

Agenda



Community Focus Scrutiny Committee

Date	Thursday, 26 July 2012 at 6:15 pm
Venue	Town Hall, St Annes
Committee members	Councillor Kiran Mulholland (Chairman) Councillor Christine Akeroyd (Vice-Chairman) Councillors Tim Armit, Maxine Chew, Susanne Cunningham, Tony Ford JP, Gail Goodman JP, Nigel Goodrich, Kathleen Harper, Paul Hodgson, Ken Hopwood, Linda Nulty, Dawn Prestwich, John Singleton JP, Viv Willder

Public Platform To hear representations from members of the public

Item		Page
1	Declarations of Interest: Any member needing advice on Declarations of Interest should contact the Monitoring Officer before the meeting.	1
2	Confirmation of Minutes: To confirm the minutes of the previous meeting held on 14 June 2012 as a correct record.	1
3	Substitute Members: Details of any substitute members notified in accordance with council procedure rule 24.3.	1
4	LSP End of Year Financial Statement and Report	3 - 11
5	Annual Report – Age UK Lancashire	12 - 28
6	Annual Report – Care and Repair (Wyre and Fylde)	29 - 62

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REPORT



REPORT OF	MEETING	DATE	ITEM NO
RESOURCES	COMMUNITY FOCUS SCRUTINY COMMITTEE	26 TH JULY 2012	1
LSP END OF YEAR FINANCIAL STATEMENT AND REPORT			

Public Item

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

Summary

The Local Strategic Partnership (LSP) receives the majority of its funding via the second homes funding allocation. Lancashire County Council (LCC) is the main contributor of this funding providing £263,775 to Fylde LSP in the financial year 2011-12, year 3 of a 3 year agreement with County over this allocation. The agreement states that an annual statement of expenditure, together with a narrative overview of the spend be sent to County at year end. This has been prepared and forwarded to LCC on 20th June 2012.

Fylde Borough Council (FBC) also contributes an element of their second homes funding to the LSP (£25,000 in year 2011-12). It was agreed in 2009 that the same report be forwarded to members of the Community Focus Scrutiny Committee for their information.

LCC's Leader of the Council Geoff Driver wrote to FBC's Leader on 21st February 2012 stating that there would be not further funding available after March 2013. A report on the options on the future of the LSP will be prepared for scrutiny for its September meeting.

Recommendations

1. To receive the attached report.
2. To express support for the on-going work of the LSP and its projects whilst the 2nd Homes funding is still in existence.

Cabinet Portfolio

The item falls within the following Cabinet portfolio:

Portfolio Title: LSP Coordination - Leader of the Council Cllr D Eaves

Report

Appendix 1 - The financial statement and narrative report are attached.

IMPLICATIONS	
Finance	None arising from the report.
Legal	None arising from the report
Community Safety	None arising from the report.
Human Rights and Equalities	None arising from the report.
Sustainability and Environmental Impact	None arising from the report
Health & Safety and Risk Management	None arising from the report.

LOCAL STRATEGIC PARTNERSHIP - SECOND HOMES		Interim Report				
FINANCIAL STATEMENT 2011/12		Final Report	X			
<i>District Name:</i>	Fylde Borough Council					
<i>Completed by:</i>	Christine Miller					
<i>Email Address & Phone Details</i>	christinem2@fylde.gov.uk					
<i>Submission Date</i>	20/06/2012					
INCOME		Income	Income			Total
		2010/11 and Earlier	2011/12			
Second Homes Contributions:		£	£			£
Lancashire County Council Tax Surplus on Second Homes			£263,775.00		£263,775.00	
District Tax Surplus on Second Homes			£25,000.00		£25,000.00	
Total Current Year Tax Surplus on Second Homes						£288,775.00
Earlier years' Tax Surplus on Second Homes b/fwd					£21,290.00	
Total Earlier Years Tax Surplus on Second Homes b/f						£21,290.00
Total LSP Second Homes Tax Surplus on Second Homes		£0.00	£288,775.00			£310,065.00
ACTUAL EXPENDITURE		Actual Expenditure	Commitments	Future Years Commitments	Future Years Commitments	Total
		2011/12	2011/12	2012/13	2013/14	
Title of Project / Expenditure Title	Detail of Projects, Performance and Outcomes (Please insert one line only this links to the additional information sheet)	£	£	£	£	£
Actual and Committed Expenditure relating to Current Year Funding						
FBC Support Services		£25,000.00				£25,000.00
LSP Management and Admin		£82,541.00				£82,541.00
Insurance		£1,964.00				£1,964.00
Recharge vehicle		£1,262.00				£1,262.00
Stationery		£1,326.00				£1,326.00
Room Hire/Refreshments		£2,401.00				£2,401.00
Discretionary Fund		£10,095.00				£10,095.00
Fylde in Focus		£19,372.00				£19,372.00
Community Projects Fund		£23,081.00	£1,919.00			£25,000.00
Food Cooperative		£8,058.00				£8,058.00
Build Up		£1,663.00				£1,663.00
Monitored CCTV		£34,498.00		£15,000.00		£49,498.00
Theme Group Projects		£20,042.00		£50,000.00		£70,042.00
Shaping the Place		£2,840.00				£2,840.00
Wild Life Trust - Enviromental projects						
Actual and Committed Expenditure relating to Previous Years Funding (Please state year when received funding)						
						£0.00
						£0.00
						£0.00
						£0.00
						£0.00
Total Actual and Committed Expenditure		£234,143.00	£1,919.00	£65,000.00	£0.00	£301,062.00
ANTICIPATED FUNDED (SURPLUS)/DEFICIT BALANCE AT FINANCIAL YEAR END						
It is anticipated that this projected underspend will be allocated as new projects come on line						(£9,003.00)

Second Homes Report

Date 20/6/12

Introduction / Purpose

The purpose of this report is to inform Lancashire County Council on the progress of projects delivered by the Fylde Local Strategic Partnership (LSP) that were originally designed to assist in the delivery of Ambition Lancashire and Fylde's Sustainable Community Strategy (SCS) but that are now narrowing the gap between neighbourhoods and improving the quality of life for all Fylde residents. This documents provides a narrative to support the financial statement.

Background

Fylde Local Strategic Partnership is reliant on the Second homes funding to deliver projects that make a beneficial difference to the residents of Fylde by adding value to the work of the Borough and County Councils as well as the wider LSP partnership.

Fylde does not have any defined areas of deprivation and as such has never benefitted from funding derived from this source. However, there are clearly pockets of deprivation and need and it is the ambition of the Fylde LSP to narrow the gap and strive for equality for all Fylde residents.

Key Points

Most of the work carried out in 2011-12 has focused on the work of the individual Theme Groups of the LSP which has been based on their particular priorities.

The Food Cooperative has continued to go from strength to strength since its inception. It is now registered as a Social Enterprise and the management of this project has now been transferred to the YMCA. This project has been identified as an example of Best Practice having won two awards recently. It was the Fylde's winner of the Big Society Awards 2011 and the SELNET Social Enterprise winner 2011. Funding for this project has come from both the 2nd Homes funding and the PRG funding. Please see letter below received

from Nick Hurd MP dated 3rd February 2012.



Nick Hurd MP
Minister for Civil Society

70 Whitehall
London
SW1A 2AS

Telephone 020 7276 0407
Fax 020 7276 0841
Email psnickhurd@cabinet-office.x.gsi.gov.uk
Web www.cabinetoffice.gov.uk

Our Ref: NMP321274

Christine Miller
Head of Partnerships, Fylde Borough Council
The Town Hall
St Annes Road West
St Annes
Lancashire
FY8 1LW

3 February 2012

Dear Christine,

My officials in the Cabinet Office Local Intelligence Team have brought to my attention the work that you are doing to support your local Community through Fylde Foodco. I would like to congratulate you on delivering a project which is clearly welcomed and needed by the people that you support and I hope that you are justifiably proud of the valuable contribution you are making. I do not underestimate the challenges of delivering projects such as Fylde Foodco in the current financial climate, nor how important they are to the many people they support.

The Government believes that too many people have become dependent on the state and feel powerless to influence what is going on around them. We would like to see many more projects such as Fylde Foodco which demonstrate what can be achieved when people take the initiative, and see that through positive action they have the power to transform their lives and those of the people around them.

We recognise that not everyone has the drive and commitment that you have shown in running Fylde Foodco but we know many people would like to be active for a cause close to their hearts if they had a little help. This is why the Government published the Giving White Paper www.cabinetoffice.gov.uk/resource-library/giving-white-paper which sets out a number of ways in which we want to make it easier for people to give their time and money to local and national projects which support people in their communities. In addition, the Community First programme www.cdf.org.uk/web/quest/community-first allocated funds to the most deprived communities in the country to help them develop a Community Plan and match fund projects which will bring the greatest benefit. Community Organisers are now active in over 20 areas in England where they are

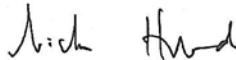


INVESTOR IN PEOPLE

learning the skills they need to identify local leaders and bring people together to act on what matters to them.

I would like my officials in the Local Intelligence Team to stay in touch with you so I can see how Fylde Foodco develops over the coming months. The official who covers your area is Sheila Battersby and they can be contacted at sheila.battersby@cabinet-office.gsi.gov.uk.

I wish you continued success with Fylde Foodco and if there is an opportunity for me to visit you during one of my many visits to the North West, I will try to do so.



NICK HURD

The 2nd Homes funding has also continued to support the CCTV provision in the Town Centres of Fylde. This provides public reassurance and supports the overarching reduction in crime. Fylde remains the 2nd lowest level of crime in the county. Fylde Borough Council and Lancashire Constabulary have both shown significant decreases in anti social behaviour reporting which is attributed to both CCTV and diversionary activities, these have also been supported financially by both Theme Group projects and the Community Projects Fund bids. CCTV is also currently supporting the infrastructure for the Open Golf Championship which is being held in Lytham St Annes and is estimated to have financial benefits for the region in the sum of £90m.

Recommendations

That the committee accept this report in the knowledge that the Fylde LSP Executive does, and will continue to, monitor the financial expenditure over this and future financial years as they have done previously. That the LSP Executive continues to receive regular reports and updates on the progress of all funded projects with finance remaining as a standing item on the Executive agendas.

Section 2

Financial spreadsheet attached

Section 3

Addition information below.

Mid Year (Interim) Report
Year end (Final) Report X

Projects / Expenditure

Title of Project (linked to Spreadsheet)	Description and Outcomes (Include background, progress to date and planned activity, plus reference to sustainable community strategy and LAA when appropriate).
Project 1	FBC Support Service This expenditure covers the overheads incurred by the LSP team
Project 2	LSP Management and Admin support This covers this salary costs incurred to support the LSP work and projects including some analytical support
Project 3	Insurance Standard overheads
Project 4	Vehicle Recharge This covers the overheads and costs incurred by the usage of the Community Engagement Vehicle
Project 5	Stationery Standard office expenditure
Project 6	Room Hire etc Standard expenditure
Project 7	Discretionary Fund This funding is allocated via the Chairs of the individual Theme Groups. Applications up to a maximum of £500 are encouraged from community groups to enable them to deliver projects that meet the objects of one or more of priorities from the Sustainable Community Strategy. Examples of such projects are the support for the CVFS in their Big Society Awards event; the 360 degree event for young people held at Park View, support for disabled swimmers at the Fun Pod,

	information leaflets for Citizens Advice Bureau, hate crime education sessions for local high schools, support for Staining craft group, support for Freckleton angling club, support for Wesham bowling club.
Project 8	Fylde in Focus This is the LSPs newspaper that is delivered to every household in Fylde twice a year. The publication is well received by the community as the articles feature the work of local people and highlight how they are making a difference within their neighbourhoods. This production goes a long way in assisting in community cohesion and promotes intergenerational work in a positive manner.
Project 9	Community Projects Fund This funding allows community groups to bid into for an award from the pot of £25,000, not exceeding £2000, to achieve an objective from the Sustainable Community Strategy. This allocation must be match funded either directly or indirectly. A full awards panel reviews the formal bids with the project leaders required to give formal presentations about their applications. Examples of awards allocated this year are Wrea Green Equitation centre, Friends of the Estuary, Fylde Counselling Service, Lytham Town Trust, St Annes FC (Girls), Fylde Decorative and Fine Arts Society, Lowther Gardens Trust, Friends of Waddington Park, Park View 4 U, Wesham bowling club.
Project 10	Food Cooperative This project is now under the umbrella of the YMCA which will ensure the viability and sustainability needed for the future.
Project 11	Build Up This project has now closed due to lack of funding for the necessary training provided by the local college. Fylde clients are now being directed to Blackpool via Job Centre Plus and therefore not missing out on this vital training opportunity.
Project 12	Monitored CCTV This funding has been used to support the infrastructure and installation of the Town Centre CCTV
Project 13	Theme Group Projects This funding is used by the individual Theme Groups to allow them to focus attention of their priorities. Monies allocated so far have provided support for the redevelopment of Hope Street Park which is community led but receives design support from LCC and development support from Fylde Borough Council Fylde Fairtrade also received support for its borough wide event which took place on 2-3-12. The event was well attended with over 450 packing St Cuthbert's church Lytham details below. http://www.fylde.gov.uk/community-services/local-strategic-

	partnership/fair-trade-fylde/
Project 14	<p>Shaping the Place</p> <p>This project is now completed but there was some residual expenditure incurred during financial year. Details below;</p> <p>http://www.fylde.gov.uk/community-services/local-strategic-partnership/neighbourhood-renewal-shaping-place/</p>
Project 15	<p>Wild Life Trust</p> <p>This funding was originally agreed as part of the work necessary for the delivery of NI 197. No expenditure has been incurred in this financial year and the allocation has now been taking back into the main accounts, as attached.</p>

REPORT

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES	COMMUNITY FOCUS SCRUTINY COMMITTEE	26 JULY 2012	2

ANNUAL REPORT – AGE UK LANCASHIRE

Public Item

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

Summary

The Council currently has a one year service level agreement with Age UK Lancashire to provide an information and advice service in Fylde, the details of which are set out in the main body of the report and at Appendix 1. As part of this agreement, Age UK will provide a report to one of the Council's overview & scrutiny committees at the conclusion of the financial year, summarising performance over the previous year. This is attached at Appendix 2.

A Representative from Age UK Lancashire will be attending the committee to present the key points arising from the report.

Recommendations

- 1) That Members review the performance of Age UK in Fylde
- 2) That Donna Studholme from Age UK Lancashire be thanked for the report and attending the Committee

Cabinet Portfolio

The item falls within the following Cabinet portfolios:

Social Wellbeing:	Councillor Cheryl Little
Environment and Partnerships:	Councillor Thomas Threlfall

Background

1. Age UK in Fylde is identified as one of the Council's key formal partnerships identified under the partnership protocol. It is the role of scrutiny to keep an overview of performance of these partnerships.
2. The service level agreement with Age UK Lancashire was developed early in 2012, to cover a period of one year. The service level agreement is attached at Appendix 1. In the agreement, the Council has agreed to pay a grant of £12k per annum to Age UK Lancashire for the provision of services as follows:
 - Provision of mainstream information and advice services for older people through recruitment of a worker to deliver some detailed casework and lead further development of the services.
 - Recruitment and training volunteers to provide information and advice services for older people, predominantly through signposting and assisting with lower level casework.
 - Maximising the opportunities to deliver high quality casework by working with partners such as the Pension Service, Citizen's Advice Bureau, solicitors etc.
 - The Provider will serve clients throughout the Borough. Its principal offices are based in Lytham St. Anne's where an information and advice service will be available Monday to Friday 9.30 a.m. to 12.30 p.m./1.30 p.m. to 3 p.m. Outside these opening times telephone and e-mail contact will be available Monday to Friday 9 a.m. to 5 p.m.

Report

3. The performance information required of Age UK for presentation to Overview and Scrutiny comprises:
 - Number of individuals accessing information and advice services; including ethnicity, age band, gender
 - Contact method
 - Primary and secondary reason for contact (as per day book issue headings and sub headings)
 - The sum of money that the service has generated for local older people as a result of benefit uptake activity

- A breakdown of the number of complaints received from service users and how they have been resolved.
 - An overview of activities undertaken by the provider for the benefit of Fylde residents, but not directly funded through this agreement.
 - Results of satisfaction surveys regarding the provision and quality of the service that should be made available to all that utilise the service.
 - Evidence of any social trends which can be identified as patterns emerging from the cases dealt with which may be useful to the Local Strategic Partnership and Council in shaping future Community Strategy and Council Objectives/Action Plans.
 - When marketing through any publication or advert, the Fylde Borough Council logo should be used together with wording to indicate funding support.
 - Evidence of maximising opportunities to generate extra funding over the period of the agreement in order to deliver the widest possible range of services for the benefit of Fylde residents.
 - Evidence of its internal procedures in place to manage risks and safeguard the operation of the service.
4. The report of Age UK Lancashire detailing this information is attached at Appendix 2.
 5. The current agreement is only one year in duration. This is because at the time of drafting the agreement, the review of assets let at an undervalue had not been concluded. Age UK Lancashire occupies one of the lodges at the entrance to Ashton Gardens and is therefore within the scope of the review. This work is ongoing, but should be available to inform the drafting of the future agreement, to ensure clarity regarding the total level of subsidy provided to the organisation.

IMPLICATIONS	
Finance	The annual grant of £12,000 is budgeted for in the current revenue budget.
Legal	There is a one year service level agreement in place which runs until 31 March 2013.
Community Safety	None arising from this report.
Human Rights and Equalities	The information and advice services provided by Age UK are available to all residents of the Borough aged 50 years and over, via e-mail, face to face or telephone contact.
Sustainability	The funding provided by Fylde Borough Council is targeted specifically at information and advice services, which are supplemented by other services funded by partner agencies.
Health & Safety and Risk Management	Age UK has developed a risk assessment of its operations as required by the service level agreement. This will be reviewed with the Council's Risk Management and Insurance Officer to ensure it meets the Council's requirements.

Report Author	Tel	Date	Doc ID
	(01253) 658602	10 July 2012	27.07.12 Age UK

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

Attached documents

Appendix 1 – Service Level Agreement with Age UK Lancashire

Appendix 2 – Performance Report Age UK Lancashire

Appendix 1

Service Level Agreement for Grant-Funded Services

Age UK Lancashire

Date: 1 April 2012

Parties

Fylde Borough Council ("the Council")

Age UK Lancashire ("the Provider")

Interpretation

Default Notice	A notice fulfilling the requirements of clause 20. A Default Notice is "unresolved" at any time that the concerns raised in it have not been addressed to the reasonable satisfaction of the Council
Grant	£12,000
Grant Period	1 April 2012 to 31 March 2013
Performance Measures	The performance measures set out in the second schedule
Services	The services set out in the first schedule

Status of Agreement

1. The Council has agreed to pay a grant to the Provider to enable it to provide certain services in the Council's area. The Council is satisfied that paying a grant for these purposes is likely to achieve the promotion or improvement of the economic, social or environmental well being of the Council's area. The services provided by the Provider contribute towards delivery of the council's Corporate Objectives.
2. This agreement sets out the services that the Council requires the Provider to deliver with the grant funding that has been allocated to it, how performance will be measured and what happens if the services are not provided as required by this agreement.

3. Amongst other issues, the Council will take into account how successful the Provider has been in delivering the Council's expectations when deciding future funding.

The grant and the grant period

4. The Council has agreed payment of a grant of £12,000 per annum for the period 1 April 2012 to 31 March 2013 ("the Grant Period").
5. The grant will be paid in the following instalments:

Date	Amount
1 April	£3,000
1 July	£3,000
1 October	£3,000
1 January	£3,000

6. The Provider must have regard to the Performance Measures and any specific guidance of the Council in deciding how it will spend the Grant.
7. The Council does not commit itself to pay a grant beyond the Grant Period.

The services

8. The services that the Council is funding the Provider to deliver are set out in the first schedule to this agreement.
9. The Provider will supply sufficient information about its provision of the Services to enable the Council to assess its compliance with the Performance Measures.

Lead officers

10. Each party has nominated an individual to be the primary point of contact on all matters concerning the Grant, this agreement or the services provided under it. The nominated persons are:

Council: Paul Walker, Director Development Services

Contact details: paulw@fylde.gov.uk, telephone (01253) 658602

Provider: Geraldine Moore, Chief Executive

Contact details: gmoore@ageconcernlancs.org.uk, telephone (01257) 233200

Ancillary requirements

11. The Provider will keep accurate financial records in accordance with good management practice and will make them available to the Council on request. The records will in particular provide a clear audit trail of how the Grant has been used. The Provider will provide to the Council a copy of its audited accounts within six months of the financial year end.
12. The Provider will provide the Council with a schedule of dates when any external audit or accreditation inspection of the Services will be undertaken and provide the council with a copy of any resulting report.
13. The Provider will, both in providing the Services set out in this agreement and generally, comply with all relevant statutory requirements, including those related to health and safety and equalities. The Provider acknowledges that such compliance is the sole responsibility of the Provider and that the Council does not, either by the payment of the Grant, by entering into this agreement or otherwise take any responsibility for any non-compliance by the Provider.
14. The Provider will ensure that there are appropriate internal procedures in place to manage risks. The provider will provide to the council evidence that risk management measures are being undertaken to mitigate threats to the future operation of the service. Performance on risk management measures will form a part of the six monthly monitoring meetings.
15. The Provider provides the services in its own right and not as agent of the Council. The Council will not indemnify the Provider for negligence or any other breach of duty.
16. The Provider will maintain adequate insurance to cover any liabilities arising from the performance of the services set out in this agreement. It will allow the Council to inspect its policies on request.
17. Any approaches to the press with respect to any matter relating to this agreement should be jointly agreed through consultation between Age Concern and the Council.

Default in performance

18. The Provider will repay to the Council such proportionate part of the Grant as the Council, acting in accordance with clause 20, considers appropriate within 28 days of the Council serving a written demand to do so, at the Provider's address for service, in any of the following circumstances:

- The Provider ceases to provide the Service; or
- The Council, having regard to the Performance Measures, and having previously provided adequate notification of its concerns, considers that the performance of the Services falls so far below the required standard that they ought to cease to be provided by the Provider.

19. For the purposes of clause 18, the Council will only be deemed to have provided adequate notification of its concerns if the notification was:

- given at least one calendar month before the Council's written demand for repayment;
- made in writing to the Provider's representative named in clause 10; and
- contained sufficient detail about the Council's concerns to have given a reasonable organisation in the place of the Provider an adequate opportunity to address them to the reasonable satisfaction of the Council

20. In deciding what proportionate part of the Grant it considers appropriate to require the Provider to repay under clause 18, the Council will have regard to the following principles:

- If the Provider informs the Council that it will cease to operate (but not if the Provider has already ceased to provide the Services), the need for the Provider to be able to bring about an orderly closure of the Services including but not limited to the termination of staff contracts and statutory redundancy payments
- The Council will only require the Provider to repay sums in respect of Grant that was either:
 - Paid by in respect of the current financial year, or
 - Paid in respect of the period following the service of an unresolved Default Notice

The First Schedule

The Services

1. Provision of mainstream information and advice services for older people through recruitment of a worker to deliver detailed casework and lead further development of the services.
2. Recruitment and training volunteers to provide information and advice services for older people, predominantly through signposting and assisting with lower level casework.
3. Maximising the opportunities to deliver high quality casework by working with partners such as the Pension Service, Citizen's Advice Bureau, solicitors etc.
4. The Provider will serve clients throughout the Borough. Its principal offices are based in Lytham St. Anne's where an information and advice service will be available Monday to Friday 9.30 a.m. to 12.30 p.m./1.30 p.m. to 3 p.m. Outside these opening times telephone and e-mail contact will be available Monday to Friday 9 a.m. to 5 p.m.

The Second Schedule

The Performance Measures

The Provider agrees to provide bi-annual reporting information to the Council as detailed below. The information is to be reviewed at 6 monthly monitoring meetings involving both parties, including Member representation on behalf of the Council. The Provider will make a presentation to the Council's Overview & Scrutiny Committee (or any other such appropriate elected member group) at the conclusion of each financial year summarising the performance over the previous year.

Quantitative

- Confirmation of the coverage of the opening hours/days of operation across the reporting period.
- Number of individuals accessing information and advice services; including ethnicity, age band, gender
- Contact method
- Primary and secondary reason for contact (as per day book issue headings and sub headings)

- The sum of money that the service has generated for local older people as a result of benefit uptake activity
- A breakdown of the number of complaints received from service users and how they have been resolved.

Qualitative

- An overview of activities undertaken by the provider for the benefit of Fylde residents, but not directly funded through this agreement.
- Satisfaction surveys regarding the provision and quality of the service should be made available to all that utilise the service. Reporting on satisfaction levels should be a part of the six monthly reporting arrangements. Satisfaction surveys should be based on a minimum 10 % return from all customers to the service.
- Evidence of any social trends which can be identified as patterns emerging from the cases dealt with which may be useful to the Local Strategic Partnership and Council in shaping future Community Strategy and Council Objectives/Action Plans.
- When The Provider markets itself through any publication or advert, the Fylde Borough Council logo should be used together with wording to indicate funding support.
- Evidence of maximising opportunities to generate extra funding over the period of the agreement in order to deliver the widest possible range of services for the benefit of Fylde residents.
- The Provider will produce evidence of its internal procedures in place to manage risks and safeguard the operation of the service. Performance on the risk management measures will be reported to the 6 monthly monitoring meetings mentioned above.

Signatures

PAUL WALKER, on behalf of Fylde Borough Council

GERALDINE MOORE, on behalf of Age UK Lancashire

AGE UK LANCASHIRE FYLDE INFORMATION AND ADVICE SERVICE ANNUAL REPORT APRIL 2011– MARCH 2012

INTRODUCTION

Age UK Lancashire is the lead organisation in supporting and working on behalf of older people and their carers across 12 boroughs of the county; Burnley, Pendle, Rossendale, Ribble Valley, Chorley, West Lancs, North Sefton, Preston & South Ribble, Fylde, Wyre and Lancaster. We have various community projects that support vulnerable older people and their carers in each of these areas with Information & Advice being our flagship service.

In Fylde Borough we have the following services:

- Information & Advice including case work
- Coping Alone - bereavement support project
- End of Life support for terminally ill people and their families
- Hospital Aftercare – practical support for older people discharged from hospital
- Community Links – befriending scheme
- Computer classes
- Rural Outreach social groups
- Cameo Luncheon Club
- Falls Assessment service for those identified as being at risk of falling
- Carers Support group
- Home Help service

A 'Services in your Area' leaflet is attached to this report which gives more detail about the work we do in Fylde.

Information & Advice Service

Age UK Lancashire provides a comprehensive information & Advice service to older people and their carers throughout the Fylde area. This includes

- Signposting
- Providing information
- Active referral
- Case work

We aim to support all enquiries as far as possible and actively refer to specialist advice services where appropriate such as Citizen's Advice Bureau for debt

advice and Welfare Rights for benefit appeals. We work to the 'Information & Advice Quality Standard' as set out by Age UK.

Our most common enquiries are around:

- Welfare Benefits
- Community Care
- Housing
- Consumer Rights
- Isolation
- Health Issues
- Other Money Matters
- Local Services
- Social Activities

The cost of providing the Information & Advice service in 2011 – 2012 was £17,300 with funding of £12,000 from Fylde Borough Council which enabled us to employ an Information & Advice worker for 21 hours per week. Due to Fylde Borough Council reducing its funding by £4,000 and other funding coming to an end the advice worker hours have reduced by 14 hours per week compared to 2010-2011 therefore reducing the capacity of the service.

The service can be accessed by calling in at the Age UK Lancashire office in St Annes, telephone, email, letter, referral from other community services or via one of Age UK Lancashire's outreach services; Kirkham Drop-in at the United Reform Church every Friday, Freckleton Drop-in fortnightly at the Naze Lane sheltered housing community room. Home visits are provided for people unable to access the office, complex cases and lengthy form-filling. The office is open Monday to Friday 9.30 – 3.30pm with a telephone service operating Monday – Friday 9 – 5pm.

The service works in Partnership with a number of local key partners, including the Department for Work and Pensions, Police Service, Welfare Rights, Citizens Advice Bureau, Disability Information, Advice Link, Community Mental Health Team, PCT, Help Direct, New Fylde Housing, Care & Repair, Fire service, Hospital Discharge Team, Social Services, Lytham Hospital, Parker Kelly Financial Services and a local solicitor..

The following surgeries are also held at the Age UK office:

- Citizens Advice Bureau. Appointment only surgery every Tues 9.30 - 1.30pm.
- Legal Clinic 1st wed of each month
- Parker Kelly Financial Services monthly surgery
- TOPS – Tax help for older people

Eligibility criteria

People aged 50+ and their carers living in the Fylde Borough area.

The reception staff and volunteers dealt with **1062** initial enquiries by either providing the relevant information or signposting to the appropriate service.

The following data refers to the actual casework carried out by the Information & Advice Officer and Volunteer Adviser.

PROFILE OF SERVICE USERS

Total number of enquiries	723
----------------------------------	------------

Age Group	%
Under 50	2
50-64	15
65-74	24
75-84	41
85+	18

Ethnic Origin	%
White	
British	100

How Heard	%
Previous user	20
Passing office	22
Friend	13
Advertising/Publicity	0.5
Relative	10
Other Age UK projects	12.5
CAB	0.5
Health professional	13
Local council	1.5
Other	7

Topic of enquiry	%
Benefits	82
Housing/Property	3
Health	1
Consumer	2
Finding help at home	1
Family /Personal	2

Benefits	Actual
Benefit check	90
Pension Credit	54
Carers Allowance	20
Housing Benefit	11
Council Tax Benefit	12
Attendance Allowance	232

Other Money	4	Disability Living Allowance	45
Non residential care	4	Reviews	10
Residential care	1	Other	25

225 people attended the Information and advice surgeries and we provided 203 home visits throughout the Fylde area.

The service provided by the I&A officer and volunteers has led to an increase in older peoples' incomes of over £350,000 per annum via successful benefit applications.

STAFFING/VOLUNTEERS

The team consists of:

- 6 Volunteer Greeters
These volunteers cover the office opening hours of 9.30 – 3.30pm Monday to Friday and deal with callers coming in to the office by signposting, providing information or active referral appropriate to the client's enquiry.
- 1 Customer Service Officer
The Customer Service Officer covers the office opening hours dealing with telephone enquiries and supporting the Volunteer Greeters with clients visiting the office
- 1 Volunteer Case Worker
The Volunteer Case Worker holds a weekly drop-in advice surgery at the office and provides home visits for form filling.
- 1 Part Time Information & Advice Officer
Providing office appointments and home visits for those clients who are unable to come to us.

NETWORKING

Age UK Lancashire attends the following meetings concerning the Fylde area:

- Age UK North West Information & Advice Network
- JobCentre Plus, Customer Rep Forum
- Age UK Northwest Campaigns Forum
- Advice Link Network
- Big Lottery Board meeting
- B.F & W Community Strategy Group
- People and Communities

We have taken part in the following events:

- Fylde Together Showcase
- B. F & W information & Advice Seminar

We have promoted our services by:

- Giving talks to local community groups.
- Holding a 'Will Writing' day at the office
- Taking the 'Community Engagement' bus to rural park home sites
- Holding a 'Volunteers Thank-you' event

CAMPAIGNS

Age UK Lancashire has supported the following national campaigns:

- More Money in Your Pocket
- Hungry to be Heard - malnutrition in hospitals
- Reducing Winter Deaths
- Invisible but invaluable – older carers
- Down but not Out – depression in later life
- Falls Awareness
- Care in Crisis

STAFF/VOLUNTEER TRAINING

Age UK Lancashire has a comprehensive training policy for both staff and volunteers; mandatory training includes Moving and Handling, Emergency First Aid, Fire Warden, Safeguarding Adults and General Health and Safety Awareness.

The Information and Advice officer has attended training courses on:

- AA/DLA form filling
- Benefit calculator
- Welfare Benefits for people of retirement age
- Pension Credit
- Housing Benefit
- Safeguarding Adults
- Employment & Support Allowance

Our volunteer case worker holds the 'Citizens Advice Bureau' Generalist Adviser Certificate.

The Volunteer Greeters have been trained in the completion of the 'Day Book', signposting, providing information and active referral. Regular meetings are held with all the volunteers to update them and provide general support.

COMMENTS/COMPLAINTS/COMPLIMENTS

Clients are issued a 'Comments, Complaints and Compliment' leaflet for feedback of the service. Of 250 leaflets received:

- There were no complaints
- 215 had an increase in income
- 145 stated that their contact with others had improved
- 155 stated their general wellbeing had improved
- 136 stated their housing situation had improved
- 150 had increased independence
- 154 were more aware of their rights

Comments received include:

- 'Excellent service, very supportive & understanding. Thank you. Mummy is of the generation which finds it difficult & embarrassing'
- 'We were very impressed with the service and the information and help we received. We would not hesitate to ask for information or advice in the future.'
- 'I was impressed with how John was able to read the concerns of family members whilst treating my father with respect and dignity. His service was both informative and effective.'
- 'Everyone I have met from Age UK have been very helpful and friendly which is comforting when one is in a time of stress. No complaints'
- 'The help in successfully obtaining the full rate of AA has made a huge difference to my parents' peace of mind and well being.'

EVALUATION/SERVICE REVIEW

The Information and Advice service continues to provide general Information and Advice for older people and their carers living in the Fylde borough and more in-depth casework around welfare benefits, community care and housing issues.

State pensions and welfare benefits continue to be a major source of income for people over state pension age. 63% of pensioners receive at least half their income from State pensions and benefits. Many are unaware of the complex range of benefits available, of the eligibility criteria and of how a change in circumstances can make them eligible. An estimated £3.5 to £5.1 million Pension Credit, Housing Benefit and Council tax benefit is not claimed by pensioners.

The service provided by the I&A officer and volunteers has led to an increase in older peoples' incomes of over £350,000pa via successful benefit applications.

Information and Advice plays a vital role in tackling poverty, promoting dignity and providing support for older people.

The importance of this financial gain to older people will lead to much wider benefits of improved lifestyle, wellbeing and independence. 68% of people reported that they worried less and had improved mental health [Transforming Lives A.C.E. 08]

DEVELOPMENT PLANS

- To recruit, train, maintain and manage more volunteers to help with time consuming form filling.
- To seek future funding for the service as we don't presently have the resources to meet the demand of home visits required by vulnerable, older people in the area.

REPORT

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES	COMMUNITY OUTLOOK SCRUTINY COMMITTEE	26 TH JULY 2012	3

ANNUAL REPORT – CARE AND REPAIR (WYRE & FYLDE)

Public Item

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

Summary

This report is the fifth Annual Report presented to the committee following the conclusions and recommendations of a Task and Finish group in 2007. The Annual report covers the period April 2011 to March 2012

Recommendations

- 1) That members be requested to review the annual report 2012 for the Fylde and Wyre Care and Repair service.
- 2) That Michele Lee, Care and Repair manager be thanked for the report and attending the Committee

Cabinet Portfolio

The item falls within the following Cabinet portfolio:

Social Wellbeing – Councillor Cheryl Little

Report Background

1. The Care & Repair Service (Wyre & Fylde) is administered from Wyre BC on behalf of both Districts.
2. The service is a “not for profit” home improvement agency. It is available to older people and people with disabilities in Wyre and Fylde, and is delivered in two distinct parts.
3. The first is the “core” service which is designed to facilitate repairs and adaptations to enable someone to stay in their home. Case workers visit people in their homes, and as part of their remit will explore whether any grant or charitable funding may be available to help pay for any works which may need to be undertaken for people who are struggling financially
4. The second is the “handyperson” scheme. The aim of this scheme is to keep people safe in their homes and to prevent the risk of trips and falls, and it provides minor aids and help with small jobs around the house. The cost to the householder is confined to the cost of materials – labour is provided free. Neither Fylde nor Wyre contribute to this scheme, but qualifying residents from Fylde and Wyre are eligible to use it. It is funded by Lancashire Social Services and North Lancs PCT. This is also administered by Wyre BC

Performance 11/12

5. The Care and Repair service operates against a number of performance measures and targets and these are summarised below. These performance measures and targets are set by Lancashire County Council Supporting People Team. This information is provided to Council Officers at the regular Steering Group meeting which meets on a quarterly basis.
6. The report from the Care and Repair manager confirms these targets were met in 2011/12 and comparisons with performance in 2007/8, 2008/9, 2009/10, 2010/11 and 2011/12 are outlined in table 1 of this report.
7. A key objective for the service is for users of the service to continue to remain in their own home. The service is meeting this requirement as evidenced in the qualitative and quantitative data on this objective in the quarterly monitoring reports to the Steering Group.
8. Service users are asked in the Customer satisfaction survey whether using the service has helped to maintain their independence, and if so, how. Outcomes from the surveys are outlined in Appendix 2 and 3

Trends and comparisons

9. As part of the evaluation of the service a comparison is shown in the table below between 2007/8, 2008/9, 2009/10, 2010/11 and 2011/12 of relevant target outturn.

Description	Target	2007/8	2008/9	2009/10	2010/11	2011/12
Enquiries for Advice and Support	3000	2055	4082	5508	6603	5834
Average number of wks between enquiry and first visit	3wks	1.6	0.9	0.72	0.97	1.57
Average number of wks between first visit and practical completion (for Jobs< £1000)	20 wks	20	13.5	13.25	14.47	9.37
Average number of wks between first visit and practical completion (for Jobs> £1000)	40wks	33.6	22	24.45	32.27	19.5
Handy person target for carrying out works	2 wks	0.5	0.5	0.45	0.55	0.5
Handy person service – Jobs completed	1500	2027	2246	2510	2411	2134

Funding 2011/12

10. As outlined earlier in this report, and in the Task and Finish group, funding of the service is through several sources
11. Fylde BC currently provides funding on an annual basis to the Core Service alone. The funding provided for 11/12 was £30,000 and a similar funding requirement for 12/13 has been committed in the 12/13 budget.
12. The Task and Finish group in 2007 looked in detail at the funding requirements of the service and was satisfied that the funding should be continued as it represented good value.
13. It is proposed that funding from FBC of £30,000 is committed in the 13/14 budget.
14. Overall funding for the service on an ongoing basis is problematic due to the uncertainty in source funding. Partner budgets are always under pressure and consequently ongoing commitments are difficult to establish. Fylde BC similarly makes a budget commitment on a yearly basis only.
15. Previously the committee has recommended to Cabinet that consideration be given to a financial commitment beyond the existing year by year arrangement. Cabinet at its meeting in September 2011 approved this approach in principle subject to an appropriate break clause being inserted in the service level agreement to cater for

any changes in government funding to the Council, and in line with other service level agreements with the Council.

16. The outcome of the Lancashire wide work on the Commissioning Strategy for Home improvement Agencies was due for completion however further work on the Strategy is being undertaken. It is suggested that when the conclusions and recommendations are finally presented to the Supporting People commissioning board these are considered by Fylde BC at that time which will in turn enable consideration of a longer term funding commitment and Service level agreement.
17. In so far as LCC funding is concerned two issues have been highlighted in the attached Annual report. In particular LCC Supporting People team has issued contracts which run to March 2013, with the option to extend to 10 July 2015. Funding is in place from NHS North Lancashire until March 2013 and the service will seek to secure continuing Primary Care funding from the appropriate body from March 2013 ,
18. Secondly; Lancashire County Council has given notice that it will not fund the minor adaptations Handyperson Service after March 2012, Funding from LCC Supporting People team for the small repairs handyperson service is in place to March 2013 with the option to extend to 10 July 2015.
19. The Care and Repair service has been successful in attracting funding from other sources as identified in the Annual report.
20. Wyre BC undertakes overall financial monitoring of the service. At 31st March 2011 the overall financial position of the service was positive and provides for an operating balance equivalent to three months costs.

Conclusion

21. The Care and Repair service has performed well in relation to its set targets and objectives.
22. The report refers to the financial pressures on the service to enable it to deliver its services. In addition to the improved wellbeing of the service users it should be noted that the service has considerably wider benefits, enabling the elderly to stay longer in their own homes and as a consequence incur less public expense through the provision of residential care facilities and/or long term hospitalization.

IMPLICATIONS	
Finance	The council provides a grant payment of £30,000 per annum for which provision has been made in the 2012/13 budget.
Legal	None specifically arising from the report
Community Safety	The Care and Repair service provides support to a number of community Safety initiatives
Human Rights and Equalities	The service is provided on an impartial basis and provides support to vulnerable members of the Community
Sustainability	None arising from the report
Health & Safety and Risk Management	None arising from the report

Report Author	Tel	Date	Doc ID
David Gillett	(01253) 658689		

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

Attached documents

Annual report from Care and Repair Manager Michele Lee

Appendix 1 – keep warm keep safe project summary

Appendix 2 –Analysis of core service customer satisfaction questionnaires

Appendix 3 – Handyperson satisfaction surveys data

Appendix 4 – Customer feedback Keep warm keep safe project

Appendix 5 – Handyperson (Minor aids and adaptations)

Appendix 6 - Handyperson (Small repairs)

Care & Repair (Wyre and Fylde)

Annual Progress Report

1 April 2011 to 31 March 2012

Core Service

During the year 1 April 2011 to 31 March 2012, Care & Repair (Wyre and Fylde) dealt with 5834 enquiries for advice and support

The service met its target times for:

Average number of weeks between enquiry and first visit – 1.57 against a target of 3

Average number of weeks between first visit and practical completion for jobs costing less than £1000 – 9.37 against a target of 20

Average number of weeks between first visit and practical completion (jobs costing £1000 or more) – 19.5 against a target of 40

The timescales are often outside our control where there is involvement with charities, as finding this funding can be very time-consuming and involve waiting for trustees to meet to consider requests

The Handyperson service has also met the target time for carrying out works – average number of weeks between initial enquiry and completion 0.5 against a target of 2. Where the target timescale was exceeded for a job, this was due to, or at the request of, the service user

The Service has facilitated the following works for clients:

Private/Charity Funded Works

Cases completed 76

Cases in progress 40

In addition, during the year, at various stages during the process, 27 jobs did not progress for a number of reasons, including:

- ☐ Wife moved to a nursing home
- ☐ Not willing to agree to the terms of a Royal British Legion Property Repair Loan
- ☐ Work arranged through a Disabled Facilities Grant
- ☐ Client not eligible for charity funding but not willing to pay for the work
- ☐ Family arranged the work
- ☐ Not willing to disclose financial circumstances (for grant or charity funding application)
- ☐ Changed their mind about having the work done

The private grab rail scheme continued with clients having grab rails supplied and fitted through the Handyperson Service for a charge of £10.00 per rail. Regenda met this cost for its own tenants. The scheme has kept waiting times down for Occupational Therapist assessment for those people who require only a grab rail. 193 grab rails were fitted during the year through the scheme, providing additional income to the service of £1930. This

service will no longer be available following the implementation, by Lancashire County Council, of the Retail Model for provision of equipment, however we will still be able to provide grab rails, at cost price, and fit them for a small charge

It has remained very difficult to secure funds from charities to pay for work and those charities which are still providing funds are restricting eligibility and reducing their grants. Caseworkers and the Technical Officer are dealing with clients who have not carried out any repairs or maintenance to their properties, which are now in a severe state of disrepair. Without the means to pay for work required, it is very difficult for the Agency to assist and it is becoming more important for the Care & Repair team to encourage clients to carry out work at the time when it is manageable and affordable to prevent the need for more major work at a later date

Caseworkers have carried out 394 visits to people in their homes, assessing their needs, providing support and assisting with benefits claims

Benefits Claims

During the year, Caseworkers have assisted 189 clients with claims for Attendance Allowance, resulting in 152 successful claims, providing additional income of £557,585 per annum. Only 12 claims have been refused and we are still awaiting the outcome for the remaining 25 claims. This has resulted in additional annual income for individuals of at least £2696.20 and, for some couples, as much as £8054.80. In addition, successful claims for other benefits have brought in additional annual income of £58,164, giving an overall total of £615,749 extra annual income for older and disabled residents in Wyre and Fylde

Marketing/Promotion

Throughout the year, Caseworkers and the Manager attended the following events/venues to promote the services provided by Care and Repair:

- ☐ MultiAgency event in Calder Vale
- ☐ Probus Group (Kirkham)
- ☐ Carleton Older people's Community Group drop-in
- ☐ The Amica's Club (St Annes)
- ☐ Thornton Medical Centre (burglary distraction talk)
- ☐ Age UK tea dance at Thornton Little Theatre
- ☐ Poulton Thursday Ladies Circle
- ☐ Fylde Together Knowledge Fayre (Lytham Hall)
- ☐ St Hildas Church Hall Carleton (burglary distraction talk)
- ☐ Age UK tea dance at Church Road Methodist Church, St Annes
- ☐ Cleveleys Group Practice flu jab clinic
- ☐ Kepplecare MultiAgency event in Knott End
- ☐ Poulton Market Place and Teanlowe Centre – Council Reassurance events
- ☐ Wyre Together Showcase event (Millfield School)
- ☐ Ladies Fellowship meeting (St Annes)
- ☐ CVS MultiAgency event (Winter Gardens)
- ☐ Kirkham and Rural Fylde Lifelong Learning Group
- ☐ Fylde Over 50s Forum
- ☐ Wyre Council Pride in Wyre Event (Great Eccleston)
- ☐ Wyre Council Pride in Wyre Event (Garstang)
- ☐ Wyre Council Pride in Wyre Event (Knott End)

Caseworkers accompanied members of the AgeUK local committee who have been trained to give presentations on distraction burglary and crime prevention. Care & Repair supported the presentations, following up the talks with referrals to the Handyperson services to supply and fit minor security measures, free of charge and caseworker assessment visits, where required

Supplies of leaflets have been distributed across Wyre and Fylde, to a wide range of venues and organisations, including Blackpool Victoria Hospital, Age UK Lancashire, ARC Community Care, North Lancashire PCT office, CAB, Welfare Rights and Adult & Community Services offices, Bispham Rehabilitation, Regenda, Places for People. Victim Support, British Red Cross, police stations as well as shops, churches, libraries, GP surgeries and businesses who are in contact with the Care & Repair client group. Leaflets were delivered to Fylde Councillor Paul Hodgson who distributed 200 leaflets with his Church magazine

The Manager has playing an active part in the following groups:

- ☐ Age UK Local Committee
- ☐ Wyre Disability Forum
- ☐ Wyre Together
- ☐ Fylde Together
- ☐ Fylde LSP Health and Wellbeing Theme Group
- ☐ Fylde LSP Housing Theme Group
- ☐ Supporting People Older People Strategic Development Group
- ☐ Lancashire Agencies Forum
- ☐ Supporting People North Locality Group
- ☐ Fleetwood Community Workers' Forum
- ☐ Blackpool, Fylde and Wyre Community Advice Strategy Group
- ☐ Wyre Health and Wellbeing Board
- ☐ Advice Link Network Group
- ☐ North West HIA and Stakeholders Meetings

The Manager attended the following events during the year:

- ☐ Foundations Home Improvement Agency conference
- ☐ Advice Link Network Advisors' Conference (presented session with Blackpool Care & Repair Manager)
- ☐ AgeUK Conference
- ☐ Partnership Development Day(LCC)
- ☐ AgeUK Lancashire AGM
- ☐ Wyre Together Conference

Working with Partners

Sanctuary Scheme work has continued in both Wyre and Fylde with funding from Wyre and Fylde Community Safety Partnerships. During the year, Care & Repair dealt with 61 referrals in Wyre for the Sanctuary and Haven Schemes and 12 referrals in Fylde. It is hoped that the service will receive additional funding from both Community Safety Partnerships to continue with Sanctuary Scheme work to support victims of domestic violence, anti-social behaviour and repeat burglary

The draught proofing scheme has installed measures in 60 homes and 76 security lights have been fitted. This work will continue until all stocks have been exhausted. Funding from the Help Direct Small Sparks initiative, provided 70 Carbon Monoxide detector/alarms for clients in Wyre and Fylde. Recipients were identified through caseworker and handyperson visits.

292 clients have received personal attack alarms, which were funded by the AgeUK local fundraising committee

Care & Repair linked with Lancashire Fire and Rescue Service Safe and Warm project, making referrals to the scheme for people in need

The Lions Club supplied datalink containers (message in a bottle) for Care & Repair to distribute to clients and the Manager will attend a Lions Club meeting in May 2012 to promote the Care & Repair service and explore how we can work together for the benefit of residents

Care & Repair worked with Wyre Council Benefits team on a benefits take-up mail-shot initiative, working with a local GP surgery, which resulted in 26 claims for Attendance Allowance

The most significant partnership work undertaken was the Keep Warm, Keep Safe, Keep Well project, funded by the Department of Health Warm Homes Healthy People fund. A separate report (Appendix 1) is attached, detailing the work carried out and the outcomes achieved by Care & Repair. The success of this project has resulted in additional funding from North Lancashire NHS to continue the work in the forthcoming Winter months

Quality Assurance and Monitoring

Surveys were sent out quarterly to all clients who had core service work completed during the year. A summary of the surveys is attached (Appendix 2), together with a summary of the Handyperson satisfaction surveys (Appendix 3) and customer feedback on the Keep Warm Keep Safe Keep Well project (Appendix 4)

Staff

The team has received training in Dementia Awareness, Emergency First Aid at Work, Prevention and Control of Infection, BSL Alphabet and Identification and Brief Advice Drugs and Alcohol Training. One caseworker post is currently vacant following the resignation of a member of staff who had been long-term sick

Caseworkers received Royal British Legion refresher training to complete the necessary documents for application for funding from RBL on behalf of clients

The Manager completed training in Mental Capacity and Deprivation of Liberty, as well as attending the Home Improvement Agency Annual Conference

Handyperson Service (minor aids and adaptations)

During the year, the Minor Aids and Adaptations Handyperson Service carried out 2134 jobs

A breakdown of work carried out is provided with this report (Appendix 5)

Lancashire County Council has given notice that it will not fund the minor adaptations Handyperson Service after March 2012, but is continuing with the implementation of a retail model, whereby the installation of items required to be fitted will be carried out by the retailer dispensing the prescription. Funding from North Lancashire NHS has been agreed until March 2013, providing the means to continue carrying out the falls prevention, personal safety and security work

Handyperson Service (small repairs)

During the year, the small repairs Handyperson Service carried out 1621 jobs

A breakdown of work carried out is provided with this report (Appendix 6)

The small repairs handyperson service provides help with works which would not be viable for a contractor but which clients are not able to carry out themselves. 291 clients made voluntary donations to the Handyperson service, with an average donation of £6.83, amounting to £1988.46 in total. Requests are monitored to ensure that the service is not being abused. Funding from Supporting People for the small repairs handyperson service is in place to March 2013

Due to the loss of funding from Lancashire County Council, in order to meet the shortfall and retain a Handyperson team of 3, it has become necessary to implement a small charge of £10 towards labour for the small repairs service, which was agreed by the Steering Group and will apply from April 2012

The Handyperson Service carried out valuable work on the Keep Warm, Keep Safe, Keep Well project, delivering heaters and food parcels and installing draught-proofing measures. The handyperson Service will be crucial to deliver measures in the future Winter Warmth initiative, during Winter 2012-13

The Agency also dealt with 1715 enquiries during the year for reputable trades-people to carry out small works, which fall outside the remit for the Handyperson Services

Finance and Funding

Supporting People has issued contracts which run to March 2013, with the option to extend to 10 July 2015. Funding is in place from NHS North Lancashire until March 2013, with additional funding to provide support for vulnerable people through the winter months. The process for joint commissioning of HIA services has yet to be agreed, with David Gillett representing Wyre and Fylde in the North Locality. It is still not known what implications proposed changes to Public Health will have on commissioning services

Care & Repair has operated within budget and retains a contingency fund of 3 months operating costs, as agreed by the Steering Group

Care & Repair continues to work as a key partner in the delivery of services to meet priorities and targets for the County Council, the District Councils, NHS North Lancashire and Fylde Local Strategic Partnership as well as the outcomes of Help Direct. It plays a key role in supporting residents to remain living independently in their homes for as long as they wish, with the service adapting to meet specific needs and priorities, as demonstrated through the Keep Warm Keep Safe Keep Well partnership project

Michele Lee
Manager
21 May 2011

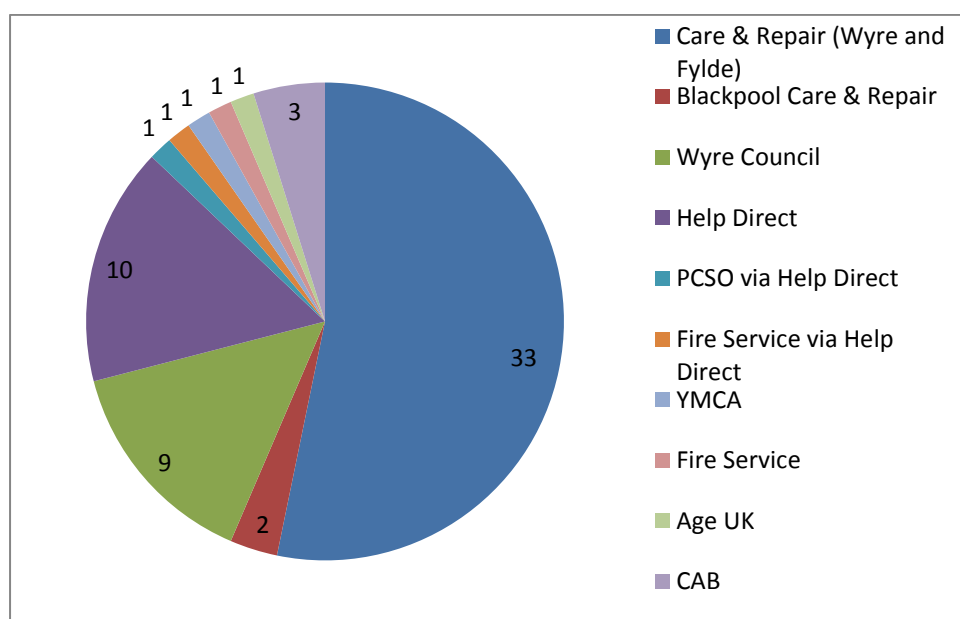
KEEP WARM KEEP SAFE KEEP WELL

Care & Repair Activity Report April 2012

Referrals Received – Total 62

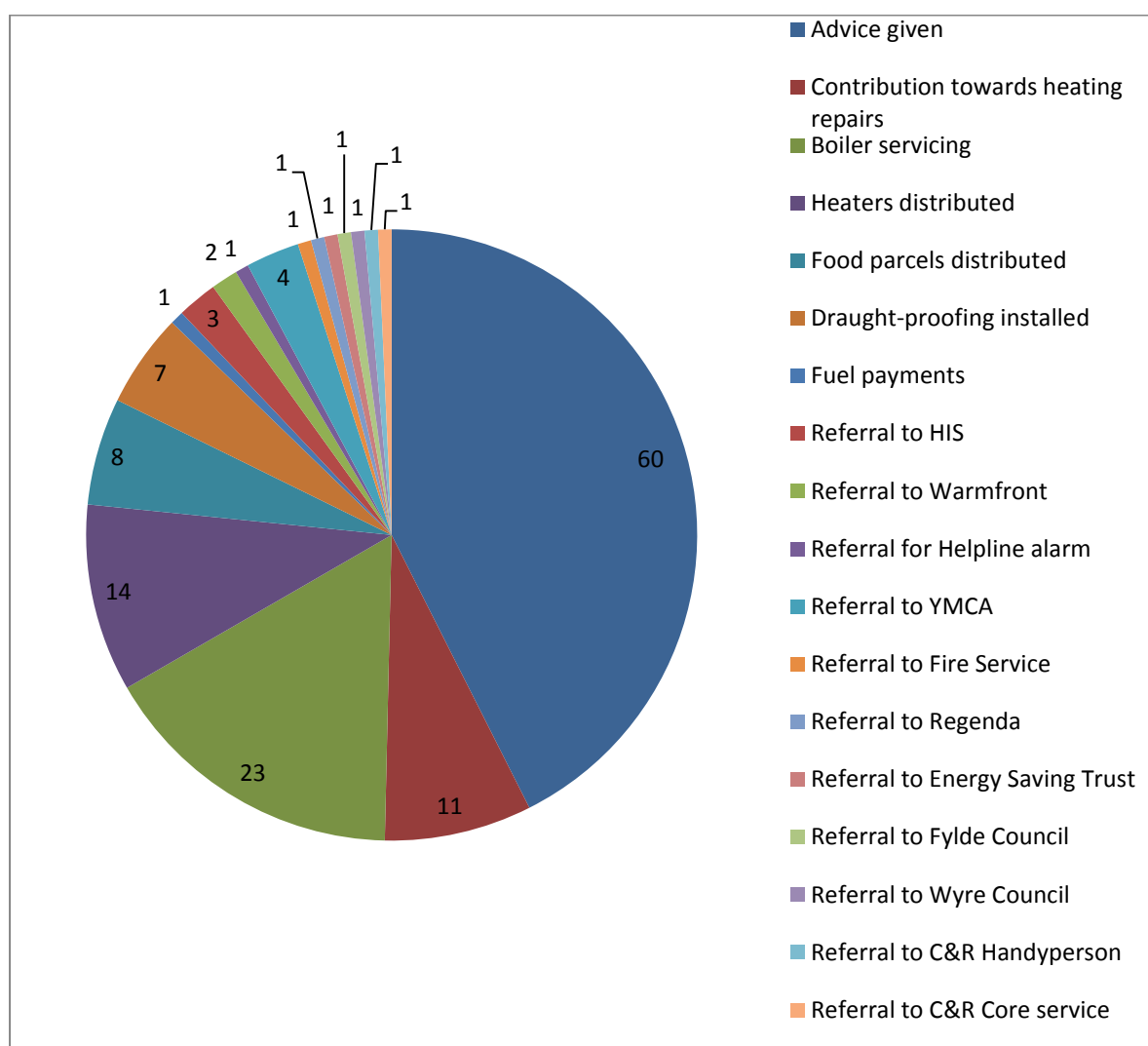
Referring Agencies:

Care & Repair (Wyre and Fylde)	33
Blackpool Care & Repair	2
Wyre Council	9
Help Direct	10
PCSO via Help Direct	1
Fire Service via Help Direct	1
YMCA	1
Fire Service (direct referral)	1
Age UK	1
CAB	3



Interventions – Total 141

Advice given	60	
Contribution towards heating repairs	11	(Total £9704.00)
Boiler servicing	23	(Total £2346.00)
Heaters distributed	14	(includes 6 by Wyre PSH team)
Food parcels distributed	8	
Draught-proofing installed	7	
Fuel payments	1	(Total £20.00)
Referral to HIS	3	
Referral to Warmfront	2	
Referral for Helpline alarm	1	
Referral to YMCA	4	
Referral to Fire Service	1	
Referral to Regenda	1	
Referral to Energy Saving Trust	1	
Referral to Fylde Council	1	
Referral to Wyre Council	1	
Referral to C&R Handyperson	1	
Referral to C&R Core service	1	



Budget

	£	£	£
Received			24455.64
Expenditure:			
Draught-proofing	1050.01		
De-icing salt	540.00		
Contribution towards heating repairs	9704.00		
Boiler servicing	2346.00		
Fuel payment	20.00		
Additional project costs (YMCA)	550.00		
Additional project costs (ncompass)	374.86		
Total expenditure		14584.87	
		Sub-total	9870.77
Committed funds:			
Contribution towards heating repairs	2676.00		
Balance remaining			7194.77

Supplies in hand

Care & Repair has the following supplies in store for future use:

15 electric heaters of various types
 2 food parcels
 Range of draught-proofing measures
 Supply of de-icing salt

Communication

Care & Repair staff specifically targeted 150 people, face to face and by telephone to promote the project

Michele Lee
 16 April 2012

ANALYSIS OF CUSTOMER SATISFACTION SURVEYS - April 2011 to March 2012

Number of surveys sent	52
Number of surveys returned	37
%age return	71

1 How would you describe the approach and attitude of the agency staff that you have had contact with?

	Excellent	Good	Average	Poor
Courtesy	33	4		
Helpfulness	31	5		
Knowledge	26	8	1	
Overall Quality of Service	30	4	2	
Total	120	21	3	0

Do you have any other comments regarding the Care & Repair staff?

- 1 Only to say that both Sarah Taylor and Paul Hallett were very very good to me
- 2 All the staff were very polite and helpful
- 3 Both Sarah and Paul were excellent, my situation was handled with dignity and consideration towards me, at all times
- 4 Very helpful and knowledgeable
- 5 All the staff excellent and helpful at all times
- 6 If in need again, I would certainly apply, as everyone was so helpful
- 7 None whatsoever. I found the Care & Repair staff were always helpful to me

The young man who oversaw the builders was very good. The office/managerial staff need to learn how to properly deal with people. Not all elderly don't know what they may be talking about **Note 1 (ML: There was some confusion regarding a problem with a burst pipe and a heater which took a time to sort out but was eventually resolved satisfactorily. This was not part of the work which was carried out. File notes and correspondence available)*

- 9 None
- 10 It was very reassuring, especially for myself, as an old lady, to have helpful explanation throughout and a trustworthy young man
- 11 In our experience it is rare for 'Council' representatives to show such personal and keen interest - thank you
- 12 Left messages for Paul and he's ALWAYS rung me back
- 13 Found Care & Repair staff very helpful in all respects
- 14 Very helpful
- 15 No

Do you have any other comments regarding the Care & Repair staff? (continued)

- 16 Christine, Paul, Sarah were all wonderful, helpful and understanding. Also other staff I spoke to by phone were considerate and helpful
- 17 Wonderful - Thank you
- 18 Never too busy to attend to matters (of some importance) of a client
- 19 I am more than grateful for the service. I know that without it I would have struggled to get a half decent job done. I feel older people and especially women need the back-up of the service
- 20 Miss Taylor was very good
- 21 No
- 22 I would help if services provided through C&R could be of an updating of new services are proceeding. Recently a service you were providing left me in the dark for many weeks
- 23 Wonderful. I was so surprised that so quickly I had help and everyone understood completely the problem, especially Sarah
- 24 The staff I dealt with were all excellent and very helpful
- 25 Just that I find all the workers are EXCELLENT
- 26 Always polite, if individuals not available, said so. All matters properly followed up. Excellent work, far better than expected. Well done
- 27 They were courteous and explained the work to me before they started.

2 How would you describe the overall performance of the contractor?

	Excellent	Good	Average	Poor
Courtesy / Helpfulness	24	12	1	
Tidiness and safe working	23	11	2	1
Time kept waiting to start/finish job	16	15	3	2
Overall Quality of Service	28	7	1	1
Total	91	45	7	4

3 Would you recommend this contractor to other people?

Yes	34
No	3

Do you have any other comments about the contractor or the work done?

- 1 First class job. Well done
- 2 Wonderful job done! Was nice to see someone so conscientious in their work. I would certainly recommend him to everyone
- 3 We had to wait longer than expected, as the contractor slipped on snow and suffered a badly broken leg. However he got other people to help him and came as soon as he was able
- 4 Very tidy, punctual and helpful
Yes, I must say that I was rather disappointed with the length of time it took to complete the finished complete job of work. Sorry to say but that was exactly what happened to me **Note 2 (ML: Enquiry date 28/01/11, work completed 21/04/11 - some delay due to client choices and daughter's involvement)*
- 5 The electrician from Sparks Electrical was very honest regarding the work necessary and efficient
- 6 No
- 7 The workmen were held up for a day or so but it was not their fault, supplies sent wrongly, radio irritating to me but this ceased when I protested
- 8 Nothing to add to my earlier remarks (of a few weeks ago) - well pleased with the work carried out and the attitude/approach of/by Mr Pattinson
- 9 Work carried out in a very professional manner
- 10 The work is of a professional quality; in particular was the after attention taken to ensure that, following heavy rain, care was taken to assure me that any leakage would be attended to as immediately as possible. A very minor one was!
- 11 Very satisfied with all aspects
- 12 I am delighted with the work done by Ellis & York and by Cleveleys Window Co Ltd (double glazing)
- 13 Very neat work and excellent tidiness. A backup visit to see how the installation was performing
- 14 Without exception the boys were polite, courteous and cheerful. I cannot recommend this company high enough
- 15 Everyone helped me so well. Thank you
- 16 All the contractors did excellent work, were polite and courteous in all areas, were considerate of my disabilities. Could not ask for better work and service
- 17 Work done to very good standard only after the Boss stood over them after three attempts of doing the job laying a wet room floor
- 18 I would certainly recommend this contractor to others. I am pleased with the work done

4 Would you use Care & Repair again or recommend the service to other people?

Yes	36
No	0

5 Has using our service helped to maintain your independence? If so, how?

- 1 Taken away the financial worry of paying for a major repair on my home. Cannot thank you enough for the peace of mind I now have - Thank you all so much
- 2 By telling me about Attendance Allowance and helping to fill in forms. I did not know I was able to claim this
- 3 Handrail fitted by you helped us both. Once again a very neat job well done
- 4 Not having to worry about the electric failing, knowing there will be a light at the door when I come home in the dark. Thanks to your staff
- 5 Easy to shower with this simple shower and still able to have a bath
- 6 Yes it helped me quite a lot regarding that, because I felt that my personal life was not disturbed in any way. I was able to carry on as always as I live alone
- 7 We found that we feel much safer having the people recommended by you
- 8 Avoiding cowboy traders by supplying lists of honest workpeople
- 9 Does not apply to me but the 'keeping an eye' on progress over the days was important to my peace of mind
- 10 As comparative strangers in a new environment, it is very comforting to know there is a 'service' which can be relied upon and receive satisfaction from. Selecting tradespersons CAN be a minefield
- 11 Having someone to advise you
- 12 The essential repairs carried out has given me reassurance that the work has been done correctly
- 13 Very much
- 14 Any difficulties I had could be dealt with and I didn't need to worry
- 15 Yes to a much greater degree - and we feel a lot safer now in our own home too
- 16 Very much so
- 17 Your back up
- 18 In our particular case we are in our 70/80s and personal attitudes, by much younger folk, are important to our daily lives - we could not fault the people or the service
- 19 Very pleased with all services
- 20 You have all been very helpful and couldn't have done more
- 21 Your service helped free me from any worries I might have had, had I done everything on my own. I felt confident that Paul would be able to select contractors capable of doing the work when estimates were required
- 22 As this was for a new roof I can't say if it has made me independent - but has kept my property from further deterioration
- 23 In so as I am now doubly helped to walk up/down my stairs
- 24 Yes
- 25 It is good to have somewhere to go to for advice on your problems and help given regarding who to use re repair. Very fair and good to have this help when on your own
- 26 Care & Repair offer help when required and give reliable and honest recommendations
- 27 It has given me confidence to (subject to my declining health) stay in my home for longer than I had anticipated

Has using our service helped to maintain your independence? If so, how? (continued)

- 28 I can shower daily without the worry of falling through the floor as my shower at the time kept running over onto the floor boards and rotting them
- 29 Yes, service was very good and did not interfere with my house work etc

6 How do you think we should tell others in need about our service?

- 1 By putting leaflets in the door of people who live on their own and are disabled
- 2 Garstang Focus? Similar papers used in other areas
- 3 Just a little more advertising maybe, otherwise "word of mouth" should suffice
- 4 Advertise in local paper
- 5 I have invited Care & Repair to give a talk to Kirkham & Rural Fylde Probus. Try Radio Lancashire
- 6 I've told all my friends at the O50 & FFP Clubs, maybe leaflets would help, as many have never heard of you
- 7 I just feel that you should tell other people that you take away the worry concerning the work and not them because that is what they pay £25 for and it worked
- 8 Just ask the people you have already helped for recommendations
- 9 More advertising
- 10 Stress the importance of vigilance throughout the job, the peace of mind that such a service brings
- 11 Possibly by selected advertising or cross-referencing with people such as ourselves who have appreciated the benefits of Care & Repair
- 12 By recommendations
- 13 Media / local papers / flyers - leaflets / local libraries / internet
- 14 Wearing those new sweaters and people being able to ask them what Care & Repair know. Give talks to churches and local organisations
- 15 Through medical teams/agencies
- 16 Advertise
- 17 * Be honest - and follow the standards always which you bring to your business ethics
- 18 A leaflet enclosed with the Council tax bills for older people
- 19 By word of mouth
- 20 Just be there
- 21 Our local Fylde Council issue a newspaper "Fylde Matters" from time to time and I expect you have something similar from Wyre Borough Council. Perhaps you could advertise your services in these periodicals as they must have a wide circulation
- 22 Maybe you could advertise with the Council Tax bill
- 23 For most pensioners I would say paper advertising
- 24 If someone was in same position as me - yes, I would tell how I was helped
- 25 Perhaps a leaflet with the Council tax notices when sent. Information in the free Wyre news which is delivered

How do you think we should tell others in need about our service? (continued)

- 26 More leaflets in and around the shopping areas especially Poulton
- 27 Realising how expensive advertising is perhaps a half or quarter page spread in the local papers, Fleetwood, Blackpool Gazette, Lytham Express, as the NHS blood donors do? From someone who has benefited from your service
- 28 Sorry I don't know how to help with this other than better advertising, as it was only by chance that I heard of you by my family member ringing the Council about my bathroom
- 29 Very good

7 If you feel that you have been treated less favourably because of your race, colour, national or ethnic origin, religion, gender, disability, age or sexual orientation, please give details

- 1 I definitely was not treated less favourably because of my age or disability, in fact I felt that you could not have done more for me in any way. I was made to feel that your staff cared firstly about me
- 2 None whatsoever
- 3 I was not aware of any such thing. I would use this service again
- 4 N/A
- 5 N/A
- 6 N/A
- 7 No
- 8 None

8 Is there any other way in which you think we can improve our service?

- 1 None. You have been terrific with me since I lost my husband. And the odd job men have been very good too
- 2 None at all! Superb
- 3 Difficult to improve on excellent service
- 4 Not really because which ever way we look at this question problem, life being was it is snags are bound to happen in spite how ever good your staff are so please take this question as no
- 5 Yes you need to listen to people more carefully when they are trying to explain something (*ML: see *Note 1 above*)
- 6 We think you do very well already
- 7 It would be helpful if you could keep updating how claims or service proposals were advancing on work to be carried out
- 8 Caution the workmen to let the occupier know when they leave, on and off, during the day, and when they return to the house so that doors are not left unlocked. Very important for deaf or elderly homeowners

Is there any other way in which you think we can improve our service? (continued)

- 9 Keep up the good work!
- 10 Add more contractors (gardeners) to list
- 11 Diagram of a new addition or building
- 12 Everyone involved with us at Care & Repair were brilliant. Thank you all so much
- 13 Maintain question number 17 (* above)
- 14 Not at this time
- 15 Personally I think your service is excellent
- 16 Not really. The Civic Centre do all they can but as it isn't part of the shopping parade I find people my age just don't know of you

ANALYSIS OF HANDYPERSON CUSTOMER SATISFACTION QUESTIONNAIRES 2011-12

	April	July	October	January	Total
Number of surveys sent	20	20	20	20	80
Number of surveys received	11	11	12	12	46
Percentage return	55%	55%	60%	60%	58%

Please rate the service you have received

	Excellent	Good	Average	Poor
Courtesy of staff	38	5	2	
Helpfulness of staff	36	6	1	1
Time kept waiting	33	6	3	
Professional/Technical knowledge	28	9	2	1
Quality of service	35	7	2	1

Has the Handyperson service made a positive difference to how you live in your home?

Yes	36	78%
No	5	

General comments regarding our Handyperson service

- 1 I have only used this service very recently and have found it very good
- 2 Personally, I find peace of mind when little things need attention I pick up the phone and there you are! Thank you so much
- 3 Always found the service extremely efficient with very courteous employees
- 4 Advice and service very much appreciated
- 5 Clean tidy professional
- 6 Marvellous
- 7 As a senior citizen living alone I have used this service before and have told others to use it as I've always been completely satisfied and hope it will always continue to be such a help; were concerned never to climb a small stool, but to call the service to put in new light bulbs etc!
- 8 It was very satisfactory and a great help
- 9 The workman arrived to fit two countersunk screws, clearly they were not strong enough for the job and they sheared off almost immediately. Subsequently he returned to replace above screws and they too have sheared off
- 10 Very caring

General comments regarding our Handyperson service (continued)

- 11 This service is a godsend to us as my husband has Alzheimer's and can no longer do maintenance as he used to do. We feel confident in using your service as we won't be cheated in costs or quality of work
- 12 I am very pleased with the service. It is reassuring that someone who needs some help no matter how small can call on your service
- 13 Joe stuck my towel rail together. I thought my bird bath was leaking but Joe spotted it wasn't level and corrected it. It's so good that I can ask Care & Repair for advice / to do jobs - that, quite honestly, I wouldn't know to who else I could turn
- 14 The service which is provided is quick, efficient and friendly
- 15 Excellent
- 16 I was very pleased with the service I received. Gutters cleaned and doorbell fitted
- 17 The administration is good but the technical aspect on this occasion seemed to me a little lacking
- 18 I feel much safer having the smoke alarm fitted. I am very grateful for the help for getting attendance allowance which I knew nothing about I start getting it Oct 17th 2011
- 19 The ratings given above tell the story (*excellent*)
- 20 I had difficulty getting out of shower. The grab rail your man fitted is the answer. I feel confident now
- 21 Could not fault them
- 22 I was amazed at the results and the cleanliness after the work was done
- 23 The gentleman who came was very helpful and just got on with the job
- 24 Very good
- 25 Following a broken hip, the handrails fitted at front and back doors have been a great help in getting in & out of the house
- 26 The gentleman who came to repair my door was very polite, clean and tidy person who carried out the work professionally
- 27 The fault in the security light was identified quickly then repaired
- 28 V good
- 29 Very honest and very helpful
- 30 The service you provide is excellent and greatly appreciated
- 31 Very polite. The most kind and considerate tradesman I have ever met they also clean up after their work nothing is too much trouble for them
- 32 Have only had new taps in wash basin in bathroom so can't really comment but was pleased with his work
- 33 Very helpful
- 34 Joe was extremely helpful and made the work seem easy - which it was not. Well done come back Joe. Another machine to assemble
- 35 Helpful - I could not do the job myself. Thank you
- 36 Your staff moved a settee from the front room to the back to make room for a bed
- 37 Very very good
- 38 Very good service always I am pleased
- 39 I think it is very good and will use the service again and recommend it to friends/neighbours
- 40 A very helpful person and very courteous

General comments regarding our Handyperson service (continued)

- 41 The response to my last call was excellent but the work was covered by the NHS Occupational Therapist (post-operative). My answers here relate to an earlier request for help

How might we improve our Handyperson service?

- 1 I have no suggestions as everything was so on time and smoothly done
 - 2 Perhaps by doing slightly bigger work and charging by the hour
 - 3 Totally satisfied
 - 4 From previous experience of the workmen's work, cannot think how it can be improved
 - 5 Excellent as it is
 - 6 By advertising more, as some older people I've found had forgotten or did not know of it, or did not realise there was no charge for small services
 - 7 Satisfactory. I would also like to thank your staff for the help with names of builders one of which motorised my garage door for me
 - 8 By keeping it as good as it is now
 - 9 IF ONLY!!! It would be an enormous load off our minds if you could widen your remit to cover your team doing plumbing/electrical work. We would be happy to pay - confident that we could trust in the work and the workmen. We do worry at having to seek out individual pros OR a qualified person to give an honest appraisal of the work to be done so that o/s firms do not inflate the problem
 - 10 I don't know. It's good as it is
 - 11 Service is 1st class and cannot improve
 - 12 No complaints
- 13 I told the office the leading edge of the door needed the use of a plane. The handyperson had only a chisel and sandpaper. He seemed annoyed & forcibly pointed out that he was not a carpenter whose payment was £10 per hour more than his! He offered a list of carpenters which I declined. Nor did he have a rasp to ease the under edge of the door On a previous occasion the handyperson used a rasp to ease the bottom edge of the front door and also fitted a spy hole for which work I wrote to you congratulating you on the quality of the service. I regret I am not able to do the same this time
(ML: This was a problem with the threshold, rather than the door and exceeded the remit for the free of charge handyperson service. The client did not want to pay for a contractor to carry out the work. The comment relating to hourly rate was in relation to the difference between a handyperson and a carpenter, discussed in a light-hearted fashion. The handyperson resolved the problem, so far as he was able within the time available)
- 14 Very pleased
 - 15 I can't think of any. The rail was fitted perfectly, and not a grain of cement was on the floor. Well done!
 - 16 Perhaps offering more services such as plumbing, gardening etc
 - 17 None
 - 18 I found the service satisfactory
 - 19 I can't think of what you are doing as at present, to improve if I can think of ways to improve, will contact you
 - 20 Excellent
 - 21 How?

How might we improve our Handyperson service? (continued)

- 22 In view of everything I don't think you can. Neil was excellent and very polite
- 23 Nil
- 24 No better. Very good clean workers and polite
- 25 I do not think you can improve the service without doing larger jobs. Many thanks indeed
- 26 Very well satisfied. In my opinion service etc 1st class. I know I can call you if when I need any assistance. Thank you

If you feel you have been treated less favourably because of your race, colour, national or ethnic origin, religion, gender, disability, age or sexual orientation, please give details below

- 1 N/A
- 2 N/A
- 3 No
- 4 On the contrary, we have found all aspects of this service, from reception to workmen, exceptionally thoughtful and kind. Thank you to all concerned
- 5 "No problem"
- 6 None
- 7 Glad to say perfect treatment
- 8 N/A Excellent

Keep Warm Keep Safe Keep Well Project 2011/12**Project feedback – Care & Repair****Customer 1 – boiler repair**

What difference did the service make to you?
--

Made a big difference. The water is coming through much quicker. We only have a pension and couldn't have had work done without this funding
--

Were you happy with the service received?

Certainly. Very happy

How could the service be improved?

No improvements. Everyone was excellent

Any other comments?

It is a good thing and the only way we could have had this work done
--

Customer 2 – radiator valves

What difference did the service make to you?
--

It stopped all the leaks and I couldn't have paid for it myself

Were you happy with the service received?

Very happy

How could the service be improved?

I don't think so

Any other comments?

Very good for it to be done for me. Thank you very much

Customer 3 – boiler replacement

What difference did the service make to you?
--

Made a big difference. The boiler was not working and I had frequently been without any heat for more than 2 weeks at a time before the boiler eventually stopped working. I could not have afforded to get the work done myself. I have had a heart attack and was worried about the boiler
--

Were you happy with the service received?

Excellent service from the engineers and Care & Repair staff were great and really helpful getting everything arranged
--

How could the service be improved?

Would be impossible. All the way through everybody was excellent
--

Any other comments?

I am very happy you were able to fund to get the work done as I couldn't have had it done without. It would have been a big worry

Customer 4 – draught proofing

What difference did the service make to you?
--

Quite a difference. It has stopped draughts. It needed doing because I'd tried to block the draught myself with a towel but it hadn't worked. The draught proofing is excellent and has stopped the problem

Were you happy with the service received?

Very happy with the service

How could the service be improved?

No improvement

Any other comments?

Thank you

Customer 5 – Fuel top-up

What difference did the service make to you?
--

Helped a great deal as I was spending £35 per week on fuel and living in one room. I'm 80 years old

Were you happy with the service received?

Very grateful for the £20 fuel top up. I needed it to keep me warm
--

How could the service be improved?

Any other comments?

I would really have struggled without it
--

Customer 6 – boiler service

What difference did the service make to you?
--

Peace of mind. A relief to know it was ok. Very good it was paid for as I couldn't have afforded to have it done this year
--

Were you happy with the service received?

Very nice man and very good service

How could the service be improved?

No improvements

Any other comments?

It is important. We need to keep the house warm because my husband is ill

Customer 7 – boiler service

What difference did the service make to you?
--

Gave a feeling of security to know it had been checked. I wouldn't have been able to get it done without the scheme

Were you happy with the service received?

Yes I was very happy

How could the service be improved?

No I don't think so

Any other comments?

It was an excellent scheme which has given me reassurance

Customer 8 – boiler service

What difference did the service make to you?
--

Big difference to my peace of mind. The engineer said it wasn't working properly
--

Were you happy with the service received?

Very happy

How could the service be improved?

Not really. They came on time and did a good job
--

Any other comments?

Very pleased. It is important for me to keep warm because I am disabled and can't get out of the house
--

Customer 9 – boiler service

What difference did the service make to you?
--

The funding was very welcome as I wouldn't have had it done without. It took the financial pressure off and gave me reassurance to know the boiler was ok

Were you happy with the service received?

Yes very happy

How could the service be improved?

No I don't think so

Any other comments?

Very, very welcome

Customer 10 – boiler replacement

What difference did the service make to you?
--

It is so good that I can set the timer to when I need it and to know that if I go to my daughters for a weekend she doesn't worry that I come home to a cold house. I did not have any money to pay for the work and couldn't have had it done without the scheme

Were you happy with the service received?

Very happy

How could the service be improved?

I can't fault it at all

Any other comments?

Thank you all and God Bless your work. I am so grateful to you
--

Customer 11 – boiler replacement - contribution

What difference did the service make to you?
--

Helped to reduce the cost overall. We are very appreciative especially as our finances are so stretched

Were you happy with the service received?

Yes

How could the service be improved?

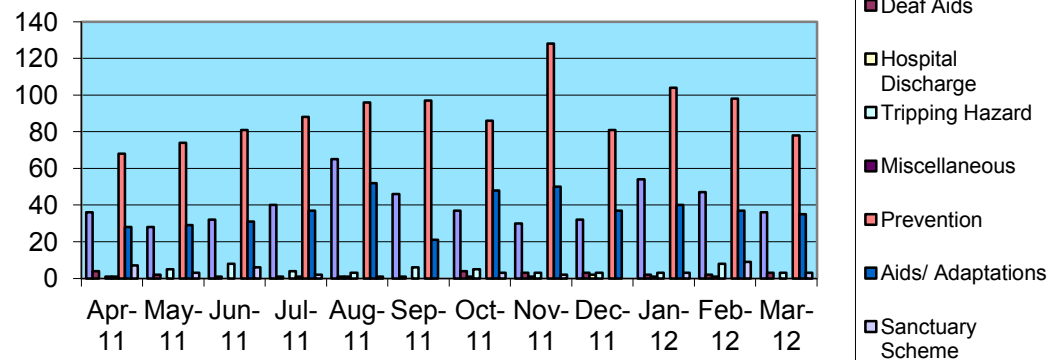
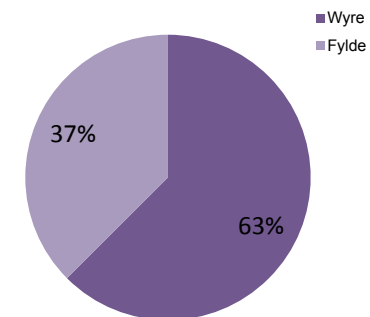
It couldn't. We were very surprised we were offered a contribution
--

Any other comments?

No

Handy Person Data 2011-12

	<u>Security</u>	<u>Deaf Aids</u>	<u>Hospital Discharge</u>	<u>Tripping Hazard</u>	<u>Miscellaneous</u>	<u>Prevention</u>	<u>Aids /Adaptations</u>	<u>Sanctuary Scheme</u>	<u>Wyre</u>	<u>Fylde</u>	<u>Total</u>	<u>Private Grab Rails</u>
Apr-11	36	4	0	1	1	68	28	7	89	56	145	7
May-11	28	2	0	5	0	74	29	3	85	56	141	17
Jun-11	32	1	0	8	0	81	31	6	114	45	159	16
Jul-11	40	1	0	4	1	88	37	2	104	69	173	18
Aug-11	65	1	1	3	0	96	52	1	133	86	219	18
Sep-11	46	1	0	6	0	97	21	0	104	67	171	24
Oct-11	37	4	1	5	0	86	48	3	106	78	184	17
Nov-11	30	3	1	3	0	128	50	2	133	84	217	13
Dec-11	32	3	2	3	0	81	37	0	104	54	158	14
Jan-12	54	2	1	3	0	104	40	3	134	73	207	9
Feb-12	47	2	1	8	0	98	37	9	132	70	202	20
Mar-12	36	3	0	3	0	78	35	3	96	62	158	20
Total	483	27	7	52	2	1079	445	39	1334	800	2134	193

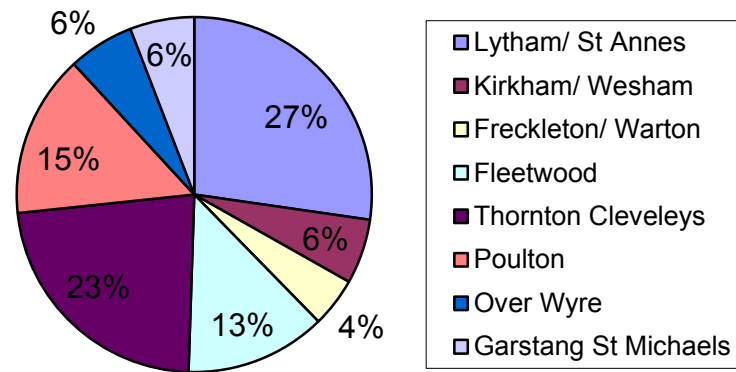
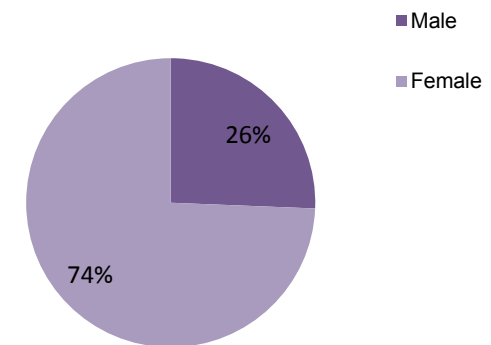
Handy Person Jobs 2011-12**Split of Handy Person Jobs Between Wyre & Fylde**

Number of Visits in Each Area

Lytham/ St Annes	Kirkham/ Wesham	Freckleton/ Warton	Fleetwood	Thornton Cleveleys	Poulton	Over Wyre	Garstang St Michaels
582	126	96	274	487	316	128	125

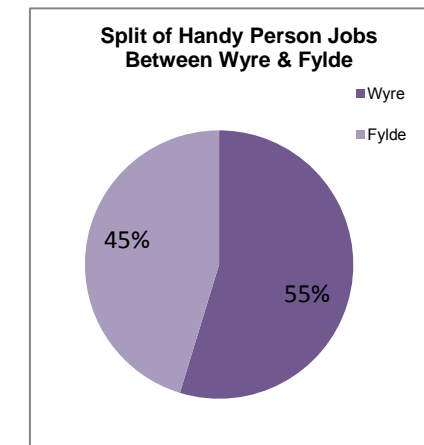
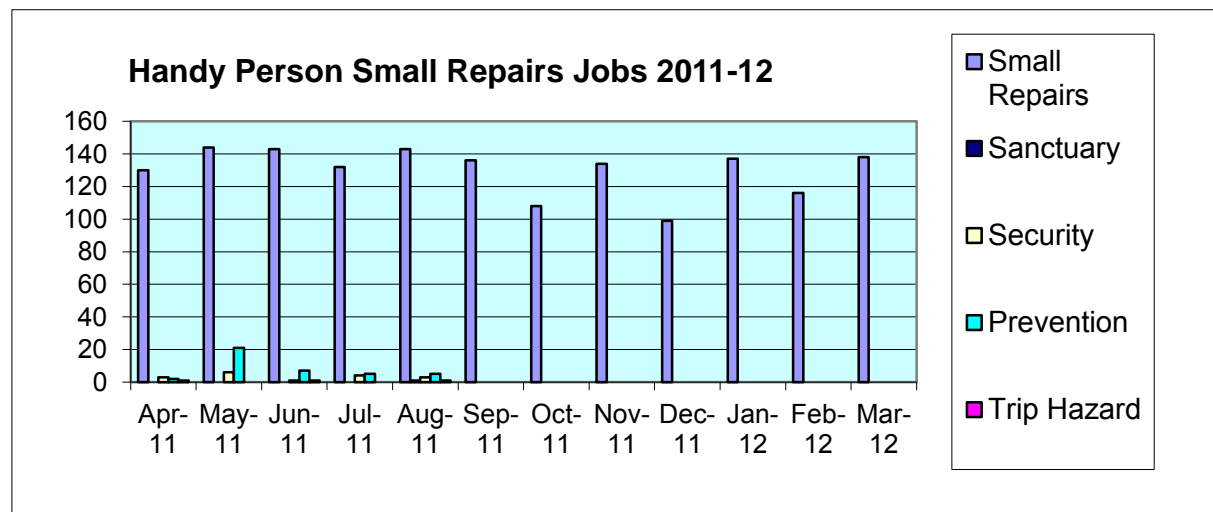
Clients

Male	Female
547	1587

Number of Visits in Each Area**Gender Split of Clients**

Small Repairs Handy Person Data 2011-12

	<u>Small Repairs</u>	<u>Sanctuary</u>	<u>Security</u>	<u>Prevention</u>	<u>Trip Hazard</u>	<u>Wyre</u>	<u>Fylde</u>	<u>Total</u>
Apr-11	130	0	3	2	1	77	59	136
May-11	144	0	6	21	0	87	84	171
Jun-11	143	0	1	7	1	73	79	152
Jul-11	132	0	4	5	0	68	73	141
Aug-11	143	1	3	5	1	81	72	153
Sep-11	136	0	0	0	0	74	62	136
Oct-11	108	0	0	0	0	56	52	108
Nov-11	134	0	0	0	0	79	55	134
Dec-11	99	0	0	0	0	60	39	99
Jan-12	137	0	0	0	0	67	70	137
Feb-12	116	0	0	0	0	75	41	116
Mar-12	138	0	0	0	0	90	48	138
Total	1560	1	17	40	3	887	734	1621



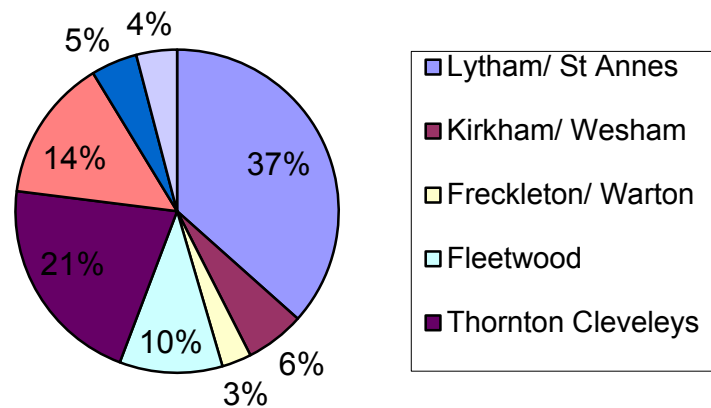
Number of Visits in Each Area

Lytham/ St Annes	Kirkham/ Wesham	Freckleton/ Warton	Fleetwood	Thornton Cleveleys	Poulton	Over Wyre	Garstang/ St Michaels
593	96	48	167	344	232	75	66

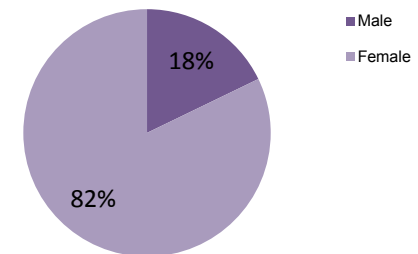
Clients

Male	Female
289	1332

Number of Visits in Each Area



Gender Split of Clients



Community Focus Scrutiny Committee



Date:	Thursday, 14 June 2012
Venue:	Town Hall, St Annes
Committee members:	<p>Councillor Kiran Mulholland (Chairman)</p> <p>Councillor Christine Akeroyd (Vice-Chairman)</p> <p>Councillors Fabian Craig- Wilson, Susanne Cunningham, John Davies, Charlie Duffy, Tony Ford JP, Nigel Goodrich, Kathleen Harper, Paul Hodgson, Linda Nulty, Dawn Prestwich, John Singleton JP, Viv Willder</p>
Officers:	Tracy Morrison, Clare Platt, Ian Curtis, Anne Ancell, Lyndsey Lacey, Alastair Woodhouse
Other members:	<p>Councillor Cheryl Little (Portfolio Holder for Social Wellbeing)</p> <p>Councillor Susan Fazackerley (Portfolio Holder for Leisure and Culture)</p> <p>Councillors Leonard Davies, David Donaldson</p>
Members of the public:	<p>Mr Rob Wilkinson (Civic Society)</p> <p>Mr Chris Blackburn (Linnet Lane Woods)</p> <p>Mrs Kim Cook (Fylde Citizens Advice Bureau)</p> <p>Ms Louise Pope Fylde Citizens Advice Bureau)</p> <p>Mr Albert Bertram (Bertram Hyde Landscape Architects)</p> <p>Approx 15 other members of the public were in attendance</p>

Public Platform

Prior to consideration of items 5 and 7 below, various members of the public had requested to speak under the public platform arrangements. They raised a number of questions relating to these matters and the questions were addressed during the course of the presentations.

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. No members declared any interests.

2. Confirmation of minutes

RESOLVED: To approve the minutes of the Community Focus Scrutiny Committee held on 17 May 2012 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 Gail Goodman

Councillor John Davies for Councillor Ken Hopwood

Councillor Charlie Duffy for Councillor Maxine Chew

4. Fylde Citizens Advice Bureau - Monitoring Report

Mrs Kim Cook (Manager) and Ms Louise Pope (Deputy Manager) of the Fylde Citizens Advice Bureau (CAB) attended the meeting to present the CAB Annual Report summarising its performance and service across the year. A copy of the full report was circulated with the agenda.

Tracy Morrison (Director of Resources) introduced the report by making reference to the Service Level Agreement (now in its third year) that the Council had in place with CAB. In doing so, she made reference to the associated funding arrangements which comprises an annual grant of £59,141 and in kind costs which subsidise the lease for a council owned building.

Mrs Cook then went on to present an overview of key aspects arising from her report with particular reference to the various performance measures both quantitative and qualitative that the Council has in place with Fylde Citizens Advice Bureau.

In brief, the full report provided details of the advice service provided and staffing arrangements in place. In addition, it provided an update on partnership working and funding opportunities since the last report to

committee and the various funding restraints. In addition, it provided statistical information (required by the Service Level Agreement) including: client/enquiry numbers in 2011/12, classification of types of enquiries made by clients, the percentage of Fylde residents using the CAB service including a breakdown of ward usage and statistics identified as of particular interest to FBC. The report concluded with details of its future proposals to meet the demands of the service.

Mrs Cook highlighted a number of areas including: the new arrangements for the customer satisfaction survey, an overview of the debts and financial gains exercise together with information on various new initiatives.

Councillor Nulty asked if the service had managed to fully fulfil all its aims and objectives. In response, Mrs Cook stated that this could not be fully realised without the necessary funding, resources and accommodation.

Following consideration of this matter it was RESOLVED

1. To note the report and to thank Mrs Cook and Ms Pope for the presentation and their attendance at the meeting.
2. To pass on the Committee's thanks and appreciation to the staff and volunteers for the good work undertaken during the year.

(The Chairman dealt with the matter by a show of hands rather than by taking a recorded vote)

5. Witch Wood and Linnet Lane Wood, Lytham St Annes

By way of introduction Ian Curtis (Head of Governance) made reference to the background and the previous committee report on the matter. In doing so, he reminded members that the Council had been approached by the owners of Witch Wood and Linnet Lane Woods about the possibility of making byelaws or other legal restrictions to control certain activities that had led to damage to or spoil the condition of Witch Wood and Linnet Lane, Lytham St Annes.

Mr Curtis further reported that the Committee had previously agreed to consult on these possibilities and invite representatives of the owners of the woods and other consultees to speak to the committee. Mr Curtis confirmed that 18 responses to the consultation had been received and these were included as an appendix to the report.

Mr Curtis then went on to further clarify the ownership of the woods concerned and provide an update on the requests received from the Civic Society and the owners of Linnet Lane Woods. Mr Curtis added that further formal consultation would still be required if the Council proceeded with any of the possible restrictions.

At this juncture, the Chairman invited Mr Rob Wilkinson representative of the Civic Society and Mr Chris Blackburn representative of Linnet Lane to address the committee on issues previously raised.

Various questions were raised by members of the committee relating to the enforcement of the proposals, provision of dog bins/ dispensers and issues associated with damage to saplings in the wood. These were addressed during the course of the debate.

Following consideration of this matter it was RESOLVED that a Task and Finish Group be established comprising the Chairman and Vice-Chairman of Committee together with Councillors Prestwich, Craig-Wilson and Nulty to look at the matter in more detail.

(The Chairman dealt with the matter by a show of hands rather than by taking a recorded vote)

6. The Management and Removal of Wind Blown Sand from the Highway

Clare Platt (Director of Community Services) introduced the report. In doing so, she made reference to the work and the remit of the task and finish group set up to consider a proactive approach to reducing wind-blown sand from the highway.

Anne Ancell (Sand Dunes Project Officer) then went on to present the report in full. She outlined the background to the report and current issues associated with wind-blown sand and the various options that were considered by the Task and Finish Group including the preferred option.

Ms Ancell explained that this option would encourage the sand dune to develop on the beach adjacent to the wall at the car park section to allow for dune to be on both sides of the wall. She added that the section adjacent to Summerfields would need to be cleared on a reactive basis to ease pressure from adjacent to the wall. This section would require the hiring of a 360 excavator each time the area needed to be cleared. As vegetation established, the dune roll back would be slow but never cease. A diagram depicting the arrangements was circulated at the meeting.

Ms Ancell explained that the longer term management of these areas would require the completion of a project appraisal report to the Environment Agency to secure the necessary funding. Details with respect to this matter were set out in the report.

Following consideration of this matter it was RESOLVED:

1. To thank the Task and Finish Group for their work.
2. To recommend that the scheme from Todmorden Road to Coastguard Station and from Bentinck Road to Todmorden Road are developed and delivered as part of the sand dunes Management Action Plan.
3. To secure for the delivery of the Sand Dunes Management Action Plan by drawing down Environment Agency funding.
4. To recommend that the scheme be subject to a detailed consultation with stakeholders and residents.

5. To recommend that a capital bid is submitted for consideration as part of the 2013/14 programme to compliment any funding received from Environment Agency.
6. To recommend approval of the works and £500 funding from the Community Services 2012/13 revenue budget to relieve the pressure on the Summerfields wall.

(The Chairman dealt with the matter by a show of hands rather than by taking a recorded vote)

7. Fairhaven and Promenade Gardens Master Plan

Clare Platt (Director of Community Services) introduced the report on proposals for the restoration of the built and landscape heritage of Fairhaven Lake / Gardens and the Promenade Gardens as an essential first step towards the regeneration of the Lytham St Annes coastal frontage.

Albert Bertram of Bertram Hyde Landscape Architects, who was engaged by the Council as lead consultant to develop the Master Plan, was invited to the meeting to present the details and provide an overview of the process.

In brief, Mr Bertram provided an overview of project priorities and costs together with information on the grant aided funding support and capital bid requirements for the range of proposals which he stated on balance, was the right arrangement of facilities and a credible project.

Mr Bertram stated that collectively these proposals would constitute a first-round application to the Heritage Lottery Fund for a development grant of £140,000 to be submitted in August 2012, and should the bid be successful the Council would be required to contribute 10% match funding, equating to £14,000 in the 2013/14 financial year.

Members commented on various aspects of the strategic proposals including utilisation of the lake by different user interests, match funding requirements and the opportunity to facilitate access for all.

After a full discussion, members RESOLVED:

1. To thank Mr Bertram for his attendance at the meeting.
2. To endorse the project teams strategic approach to submit a Heritage Lottery application to restore Fairhaven Lake and Promenade Gardens.
3. To agree the project priorities to form the basis of a First Round Application to the Heritage Lottery Fund for Fairhaven Lake and Promenade Gardens.

4. To recommend to Cabinet that the required match-funding of 10% (£14,000) for the project is considered for inclusion within the Council's 2013/14 capital programme.

(The Chairman dealt with the matter by a show of hands rather than by taking a recorded vote)
