advocates for older people. I would recommend to Cabinet that we create opportunities to work with Lancashire Fire Rescue Service to assist older people feel safe from the risk of fire in their own home.

6) Better Government Older People

I would recommend to Cabinet that Fylde Borough Council formally becomes a member of Better Government Older People and that we establish an early meeting between their Regional Manager with:

Councillor Coombes

Councillor Fieldhouse

Councillor Greening

Deputy Chief Executive,

in order to develop a joint understanding of a working relationship with Better Government Older People

Councillor Lyndsay Greening
Older People's Champion
Fylde Borough Council

May 3rd 2008

REPORT



REPORT OF	MEETING	DATE	ITEM NO
CORPORATE RESOURCES	PERFORMANCE IMPROVEMENT SCRUTINY COMMITTEE	23 RD APRIL 2009	5

SHARED SERVICES EVALUATION

Public Item

This item is for consideration in the public part of the meeting.

Summary

The report includes an evaluation toolkit to assist scrutiny members in evaluating the council's current shared service arrangements. The report also includes a proposed timetable for the review of shared service arrangements during 2009/10.

Recommendation

1. To adopt the shared service evaluation toolkit for use in the future evaluation of shared services arrangements.
2. To agree the proposed timetable for the review of shared services arrangements.

Report

1. Included in the work plan for the Performance Improvement Scrutiny Committee is a review of all ten of the council's shared service arrangements. To date the following shared services have been reviewed:

Service	Date
Waste Management	19 th June 2008
Occupational Health & Safety	25 th September 2008
Property Maintenance	22 nd January 2009

2. The council's (draft) risk register for 2009/10 includes a management action for the production of a review and evaluation tool to assist scrutiny members in their review of shared service arrangements.
3. The evaluation toolkit appended to this report includes two elements. The first is an assessment form for the lead officer to complete. This will summarise all of the key features of the shared service in question and will be included in the officer's report to the scrutiny committee. The second element is in the form of a set of Key Lines of Enquiry for use by scrutiny members in formulating their conclusions and recommendations.
4. The toolkit was considered and approved by the Scrutiny Management Board at its meeting of 25th March 2009.
5. A timetable for reviewing all of the council's shared services arrangements is proposed as follows:

Service	Lead Officer	Date
Procurement	Allan Oldfield/ Allan Williams	23rd April 2009
Car Parking	Paul Walker	23rd July 2009
Finance Management	Phil Woodward/ Paul O'Donoghue	22nd October 2009
HR & Payroll	Allan Oldfield	21st January 2010
Revs & Bens	Dave Joy	18th March 2010
Benefit Fraud	Dave Joy	6th May 2010

IMPLICATIONS	
Finance	None arising from this report
Legal	None arising from this report
Community Safety	None arising from this report
Human Rights and Equalities	None arising from this report
Sustainability	None arising from this report
Health & Safety and Risk Management	None arising from this report

Report Author	Tel	Date	Doc ID
Dave Joy	(01253) 658700	3 rd April 2009	PISC Shared services evaluation toolkit

List of Background Papers		
Name of document	Date	Where available for inspection
None		

Attached documents

1. Shared Services Evaluation Toolkit

SCRUTINY EVALUATION TOOL – SHARED SERVICES (To be completed by the Lead Officer)	
How Does the Shared Service Work?	
What service(s) are involved?	
Who are the partner members?	
Who employs the staff?	
Where are the staff based?	
How long has the arrangement been in existence?	
Is there a formal Administrative or Service Level Agreement in place?	
If there is an officers working group, how often does it meet?	
If there is a Management Board, how often does it meet?	
Who represents the Council (officer and/or Member) and what is their role?	
What does the shared service achieve?	
What performance indicators are used?	
What targets are set?	
What is the service's performance track record? How does the service perform against its targets?	
Has a risk register been developed for the service which includes both internal and external risks and is this register shared between the partners?	
How is performance reported to the partner organisations or other stakeholders?	

What are the costs and benefits of the shared service arrangements?	
What is the financial cost to the Council?	
What is the value of any contribution in kind by the Council?	
What is the value of any financial contribution made by other partners?	
What is the value of any in-kind contribution made by other partners?	
If the shared service arrangement enables the council to provide the same service at less cost, how much saving does the Council make?	
If the shared service arrangement enables the Council to provide an improved service at the same cost, what is the service improvement?	
If the shared service arrangement enables the council to provide an improved service at additional cost, what is the service improvement and what is the additional cost?	

Evaluation of Shared Service Guidance for Scrutiny Members

The council has entered into a number of shared service agreements with neighbouring councils. These arrangements are described in documents referred to as 'Service level Agreements' (SLAs) or 'Administrative Agreements' (AAs).

The purpose of the scrutiny review of the shared services arrangements is twofold. Firstly, to ensure that the current arrangements are underpinned by a robust SLA /AA document which has been agreed by both parties. Secondly, to ensure that current arrangements represent value for money.

A programme of review has commenced and will continue through 2009-10. Each report will be accompanied by a copy of the relevant SLA/AA together with a summary sheet completed by the lead officer.

The following key lines of enquiry have been provided to assist scrutiny members in reaching conclusions and in formulating recommendations.

SLA/AA

- Is the current SLA/AA robust enough?
- If not, what changes would you like to see made?

Risk Management

- Have all risks been assessed?
- If not, what additional risks would you like to see assessed?
- Have appropriate mitigation measures been taken?
- If not, what additional measures would you like to see being taken?

Performance

- Are we using the most appropriate performance measures?
- If not, what additional or alternative performance measures would you wish to see being used?
- Are the performance targets achievable and challenging?
- If not, what changes would you like to see to the performance targets?

Value for Money

- Compared to the previous position, has the shared service arrangement resulted in better value for money?
- Are there any ways in which you think value for money could be improved (either by providing a better service at current or lower cost, or by providing the same or better service at a lower cost)?

REPORT

REPORT OF	MEETING	DATE	ITEM NO
PERFORMANCE & IMPROVEMENT	PERFORMANCE IMPROVEMENT	APRIL 23 RD 2009	6

THE PROCUREMENT SHARED SERVICE

Public item

This item is for consideration in the public part of the meeting.

Summary

This report provides members with details of the shared service arrangements in place between Fylde Borough Council and Wyre Borough Council for strategic procurement services. The report also includes a proposed partnership agreement.

Recommendations

1. That the committee scrutinise the shared service arrangement and make any appropriate comments or suggestions to improve the service.
2. That the committee endorse the shared service arrangements for procurement and support the continuation of the service in partnership with Wyre Borough Council
3. That the committee approve the establishment of a formal agreement with Wyre to secure the continue provision of the shared post on procurement based on the heads of terms and conditions included in Appendix 3 to the report

Portfolio Holder

The Cabinet Portfolio Holder for Customer Services and Partnerships is Councillor Albert Pounder.

Report

1. Fylde Borough Council has operated a shared service for procurement with Wyre Borough Council since 1st November 2005. The service is delivered on behalf of both authorities by a single specialist post employed through Fylde Borough

Council. The cost of the service is shared equally between both authorities. In line with the process in place for the evaluation of shared service arrangements the Evaluation Toolkit has been completed and included as Appendix 1 to this report.

2. The shared service is in essence one post shared equally by Fylde and Wyre to undertake the duties and responsibilities of a Procurement Officer for each authority. The duties and responsibilities of the Procurement Officer post are included in the job description attached as Appendix 2 to this report.
3. The business case for establishing a joint post to undertake the duties for both authorities are outlined below:
 - The need for both authorities to allocate dedicated resources to deliver strategic procurement
 - The benefits of sharing the cost of a specialist post that is difficult to fill and relatively expensive for a small district authority to fund alone
 - The similarities between the two neighbouring authorities and their procurement requirements
 - The ability to achieve savings through joint procurement of goods and services through economies of scale
4. The officer employed to deliver the procurement service on behalf of both Councils works directly to a senior line manager at each authority and is subject to the human resource policies in place. This includes an annual personal performance appraisal, regular work progress meetings, team brief sessions and service planning engagement. Through these management processes targets and performance are monitored in the same way as all other employees. Additional meetings between the senior line managers at each authority and the Procurement Officer are held to monitor the shared arrangements.
5. The shared Procurement Officer post has brought the following benefits to each authority:
 - Joint procurement of common goods, services and works at a reduced cost achieved by greater volumes purchased e.g. stationery, utilities, furniture, communications, print, IT, travel.
 - Ensured that goods, services and works are procured under Part I of the Local Government Act 1999 (Best Value) to secure continuous improvement in the performance of its services in terms of economy, efficiency and effectiveness.
 - Ensured transparency in the way that both Councils procure their goods, services and works in line with the recommendations of the 2004/2005 Audit Report on Procurement. Having due regard to probity, regularity and the Councils legal obligations. Produced simple procurement guidance that is easy to follow because the Council standing orders are complex.
 - Establishment of common procurement systems, policy and processes such as Contract Procedure Rules, FOI, Equality & Diversity, Sustainability.

- Implementation of the recommendations of the 2004 Gershon report as part of the National Procurement strategy.
- Representation of both authorities at regional and national level including key strategic purchasing consortiums such as North West Improvement and Efficiency Partnership Events and Lancashire Hub.
- Compliance and engagement with the Office of Government Commerce requirements to access national procurement savings through existing framework agreements.
- Reduced the cost of going out to tender by not advertising in journals and using the OJEU free facility and Gov connect.
- Set up a contract registers for both Council's on websites containing detailed information for both staff and suppliers on service provision, value and period of the contract.
- Replaced approved supplier lists with Constructionline at the pre-qualifying stage for procurement exercises and quotations.
- Reduced council supplier bases as both Fylde and Wyre used separate suppliers, but provided similar services. Many of these services have been combined so that both Council's utilise the same supplier.
- Worked with suppliers to help them understand the Council processes for tendering by producing a guidance document on the both Council's website.
- Increased collaboration and partnering with other public sector bodies which, has kept procurement overhead costs to a minimum. This has resulted in savings for both Councils
- Development of tendering and contract management arrangements that comply with European procurement regulations
- The lead officer role and contact point for all major tenders and contracts, including the set up of common procurement websites and the setting up of procurement templates.
- Advice and support to all officers procuring goods, services and works as part of capital projects
- The development and implementation of a Procurement Strategy and action plan that is a compulsory requirement for local authorities in line with the National Procurement Strategy
- Established standard procurement templates for both councils to use with guidance on how to complete the documentation
- Shared learning and best practice spread between the two Councils to ensure that staff do not breach Council standing orders and OJEU regulations.

6. The shared service arrangements for the procurement service are based on a single specialist delivering the service on behalf of each council. As such the initial driver for the service was a job description and person specification rather than a service level agreement. The two Councils carried out a joint recruitment and selection process and they appointed the officer in the same way that any other employee would be recruited.
7. The decision was made for Fylde Borough Council to be the employing authority which meant that the officer would be paid through Fylde Borough Council and operate to the terms and conditions at Fylde. Wyre Borough Council contributes half of all costs of employing the officer.
8. A formal detailed service level agreement has never been established for the service although the initial intention was to have one in place. This has not had a negative impact on the service delivery because performance has been successfully managed through regular work progress meetings and annual appraisals by both Councils. Equally, both authorities have worked together to ensure that the maximum benefit is obtained from sharing the resource.
9. It is best practice to operate with a formal arrangement in place and in order to address this a initial heads of terms has been drafted between both Councils that is included in Appendix 3 to this report. The lead officers in each authority will develop a full agreement and secure the continued shared service arrangement.

IMPLICATIONS	
Finance	Fylde Borough Council's existing revenue budget contains budget provision which reflects the arrangements detailed in this report. Consequently there are no direct financial implications arising from the report.
Legal	There are no direct legal implications arising from the report.
Community Safety	There are no direct community safety implications.
Human Rights and Equalities	There are no direct human rights and equalities implications arising from the report.
Sustainability	There are no direct sustainability implications arising from this report.
Health & Safety and Risk Management	There are no direct health & safety and/or risk management implications arising from this report.

Report Author	Tel	Date	Doc ID
ALLAN OLDFIELD	(01253) 658576	APRIL 5TH 2009	

List of Background Papers		
Name of document	Date	Where available for inspection

List of appendices

Appendix 1 – Evaluation Toolkit

Appendix 2 – Procurement Officer Job Description

Appendix 3 – Shared Service Agreement

Appendix 1: The Scrutiny Evaluation Tool

SCRUTINY EVALUATION TOOL – SHARED SERVICES (To be completed by the Lead Officer)	
How Does the Shared Service Work?	
What service(s) are involved?	Procurement
Who are the partner members?	Wyre Borough Council
Who employs the staff?	Fylde Borough Council
Where are the staff based?	Split between both office locations
How long has the arrangement been in existence?	Three years
Is there a formal Administrative or Service Level Agreement in place?	No, one has been drafted in response to the scrutiny evaluation
If there is an officers working group, how often does it meet?	Not required due to the limited and specialist nature of the service
If there is a Management Board, how often does it meet?	The officer meets with the line manager on a quarterly basis for work progress sessions
Who represents the Council (officer and/or Member) and what is their role?	The Lead Officer at Fylde is Allan Oldfield
What does the shared service achieve?	
What performance indicators are used?	Personal appraisal action plan assessed and evaluated quarterly Savings achieved through efficient procurement
What targets are set?	A percentage saving is agreed on major procurement activities e.g. utilities
What is the service's performance track record? How does the service perform against its targets?	The service has delivered savings and service improvement over the last three years through efficient procurement including: <ul style="list-style-type: none"> • £27,000 on supply of Energy • £30,000 on mobile phones • £15,000 pa on landlines • £16,400 on new crematorium equipment • £15,000 savings on stationery • £10,000 savings on postage • £30,000 tendering for Insurance • £4,000 tendering for Ashton Gardens • £3,000 tendering for Ground Maintenance • £2,000 tendering for vehicle maintenance • £6,000 tending for Public Conveniences • £800 baseline water coolers • Dedicated intranet and web sections • Free contract templates through OJEU • Electronic tendering systems • Equality & diversity templates
Has a risk register been developed for the service which includes both internal and external risks and is this register shared between the partners?	Risk assessments are incorporated as part of the Service Planning work – the procurement service is integrated into the Performance & Improvement Directorate
How is performance reported to the partner organisations or other stakeholders?	Regular reporting at Management Team and partner meetings with the lead officer from Wyre

What are the costs and benefits of the shared service arrangements?	
What is the financial cost to the Council?	The total direct cost of the procurement officer post is c£49k per annum, including pension, national insurance, mileage, and other direct on costs. Half the direct costs of the post (c£24.5k) are recharged to Wyre BC, leaving Fylde BC with the remaining £24.5k.
What is the value of any contribution in kind by the Council?	None
What is the value of any financial contribution made by other partners?	c£24.5k by Wyre (half the direct cost of the post)
What is the value of any in-kind contribution made by other partners?	Same as Fylde but the cost is unknown because Wyre do not operate activity based costing
If the shared service arrangement enables the council to provide the same service at less cost, how much saving does the Council make?	The Council saves approximately £24.5k by sharing the post with Wyre
If the shared service arrangement enables the Council to provide an improved service at the same cost, what is the service improvement?	Not applicable
If the shared service arrangement enables the council to provide an improved service at additional cost, what is the service improvement and what is the additional cost?	Not applicable



FYLDE BOROUGH COUNCIL

JOB DESCRIPTION

Post title:	Procurement Officer
Section:	Corporate Policy
Directorate:	Performance & Improvement
Responsible to:	Director x 2 (Fylde and Wyre)
Responsible for:	None
Grade:	PO10-13
Hours of Work:	37
Car User Status:	Casual

PURPOSE OF THE JOB

- To assist the maximisation of performance through procurement and contract management, delivering the Councils value for money and efficiency agenda and the requirements of the national Procurement Strategy.

MAIN DUTIES AND RESPONSIBILITIES

- Ensure the correct procurement of goods, services and works across the Council including managing the tender process of all significant service procurements.
- Negotiate, agree and implement contracts, in line with recommended policy and procurement guidelines.
- Implementing and monitoring the effectiveness of the procurement strategy.
- The development of a joint procurement strategy for use at both Councils.
- Identifying best practice, revising policies, challenging current processes and developing new ways of working in relation to procurement processes.
- Providing advice and guidance to all budget holders on the acquisition of goods and services.
- The collection and analysis of management information to identify and evaluate specific potential for corporate savings or efficiencies.
- The development and management of relationships with key suppliers.
- Acting as the co-ordinator for procurement issues across all Council services.
- Develop and deliver Framework Agreements with relevant suppliers.
- Develop and deliver a joint e-procurement solution for both Councils, including the organisation and implementation of any training requirements
- Representing the Council at meetings of the Regional Centre of Excellence and working groups both internal and external.

Special Conditions (eg week-end work, shift allowance, car/telephone allowance)

Occasional attendance at evening meetings may be required.

Casual user car allowance.

The postholder will be required to devote their time equally between the two Councils.

The post holder will be expected: -

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health & Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance appraisal scheme.

Fylde Borough Council is committed to a policy of equal opportunities in both the delivery of services to the community and its employees.

Fylde Borough Council aims to ensure every employee or job applicant receives equitable treatment on the grounds of sex, marital status, race, colour, nationality, ethnic origin, disability, age sexual orientation or religious belief, and expects all employees to understand and promote its policies in their work.

All employees have a responsibility for their own health & safety and that of others whilst undertaking their duties and to assist Fylde Borough Council in implementing its health and safety policy.

Appendix 3

Heads of Terms and Conditions The Shared Procurement Service

1. A full-time post of Procurement Officer will be shared on a 50/50 basis until terminated by either party giving 6 months notice and clear reason for termination.
2. The Procurement Officer post will be established as a permanent post with Fylde Borough Council acting as the employing authority.
3. Fylde Borough Council will invoice Wyre Borough Council for half the salary and employment related on-costs on a monthly basis in arrears. Employment related on-costs are national insurance and superannuation.
4. 50% of the costs of recruiting to the post will be recharged as they occur and mileage undertaken on behalf of Wyre Borough Council will also be recharged.
5. The work base when employed at Wyre will be the Civic Centre, Poulton le Fylde and when employed at Fylde will be the Town Hall, Lytham St Annes.
6. Any work belonging to Wyre Borough Council will be handed over on expiry of the agreement period.
7. Each Council will nominate a lead Contact Officer who will be responsible for managing all issues relating to the performance of the Contract.
8. The transmitting, retrieving or storage of any personal data will comply with the Data Protection Act 1998.
9. The services delivered will comply with all relevant legislation and not be contrary to the Council's best interest.
10. Both parties will comply and provide relevant information when requested to enable them to comply with the provisions of the Freedom of Information Act and the Environmental Information Regulations.
11. The Procurement Officer will operate to the agreed Job Description produced in co-operation by the two authorities.
12. Either party may request changes to the Services or any other aspect of the Contract. Requests for changes must be sufficiently detailed to enable the other party to assess the impact of the requested change on the cost, timetable or any other aspect of the contract. Both Councils agree to work together to consider and, if appropriate, agree any changes. Any changes to the contract are only valid if in writing and agreed between the parties.
13. The Contract may be terminated by either party on written notice with immediate effect if the other commits a material breach of any term of this Contract which is not remedied within 30 days of a written request to remedy the same.
14. Each council to assume responsibility for the Procurement Officer when undertaking work on behalf on the respective councils.

REPORT



REPORT OF	MEETING	DATE	ITEM NO
PERFORMANCE & IMPROVEMENT	PERFORMANCE IMPROVEMENT	APRIL 23 RD 2009	7

CORPORATE PERFORMANCE 2008/09: YEAR END REPORT

Public item

This item is for consideration in the public part of the meeting.

Summary

The report outlines the performance for the 2008/09 financial year end against the national and local indicators in place at Fylde Borough Council since April 1st 2008. Performance has been reported against the indicators where it has been submitted by the responsible officer. The purpose of the report is to ensure that the committee has the year end performance information available to make informed decisions on any potential performance shortfalls and areas that may require further scrutiny in order to support performance. The data has been subject to the appropriate quality checks and the national indicators will be submitted to the Audit Commission.

Recommendations

1. That the committee scrutinise the year end performance against the national and supplementary indicators published in Appendix 1 to this report and make any appropriate recommendations to officers or Portfolio Holders.
2. That the committee approve the submission of the national performance indicator figures to the Audit Commission.

Portfolio Holder

The Cabinet Portfolio Holder for Policy & Performance is Councillor Paul Rigby.

Report

1. Appendix 1 provides details of the year end performance against the national and local performance indicators for Fylde Borough Council. Year end performance is reported against all the indicators that have been in use at Fylde.
2. The Council has until the end of May 2009 to submit all the data to the Audit Commission because in some circumstances the year end data requires additional checks and verification before it is signed off.
3. Members of the committee are asked to appreciate that the time frame from the year end of March 31st 2009 to the production of this report for publication was less than six working days. Where the data is not the full year end figure the 'Last Measured' column on the table in Appendix A has been shaded grey. In the event that any further updates are received between the publication date of this report and the committee meeting a verbal update will be provided to the committee. All performance data is submitted into Escendency that members can access to track and monitor the latest live performance data.
4. Members are reminded that a significant number of the performance indicators for 2008/09 are new indicators as a direct result of the major changes made by the Audit Commission and the Communities Department to the national performance management framework. As a result of this a significant number of targets could not be set for the 2008/09 year because of the absence of any baseline data. Some of the targets that have been set were based on previous data from similar performance measures that had been deleted by the Audit Commission. There is no 2007/08 comparison data available for the new indicators so it is not possible to make any performance comparisons over time.
5. Once all local authorities have submitted their data sets through the national hub set up by the Audit Commission then performance quartiles and comparison with other local authorities will be established and the performance can be placed in context. A comprehensive report placing our performance in context with that of other similar authorities will be presented to this committee and published on the website when comparison data sets are made available.
6. Targets for all the new performance measures will be set for 2009/10 using the baseline data from 2008/09 that is presented in Appendix 1 and the data that will be published by the Audit Commission providing context with all other district authorities. This will allow officers to establish realistic and challenging targets based on objective organisational and national data sets. The targets set for 2009/10 will be presented to this committee for approval and input into Escendency as soon as they have been established.
7. The end of year financial performance will be reported in accordance with the requirements of the Audit Commission in line with all other local authorities in England and Wales.
8. The year end performance data included in Appendix 1 shows that the authority has performed well in several key areas that are highlighted below:

- The payment of undisputed invoices within 30 days has achieved target (FYS02) at 96.33%
 - Website use (FYS09 and FYS10) continues to go from strength to strength and the launch of the new website in March 2009 has seen even further increases, the authority is meeting the demand for online access which now exceeds all other means of contact
 - Although falling short of the target figures for 2008/09 more staff had personal appraisals than in 2007/08 (FYS11) and more staff were trained in customer care (FYS17)
 - Fylde is one of the few councils in the region to accurately calculate the amount of failure or waste in customer contacts (NI 14) at 37%
 - Crime rates are very low (NI 15, 16 and 20) and amongst the lowest in the region
 - Despite the current economic climate the number of additional homes has achieved target (NI 154)
 - There is a high standard of food hygiene in the area (NI 184) with 85% of premises at a high standard
 - The recycling rate (NI 192) at 45.02% for the year is again exceptional and over 40% for the third year running
 - The levels of street cleanliness are very good (NI 195 and 196) with a very low percentage of streets with litter, fly tipping or fly posting
 - The national and local performance outcomes from the Place Survey were reported in full to the committee on March 19th 2009 and placed in context with the Lancashire districts that demonstrated exceptional performance by Fylde in most key areas including refuse, cleansing, recycling, community cohesion, housing, community safety and overall satisfaction with Fylde as a place to live
 - The fear of crime is low with 94% of people feeling safe when out in the day (PS 8) and 64% when out at night (PS 9)
9. There are several service areas that have not achieved target performance and in some cases performed worse than last year including:
- The number of days sickness absence (FYS03) and the long term sickness percentage (FYS04) are below the target for the year but have improved on 2007/08
 - Call handling response times (FYS18) and satisfaction with service delivery (FYS19) are below target and last years performance
 - The time taken to determine planning applications (NI 157) is in all cases below target and only the 'major' applications show an improvement on the 2007/08 performance

- A low percentage of people are engaged in civic activities (NI 3 / 13.6%) and volunteering (NI 6 / 26.10%)
 - Responses to Freedom of Information requests (FYS 13 and 14) have failed to achieve target and performed worse than last year with 12.67% of requests over the statutory 20 working days
 - A low percentage of people feel that they can influence decisions that impact on their local area (NI 4 / 26.7%)
 - A low percentage of people feel informed about emergency plans for their local area (NI 137 / 14.7%)
 - The percentage of people satisfied with sports and leisure provisions (PS 6) is only 33% and was amongst the lowest in Lancashire
10. Overall the performance for 2008/09 is very good with most performance indicators close to or above the target set for the year although it is accepted that with a lot of new indicators targets are not available. The continuous improvement demonstrated over the last three years and recognised in the 'direction of travel' statements and the audit and inspection reports is being sustained in most service areas based on the 2008/09 performance outturns.
11. The Place Survey has produced some very good results and represents the views of the tax paying residents of the borough rather than a government inspectorate. The survey has also identified some key areas for improvement in the future including increased awareness of the role of the authority, improved community engagement, greater input into decision making and improvements to sports and leisure activity either direct by the Council or in partnership with others.
12. It would be difficult to present the detail behind every performance measure in a single report which is why regular performance reports are presented to this committee throughout the year and performance issues are on the agenda of every senior Management Team meeting and the Portfolio Holder and Shadow Spokesperson meetings. In many cases circumstances beyond the control of the authority that results in a target not being achieved. For example, in March 2009 a change to the Equality Standard was announced that established new criteria for level 3 of the standard and a different assessment method. This meant that all authorities progressing towards level 3 have been required to change their work programme.

Performance Management Updates

13. Comprehensive and detailed performance data has been included on the new website covering value for money profiles, the performance management framework and inspection report. The performance homepage acts as a 'one stop shop' for all performance data and information for the authority. Web use figures from the first few weeks of the new site show that the performance pages are very popular.
14. A corporate working group has been set up by the Assistant Chief Executive to co-ordinate the Council response to the revised Use of Resources assessment that will

contribute to the Comprehensive Area Assessment (CAA). The new Use of Resources is still finance focused but now incorporates many other corporate elements including procurement, workforce planning and performance management.

Conclusion

15. The overall performance against the indicators established for 2008/09 is very good and demonstrates continued improvement in most service areas. A more reliable picture of performance will be possible when national data sets have been published enabling comparison with like for like authorities and establishing national top and bottom quartile performance for all the new performance measures.

IMPLICATIONS	
Finance	There are no direct financial implications arising from the report.
Legal	There are no direct legal implications arising from the report.
Community Safety	There are no direct community safety implications.
Human Rights and Equalities	There are no direct human rights and equalities implications arising from the report.
Sustainability	There are no direct sustainability implications arising from this report.
Health & Safety and Risk Management	There are no direct health & safety and/or risk management implications arising from this report.

Report Author	Tel	Date	Doc ID
ALLAN OLDFIELD	(01253) 658576	APRIL 10TH 2009	

List of Background Papers		
Name of document	Date	Where available for inspection
The New National Performance Indicators	January 2008	www.audit-commission.gov.uk/performance
The Library of Local Performance Indicators	March 2004	www.local-pi-library.gov.uk

The New Place Survey	January 2008	www.communities.gov.uk/publications/localgovernment/newplacesurvey
Fylde Performance Home Page	March 2009	http://www.fylde.gov.uk/council-and-democracy/performance/

List of appendices

Appendix 1: Corporate Performance Measures Year End Data 2008/09

CORPORATE PERFORMANCE MEASURES YEAR END DATA 2008/09							
Ref	Performance Indicator	2008/09 Target	Year End 2008/09	Last Measured	2007/08 Figure	Responsibility	
LOCAL PERFORMANCE INDICATORS							
FYS01	The Level of the Equality standard for Local Government to which authority conforms in respect of gender, race and disability (level 1,2,3,4,5)	3	2	31-Mar-09	2	Allan	Oldfield
FYS02	Percentage of undisputed invoices which were paid within 30 days of receipt or within agreed payment terms	96%	96.33%	31-Mar-09	93.56%	Greg	Markham
FYS03	The number of days sickness absence per employee (all sickness)	10.5	12.51	31-Mar-09	12.53	Allan	Oldfield
FYS04	The percentage of long term sickness	55%	61%	31-Mar-09	63%	Allan	Oldfield
FYS05	The percentage of employees with a disability	5%	4.41%	31-Mar-09	4.41%	Allan	Oldfield
FYS06	The percentage of employees from ethnic minority communities	1.40%	0.70%	31-Mar-09	0.70%	Allan	Oldfield
FYS09	The number of unique hits on the council web site www.fylde.gov.uk	155000	171517	31-Mar-09	148069	Andy	Cain
FYS10	The number of customer transactions carried out online	16000	24106	31-Mar-09	13779	Andy	Cain
FYS11	The percentage of employee appraisals completed	90%	79.53%	31-Mar-09	32%	Allan	Oldfield
FYS12	Percentage of visitors satisfied with the services provided in the local community	95%	97%	31-Mar-09	97%	Allan	Oldfield
FYS13	The percentage of overdue Freedom of Information requests	0	12.67	31-Mar-09	7.97	Ian	Curtis
FYS14	The average number of days to respond to all Freedom of Information	6	8.53	31-Mar-09	8.01	Ian	Curtis
FYS15	The number of missed bins per 100,000 collections Fylde service	50	18	31-Mar-09	11	Kathy	Winstanley
FYS17	The percentage of council employees trained in customer care	95%	86%	31-Mar-09	70%	Allan	Oldfield
FYS18	The percentage of phone calls to 01253 658658 answered	84%	80%	31-Mar-09	88%	Joceline	Greenaway
FYS19	The percentage satisfaction with the service delivered by Fylde Borough Council	98%	89%	31-Mar-09	95%	Joceline	Greenaway
FYS20	The cost of recruitment per vacancy	£150	£125.84p	31-Mar-09	New	Allan	Oldfield
FYS21	The cost of the HR service per employee	£375	£394	31-Mar-09	New	Allan	Oldfield
FYS22	The cost of the HR function as a percentage of organizational expenditure	1.50%	1.60%	31-Mar-09	New	Allan	Oldfield
FYS23	Leavers in the last 12 months as a percentage of the average total staff	12%	11.23%	31-Mar-09	New	Allan	Oldfield
FYS28	Percentage of employees aged 50 or over	30%	30.60%	31-Mar-09	New	Allan	Oldfield
FYS32	Total amount of Section 106 contributions agreed to date	£0.00	£2465720.75	30-Nov-08	£	Karen	Hodgkiss
FYS33	Total amount of Section 106 contributions received to date	£0.00	£2455812.56	31-Dec-08	£	Karen	Hodgkiss
FYS34	Total amount of Section 106 contributions comitted/spent to date	£0.00	£3481514.06	30-Nov-08	£	Karen	Hodgkiss
NATIONAL PERFORMANCE INDICATORS							
NI 014	Avoidable contact: The percentage of customer enquiries that are failure / waste	40%	37%	31-Mar-09	New	Joceline	Greenaway
NI 015	Serious violent crime rate per 1000 population	New	0.69	31-Mar-09	New	Bryan	Ward
NI 016	Serious acquisitive crime rate per 1000 population	6.8	5.33	28-Feb-09	New	Bryan	Ward
NI 020	Assault with injury crime rate per 1000 population	New	4.25	31-Mar-09	New	Bryan	Ward
NI 032	Repeat incidents of domestic violence	New		Annual	New	Bryan	Ward
NI 035	Building resilience to violent extremism	New		Annual	New	Bryan	Ward
NI 036	Protection against terrorist attack	New		Annual	New	Bryan	Ward
NI 154	Net additional homes provided	205	297	31-Mar-09	New	Andrew	Dickson
NI 155	Number of affordable homes delivered (gross)	50	41	31-Dec-08	New	Lucy	Edwards
NI 156	Number of households living in Temporary Accommodation	14	13	31-Dec-08	19	Lucy	Edwards
NI 157a	Processing of planning applications as measured against targets for 'major' applications	60%	59.26%	28-Feb-09	52.94%	Mark	Evans
NI 157b	Processing of planning applications as measured against targets for 'minor' applications	65%	47.76%	28-Feb-09	47.76%	Mark	Evans
NI 157c	Processing of planning applications as measured against targets for 'other' application types	90%	69.82%	28-Feb-09	79.76%	Mark	Evans
NI 159	Supply of ready to develop housing sites	100.0		Annual	10.7	Sally	Thompson
NI 172	VAT registered businesses in the area showing growth	New		Annual	New	Alex	Scrivens

Ref	Performance Indicator	2008/09 Target	Year End 2008/09	Last Measured	2007/08 Figure	Responsibility	
NI 179	VFM - total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	New	£295,875	31-Dec-08	New	Nicol	McLellan
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)	0	No Data			Lance	Postings
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	80%	85%	31-Mar-09	New	Stuart	Handley
NI 187	Tackling fuel poverty - people receiving income based benefits living in homes with a low energy efficiency rating	New		Annual	New	Lucy	Edwards
NI 192	Household waste recycled and composted	44%	45.02%	31-Mar-09	41.79%	Kathy	Winstanley
NI 195a	Improved street and environmental cleanliness levels of litter	8%	6%	31-Mar-09	New	Kathy	Winstanley
NI 195b	Improved street and environmental cleanliness levels of detritus	14%	13%	31-Mar-09	New	Kathy	Winstanley
NI 195c	Improved street and environmental cleanliness levels of graffiti	1%	1%	31-Mar-09	2%	Kathy	Winstanley
NI 195d	Improved street and environmental cleanliness levels of fly posting	0%	0%	31-Mar-09	0%	Kathy	Winstanley
NI 196	Improved street and environmental cleanliness - fly tipping	0%	0%	31-Mar-09	New	Kathy	Winstanley
PLACE SURVEY NATIONAL INDICATORS							
NI 1	The percentage of people who believe that people from different backgrounds get on well together in their local area	New	85.50%	31-Mar-09	86.6%*	Allan	Oldfield
NI 2	The percentage of people who feel that they belong to their neighbourhood	New	66.10%	31-Mar-09	New	Allan	Oldfield
NI 3	Percentage of people that engage in civic activities	New	13.60%	31-Mar-09	New	Allan	Oldfield
NI 4	The percentage of people who feel that they can influence decisions in their locality	New	26.70%	31-Mar-09	New	Allan	Oldfield
NI 5	The overall satisfaction with the area as a place to live	New	85.80%	31-Mar-09	81%*	Allan	Oldfield
NI 6	The percentage of people participation in regular volunteering	New	26.10%	31-Mar-09	New	Allan	Oldfield
NI 17	The percentage of people that stated anti social behaviour as a problem in their local area	New	11.30%	31-Mar-09	New	Allan	Oldfield
NI 21	The extent to which people agree that the local council and police successfully deal with anti social behaviour concerns in their local community	New	32.20%	31-Mar-09	New	Allan	Oldfield
NI 22	The percentage of people that agree parents take responsibility for the behaviour of their children in the local community	New	37.50%	31-Mar-09	39%	Allan	Oldfield
NI 23	The percentage of respondents that feel people in the local community not treating one another with respect and consideration is a problem	New	22.30%	31-Mar-09	New	Allan	Oldfield
NI 27	The percentage of people who feel that the local authority and police understand concerns about anti social behaviour and crime in the local community	New	34.70%	31-Mar-09	New	Allan	Oldfield
NI 37	The percentage of people that feel informed about civil protection arrangements in the local area	New	14.70%	31-Mar-09	New	Allan	Oldfield
NI 41	The percentage of people that feel drunk or rowdy behaviour is a problem in their local community	New	25.50%	31-Mar-09	New	Allan	Oldfield
NI 42	The percentage of people that feel drug use or drug dealing is a problem in their local community	New	22.90%	31-Mar-09	New	Allan	Oldfield
NI 119	Self reported measure of people's overall health and well being	New	77.70%	31-Mar-09	New	Allan	Oldfield
NI 138	The percentage of people over 65 that are satisfied with their home and neighbourhood	New	90.20%	31-Mar-09	New	Allan	Oldfield
NI 139	The extent to which older people receive the support they need to live independently	New	34.10%	31-Mar-09	New	Allan	Oldfield
NI 140	The percentage of people that indicated they receive fair treatment by local services	New	73.80%	31-Mar-09	New	Allan	Oldfield
PLACE SURVEY LOCAL INDICATORS							
PS 1	The percentage of residents that are satisfied with their home	New	93%	31-Mar-09	New	Allan	Oldfield
PS 2	The percentage of residents that feel local services are making the area cleaner and greener	New	77%	31-Mar-09	New	Allan	Oldfield
PS 3	The percentage of residents satisfied with street cleansing	New	65%	31-Mar-09	74%*	Allan	Oldfield
PS 4	The percentage of residents satisfied with the refuse collection service	New	76%	31-Mar-09	76%*	Allan	Oldfield
PS 5	The percentage of residents satisfied with doorstep recycling services	New	78%	31-Mar-09	83%*	Allan	Oldfield

Ref	Performance Indicator	2008/09 Target	Year End 2008/09	Last Measured	2007/08 Figure	Responsibility	
PS 6	The percentage of residents satisfied with sports and leisure facilities	New	33%	31-Mar-09	48%*	Allan	Oldfield
PS 7	The percentage of residents satisfied with parks and open spaces	New	68%	31-Mar-09	75%*	Allan	Oldfield
PS 8	The percentage of people that feel safe when in their local area during the day	New	94%	31-Mar-09	New	Allan	Oldfield
PS 9	The percentage of people that feel safe when in their local area after dark	New	61%	31-Mar-09	New	Allan	Oldfield
PS 10	The percentage of people that would like to be more involved in decisions about their local area	New	40%	31-Mar-09	New	Allan	Oldfield
PS 11	The percentage of residents that felt the Council does NOT provide value for money	New	27%	31-Mar-09	New	Allan	Oldfield
	* Previous data from 2006 Household Survey where a similar question exists						

**Performance
Improvement Scrutiny
Committee**



Date	19 March 2009
Venue	Reception Room, The Town Hall, Lytham St Annes
Committee members	Christine Akeroyd (Chairman) Cheryl Little (Vice Chairman) Linda Nulty, Kathleen Harper, Ken Hopwood, Fabian Craig-Wilson
Other Councillors	Lyndsay Greening
Officers	Dave Joy, Allan Oldfield, Paul Walker, Clare Platt, Mark Evans, Annie Womack, Hazel Wood
Others	

1. Declarations of interest

Members were reminded that any personal/prejudicial interests should be declared as required by the Council's Code of Conduct adopted in accordance with the Local Government Act 2000. There were no declarations.

2. Confirmation of minutes

RESOLVED: To approve the minutes of the Performance Improvement Scrutiny Committee meeting held 22 January 2009 as a correct record for signature by the chairman.

3. Substitute members

The following substitutions were reported under council procedure rule 22.3:

Councillor Fabian Craig-Wilson for Councillor Keith Hyde

4. Member Champions

Mr Dave Joy, Director of Corporate Resources, presented a report to the committee on Member Champions. He explained that the purpose of the report is to assist the committee in monitoring the work of the council's fourteen Member Champions. Appended to the main report were personal reports submitted by individual member champions, which summarised their work during 2008/09.

Lyndsay Greening, Member Champion for older people gave the committee an overview of her report which she had previously presented to Cabinet which outlined the forthcoming work on the role and performance of member champions.

However, it was noted that not all member champions had yet responded, and the committee was minded to defer their final recommendations until a later date. Mr Joy agreed to write on behalf of the committee to those members who had not yet responded.

Following the debate it was RESOLVED:

1. The committee noted the report and thanked those Member Champions who had completed their questionnaires.
2. To ask Mr Joy to write to other Member Champions to request that they return the questionnaires as soon as possible, and to bring a final report to the meeting on 23rd April in order for the committee to consider the role, effectiveness and value of the council's member champions.

5. The Place Survey 2008/09 Results

Mr Allan Oldfield, Director of Performance and Business Improvement introduced the report which provided the committee with a comprehensive initial overview of the findings from the compulsory Place Survey. This survey was carried out in 2008 as part of the Audit Commission National Performance Framework. The results of the survey were presented for Fylde Borough Council and placed in context with the other Lancashire Districts. Several of the results from the Place Survey are used to report against national performance indicators and these were presented in the report as the final outturns for 2008/09.

The committee scrutinised the results from the Place Survey in Appendix 2 and Appendix 3 of the report and made various observations regarding the results, many of which were positive, and the means by which Fylde Borough Council should promote them.

Following the debate it was RESOLVED:

1. That Mr Oldfield should report back to committee as appropriate in respect of proposed future use of the data, and areas where further research may be of benefit.
2. To formally sign off the 18 national performance indicator figures for Fylde included in Appendix 2 of the report and approve their submission into Escendency and the national data set.
3. To approve that any future implementation of the Place Survey should be procured in partnership with other authorities to maximise resources, reduce cost and promote shared learning.
4. That the committee champion the positive overall performance that has emerged from the survey and promote the use of the findings to support future service performance measurement and reporting.

6. Property Maintenance Agreement with Wyre BC

Mr Paul Walker, Director of Strategic Development Services presented a report to the committee which outlined the terms of a new agreement for property maintenance provided by Wyre Borough Council. Mr Walker explained that, as requested at the last committee meeting, discussions had taken place and the terms of the contract had been renegotiated.

He outlined the principal changes for the committee, and confirmed that there would be a saving of up to one-third in the cost of the contract mainly due to the closure of the swimming pools.

The committee members raised several questions, and Mr Walker was able to confirm in response that the scope of the contract had increased as a result of the renegotiation, and that Wyre BC undertook to make an annual report for inclusion in the annual review of the asset management plan.

After the debate it was RESOLVED:

1. To recommend to the Portfolio Holder that a three year agreement is entered into with Wyre BC to deliver property maintenance services to FBC.

7. Development Control Improvement Task and Finish Group Report

Mr Paul Walker, Director of Strategic Development Services and Mr Mark Evans, Head of Planning (Development Control), presented this report which detailed the outcome of the scrutiny task and finish review of Development Control, and the progress which had been made.

The committee debated various aspects of the issues, including where regeneration money was being spent, and where s106 monies had been spent in relation to affordable housing, and at what stage of a development s106 monies were released to the council.

The Task and Finish Group had recommended that income from pre-application advice should be ring-fenced to Development Control and Mr Walker confirmed that this had not happened due to the significant general budget pressures.

Cllr Nulty made reference to the change to the start time of the Development Control Committee, and the suspension of the use of substitutes and suggested that these matters should be kept under review, as her early experience of them was that they had not achieved the desired outcome.

After the debate it was RESOLVED:

1. To recommend to Cabinet that the issue of substitutes for DC, and the start time of DC should be kept under review.
2. To recommend to the Portfolio Holder that the issue of ring-fencing monies obtained from pre-application advice should be reviewed

3. To recommend to officers that the Regeneration Framework be dealt with as an urgent requirement.
4. To support the balance of the recommendations from the Task & Finish Group and recommend to Cabinet that they should be approved.
5. To receive a report from officers in 6 months time, which will reflect how the changes which have been made to DC have bedded in and what effect they have had.

8. Scrutiny Review of Enforcement Capacity and Resources

Mr Paul Walker, Director of Strategic Development Services, and Ms Clare Platt, Director of Community Services presented the report which reviewed the progress made on the scrutiny review of enforcement capacity and resources, which had been agreed by Cabinet in November 2007.

The report listed the accepted recommendations with updated commentary on progress to date against each.

This was a wide-ranging report which covered a number of different directorates and managers and it was pointed out to the committee that since the original report, restructure had affected where some services and responsibilities now sat.

The committee members expressed concern that not all of the original recommendations had been implemented, in particular that some enforcement issues, and some capacity issues had not been addressed. A query was raised as to where the income from Fixed Penalty Notices for dog fouling goes, and Ms Platt confirmed that income now came directly to the council, and also that income from HMO licences and enforcements came into the council's budget.

A query was made about the proposal to fund a temporary part-time post to help with DC administration. Mr Walker advised the committee that the budget agreed by Council was in any case likely to lead to a comprehensive review of staffing structures across the authority, which would take account of that particular recommendation, and agreed to provide further information on the matter to the committee.

The point was made that much of enforcement officers' time can be taken up with administrative work, and officers were asked to try to take account of this during the restructure which will take place this year.

Following the debate, the committee resolved:

1. To thank the officers for their report, and to note where progress had been made.
2. To ask officers to return to the committee with further proposals and / or progress reports on implementing recommendations in 3 months time, or as soon as is reasonably practicable in view of impending restructures.

3. To express to Cabinet that the committee is still concerned about enforcement issues, and to request that Cabinet give more priority to enforcement.

9. Performance Improvement Meeting Dates

Mr Allan Oldfield, Director of Performance and Business Improvement presented the report which provided members with details of the performance and financial reporting schedules that link into reports presented to the Performance Improvement Scrutiny committee.

Members of the committee had previously requested that committee meeting dates were arranged in order to allow both performance and financial management reports for each quarter to be presented at the same meeting.

Mr Oldfield explained that the time-frames for the preparation of the financial data did not permit this to happen. However, he proposed that he could forward that information to individual committee members as soon as it was available.

He confirmed that quarterly performance data would be available for relevant committee dates except for the 6 May 2010, which should be changed to an earlier date in order for the committee to receive the data as close to the period end as possible.

After the debate it was RESOLVED:

1. To retain the current agreed schedule of meetings with the exception of changing the 6 May 2010 meeting to 29 April 2010.
2. Mr Oldfield to arrange for members to receive copies of the quarterly financial data at the earliest opportunity, in order for it to be considered at the next scheduled meeting of the committee.

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