



FYLDE BOROUGH COUNCIL



## Meeting Agenda

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

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

# **PERFORMANCE IMPROVEMENT SCRUTINY COMMITTEE**

## **MEMBERSHIP**

CHAIRMAN – Councillor Keith Hyde  
VICE-CHAIRMAN – Councillor Christine Akeroyd

### **Councillors**

Christine Akeroyd	Tim Ashton
David Chedd	Craig Halewood
Keith Hyde	Kathleen Harper
John Singleton	Ken Hopwood
Linda Nulty	

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



## **Our Vision**

*To establish Fylde Borough Council as a high performing local authority*

## **Our Corporate Objectives**

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

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

## **We will achieve this by:**

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



## A G E N D A

### PART I - MATTERS DELEGATED TO COMMITTEE

PUBLIC PLATFORM	
<i>To hear representations from members of the public in accordance with Committee procedure rules</i>	
ITEM	PAGE
1. <b>DECLARATIONS OF INTEREST:</b> <i>If a member requires advice on Declarations of Interest he/she is advised to contact the Monitoring Officer in advance of the meeting. (For the assistance of Members an extract from the Councils Code of Conduct is attached).</i>	4
2. <b>CONFIRMATION OF MINUTES:</b> <i>To confirm as a correct record the Minutes of the Performance Improvement Scrutiny Committee held on 23 April 2009 Attached at the end of the agenda.</i>	4
3. <b>SUBSTITUTE MEMBERS:</b> <i>Details of any substitute members notified in accordance with council procedure rule 25.3</i>	4
4. <b>THE SKILLS AUDIT</b>	7 – 11
5. <b>CORPORATE COMPLAINTS PROCESS</b>	12 – 17
6. <b>THE PLACE SURVEY RESULTS ANALYSIS</b>	18 – 23
7. <b>THE FIRST QUARTER PERFORMANCE PROGRESS REPORT 2009/10</b>	24 – 29

**Personal interests**

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

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

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

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

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

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

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

**Disclosure of personal interests**

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

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

#### **Prejudicial interest generally**

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

#### **Prejudicial interests arising in relation to overview and scrutiny committees**

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

#### **Effect of prejudicial interests on participation**

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

# REPORT



REPORT OF	MEETING	DATE	ITEM NO
PERFORMANCE & IMPROVEMENT	PERFORMANCE IMPROVEMENT	JULY 23 2009	4

## THE SKILLS AUDIT

### Public item

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

### Summary

The report provides members of the committee with details of the outcome from the recent Skills Audit work at Fylde. Information on improving response rates and establishing a better picture of current skills and knowledge is also included.

### Recommendations

1. That the committee commend those employees that have recognised the value of the skills audit and have taken the time to complete the form.
2. That the committee decide whether additional resources should be identified to implement alternative approaches to gathering the data.

### Portfolio Holder

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

### Report

1. The Performance Improvement Committee received a report on vacant posts and the potential challenges the Council faced as a result of the credit crunch on at the meeting on January 22<sup>nd</sup> 2009. One of the recommendations put forward by the committee as part of the item was to carry out a corporate wide skills audit.

2. The reason for the recommendation was to obtain an up to date and accurate picture of the skills and abilities of the workforce at Fylde that can be used in workforce and succession planning. The skills audit would also support decisions made over project teams and potential secondment or resource reallocation opportunities.
3. The information collected would be put into the online HR Vision system to help maintain an accurate record for each employee. Any further training and development would be added to the skills audit as and when it has been delivered. This approach will prevent the need for any future 'one off' exercises to obtain comprehensive details of skills.
4. The HR Link Officer developed a standard form for employees to record their skills on (Appendix 1). The form was promoted across the authority for a period of six weeks using the following methods:
  - Articles and links in the Grapevine newsletter
  - The Team Briefings
  - All staff emails
  - Intranet articles
5. On July 1<sup>st</sup> 2009 there were 431 individual employees on the Fylde establishment of which 36 had completed a skills audit form. This represents 8.4% of the total number of employees. The authority cannot make it a compulsory requirement to complete a skills audit form however, the initiatives put in place to promote and encourage completion of the forms has clearly failed.
6. If the authority is to achieve a comprehensive record of the skills and abilities of the workforce a significantly higher participation rate will be required. The existing data cannot be used to provide information that would reliably inform workforce or succession planning.
7. The resources available to carry out this exercise are limited and in order to achieve any success the authority will need to rely on the importance of the skills audit being championed and recognised by a significantly larger number of employees.
8. The option of incentives can be investigated to increase the participation rates in the event of any further request for staff to complete the forms.
9. An increase in the number of methods for promoting this work face to face will achieve a greater response rate. However, this approach would require the support of several lead officers because the capacity for the HR Link Officer to achieve this alone.
10. The employees that have taken the time to complete a skills audit have clearly got some interesting skills and qualifications above and beyond those applicable to their current post. There are travel specialists, retail experts a former chemist assistant and several employees fluent in a number of different languages. Several people have also taken the opportunity to clearly state their approach and attitude towards

work. This information will be input into the HR system and used in the workforce planning process.

11. Members of the committee are asked to consider the approach taken to this work to date and make any appropriate suggestions that would support increased participation.

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

Report Author	Tel	Date	Doc ID
<b>ALLAN OLDFIELD</b>	<b>(01253) 658576</b>	<b>JULY 6<sup>TH</sup> 2009</b>	

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

List of appendices

## **Appendix 1: The Skills Audit Form.**



**‘PERFORMANCE THROUGH PEOPLE’**

### **EMPLOYEE SKILLS RECORD**

Every employee is asked to complete the following audit to help the authority establish a comprehensive list of all the skills and capabilities of the workforce. This information will be used to support workforce planning and develop the skills required for future service delivery.

Completion of the form will support continuous personal and professional development and provide an accurate record of your skills.

**NAME** .....

**EMPLOYEE NUMBER** .....

**CURRENT POST** .....

#### **QUALIFICATIONS & TRAINING**

*Provide details of your academic and professional qualifications and any training you have received whether work related or not*

**Academic Qualifications:**

**Professional Qualifications:**

**Training:**

## PREVIOUS RELEVANT EXPERIENCE

*Please bullet point any other work / experience which you have had*

## SKILLS & ABILITIES *(list any other skills & abilities)*

*These may be core skills or competencies such as customer care, communication skills or negotiation etc.*

# REPORT

REPORT OF	MEETING	DATE	ITEM NO
PERFORMANCE & IMPROVEMENT	PERFORMANCE IMPROVEMENT	JULY 23 <sup>RD</sup> 2009	5

## CORPORATE COMPLAINTS PROCESS

### Public item

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

### Summary

The report has been produced in response to a request from the Leader of the Council to review the systems and procedures in place for capturing, reporting and analysing complaints against the Council. The review has been prompted by feedback from recent audit and investigation reports. Details of the review and revised procedures in place are outlined in the report.

### Recommendations

1. That the committee consider the work carried out by the review team and approve the proposed complaints procedure subject to an initial six months pilot and review.
2. That the committee advocate that all elected members support and champion the single corporate complaints system in order to receive the most efficient service.
3. That the committee receive a dedicated performance report every six months providing full details of complaints received and actions taken.

### Portfolio Holder

The Cabinet Portfolio Holder for Customer Service & Partnerships is Councillor Albert Pounder.

### Report

1. The Customer Service Manager and the Transformational Services Officer were tasked with leading a review of the various complaints procedures in place across the authority. The need for a review was identified through a data quality check on

performance information relating to complaints. The Leader of the Council supported the review bringing best practice from work carried out through the Improvement & Development Agency.

2. The focus of the review was to establish a process across the authority for capturing and reporting all complaints that are made against the Council. Officers have struggled in the past to report effectively on complaints across the whole authority. The review was not responsible for looking at the complaints policy in place because this had recently been reviewed in 2008.
3. The approach taken by the review team was to apply the principles of the process re-engineering training that the Customer Service Manager and Transformational Services Officer had received. This approach is in three stages:
  - Mapping the existing procedures in place across the authority referred to as the 'as is' stage and simply records exactly what is done at the moment
  - The second stage of the review involved the application of process re-engineering techniques to the 'as is' map. This stage requires input from the staff involved in the process and constructively challenging the way things are currently done.
  - The final stage is the production of a new process known as the 'to be' process which is the revised process that will be implemented across the organisation.
4. The mapping of the existing processes identified that a number of different processes were in place across the authority. In fact some services had no process at all in place to capture and record complaints though it was evident that when these service areas did receive complaints they dealt with them effectively. The policy was working effectively and customer service was being successfully applied however, no record of complaints was maintained.
5. Several service areas use computer based systems to record every customer and service contact however even some of these service areas did not register complaints in the computer systems they had in place.
6. Very few service areas had established written procedures in place to record and analyse complaints. There was no evidence of complaints being evaluated to look for trends or identify the root cause.
7. The mapping exercise identified that most complaints were received by the Customer Service Team either by phone, in person or online and in essence this is the team that have a formal process in place for capturing complaints. However, customers can access the authority through a multitude of different communication channels including; direct dial lines, individual email addresses and through councillors and it was evident that when these channels are used many complaints are not recorded even when they are handled effectively.
8. The failure to record complaints effectively removes the opportunity to evaluate and review them. Without evaluation and review it is not possible to effectively use complaints to improve service delivery.

9. The review team established that it would not be possible to channel every single complaint through to a single team or service without creating inefficiencies in the process and reducing the quality of service to the customer. The mapping process identified that many employees at senior levels of the organisation receive direct contacts and have to deal with complaints that would actually be more effectively dealt with and recorded by employees tasked with this responsibility.
10. The mapping exercise also identified that there is limited awareness and use of the existing online form that is easily accessible through the intranet by employees and that there is limited use of the dedicated 'Report It Sort It' established by elected members. As part of the outcome from this review both of these systems will be replaced by an improved single online system with no differentiation between customers, employees or elected members recording the complaint. The principle is that the service must be consistent and high quality regardless of the source of the complaint.
11. As part of the process re-engineering exercise it was agreed that where services had existing computer based systems in place that effectively recorded complaints it would not be necessary to duplicate the process through a corporate system. Only Operational Services used the computer based system to record complaints however other services that have access to bespoke computer based systems will have the option to use them. The review team did not want to create any duplication or inefficient means of working.
12. Appendix 1 to this report provides an overview of the corporate process that the review team will implement to record and analyse all complaints across the authority. There are several key features of the proposed new process including:
- A dedicated email address called [complaints@fylde.gov.uk](mailto:complaints@fylde.gov.uk)
  - A corporate monitoring system that will remind employees if a complaint is due for a response
  - Greater involvement of the Director when a complaint has not been addressed
13. Members of the committee are asked to consider the proposed process and approve its implementation. The review team will monitor the application of the process over the first six months and obtain feedback from users to establish their levels of satisfaction with the process and identify any areas for improvement.
14. The Corporate Complaints Group will be responsible for co-ordinating all the data from the corporate system and service based systems in order to compile performance data for Escendency, web publication and reports to this committee.
15. The review team determined that the most efficient means of capturing complaints across the authority is to establish a single common and easily accessible online process that every service area without an existing and proven online system is required to use. Previous efforts at establishing a single corporate system demonstrated that the success of the system is reliant on participation by every service area so the launch of the new process will be through face to face workshops to ensure that every service area is fully aware of it. Previous attempts

to implement a single corporate system have failed to be applied consistently across the organisation and in many cases not at all.

16. Several key principles were considered when putting together the proposed corporate system including:

- Complaints are called 'complaints' rather than included as part of all customer contacts
- The same online form will be completed through the web and intranet and is accessed using a dedicated tab titled 'complaints' on both systems
- The 'Report It Sort It' system will be removed and members should use the same online system that any other customer would use to register a complaint
- Phone calls, emails and written complaints must be recorded using the single online form in order to capture the data for reporting and analysis
- All complaints will be recorded by the Customer Service Team through the online system
- Any discrepancy over the definition of a complaint will be resolved by the Corporate Complaints Group
- The Corporate Complaints Group will be responsible for analysing complaints and will use the data to determine future service reviews carried out by the process re-engineering teams

17. The Corporate Complaints Group will produce a report to the Performance Improvement Committee in October 2009 to present the first set of performance results from the new system and provide feedback on the implementation and roll out of the system. A number of local performance indicators in relation to complaints will be agreed and reported against on a regular basis.

IMPLICATIONS	
Finance	There are no direct financial implications arising from the report.
Legal	There are no direct legal implications arising from the report.
Community Safety	There are no direct community safety implications.
Human Rights and Equalities	There are no direct human rights and equalities implications arising from the report.
Sustainability	The sustainability of the process is reliant on participation

	from all service areas across the authority
Health & Safety and Risk Management	There are no direct health & safety and/or risk management implications arising from this report.

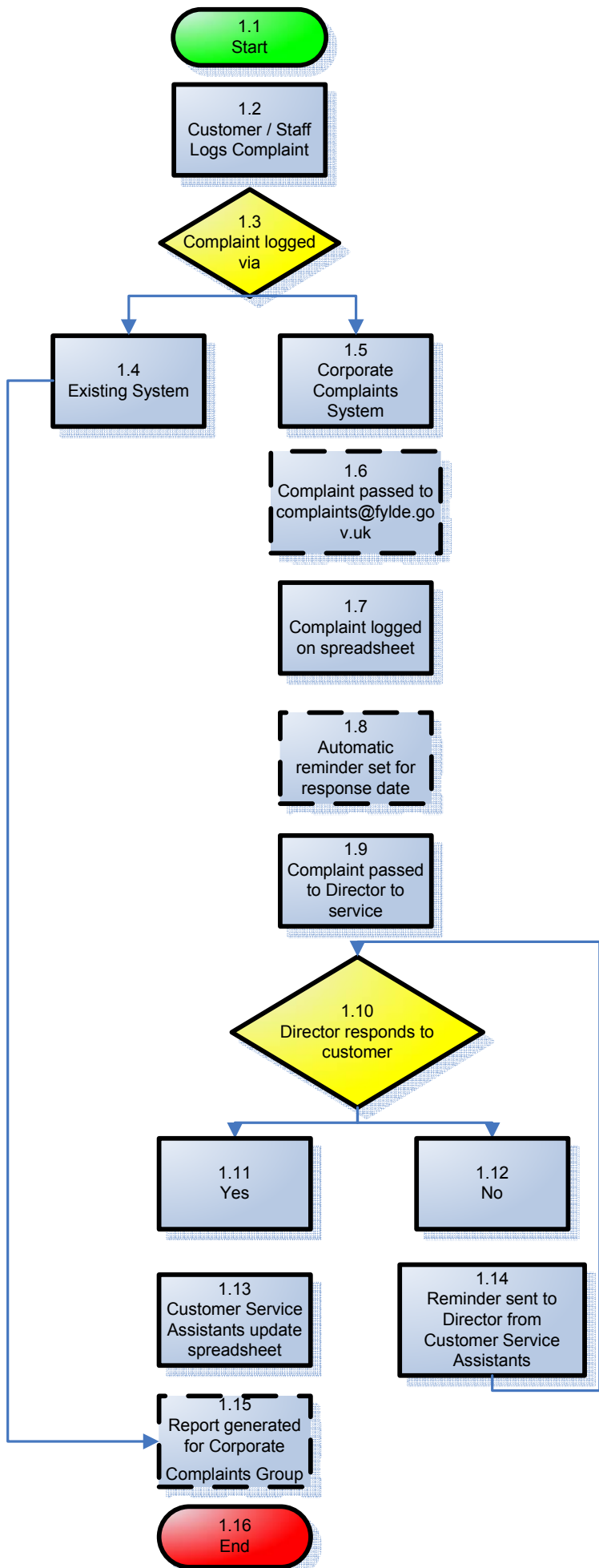
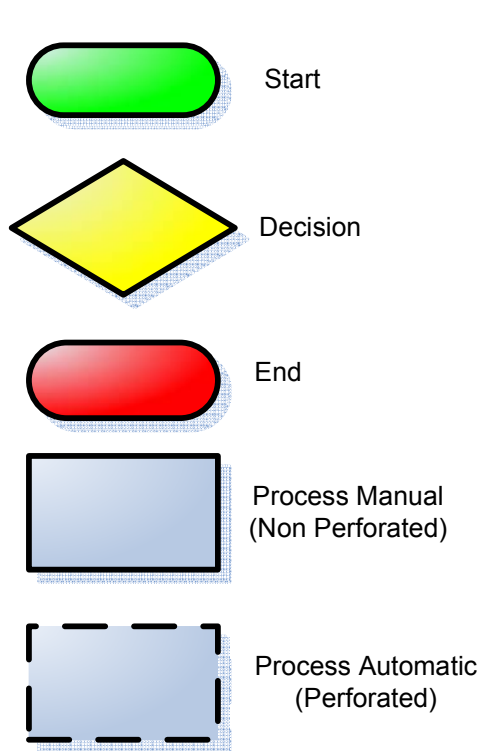
Report Author	Tel	Date	Doc ID
<b>ALLAN OLDFIELD</b>	<b>(01253) 658576</b>	<b>JULY 4<sup>TH</sup> 2009</b>	

List of Background Papers		
Name of document	Date	Where available for inspection
Online Form	July 2009	<a href="http://www.fylde.gov.uk">www.fylde.gov.uk</a>

List of appendices

## **Appendix 1: The Corporate Complaints System**

# Corporate Complaints 'to be' Process



# REPORT

REPORT OF	MEETING	DATE	ITEM NO
POLICY & PERFORMANCE	PERFORMANCE IMPROVEMENT	JULY 23 <sup>RD</sup> 2009	6

## THE PLACE SURVEY RESULTS ANALYSIS

### Public Item

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

### Summary

The report provides further details of the key outcomes from the National Place Survey and places them in context with the national results that were published in June 2009. Details of the national averages for district councils are published in the report with Fylde's performance placed in context. The report has been produced for members to better understand the Place Survey outcomes and identify the strengths and weaknesses at Fylde.

### Recommendations

1. That all members recognise and champion the positive outcomes from the Place Survey for the authority and its partners.
2. That all members are aware of the service areas where performance needs to be improved and takes this into consideration during the scrutiny of performance.

### Cabinet Portfolio Holder

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

### Report

1. The interim results of the Place Survey were reported to the Performance Improvement Committee on April 23<sup>rd</sup> 2009. Details of the national results were published by the Audit Commission on 23<sup>rd</sup> June 2009. This data means that it is possible to produce comparisons with all district councils outcomes and place Fylde's

performance into context. The Audit Commission have also produced national top and bottom quartile data that will support decision making around target setting for the next survey in 2011.

2. Every local authority in the country has been required to implement the Place Survey in a prescribed manner outlined in the Audit Commission guidance on national performance measures. This included the timing of the survey, the layout and content of the questions asked so that fair comparison can be made between all local authorities.
3. The initial Place Survey results presented to the Performance Improvement Committee on April 23<sup>rd</sup> 2009 placed performance in context with the other Lancashire District authorities. Fylde performed very well amongst this group with only Ribble Valley demonstrating better performance overall. A commitment was made to bring further analysis of the data before the committee as soon as the national data sets had been published. The data presented in this report places Fylde's performance in context with all district councils.
4. Appendix 1 to this report provides details of Fylde's outcomes from the National Place Survey placed into context with the data from the national results published in June 2009. This demonstrates that Fylde has performed well with none of the 18 national indicators in the bottom quartile for all England district councils and 11 are in the top quartile.
5. The data also provides national comparison with the main service satisfaction performance measures that are not national indicators but used to inform levels of service satisfaction. This data shows a couple of areas where the authority is in the bottom quartile for satisfaction levels when compared against national outcomes. The authority is aware of these and initiatives will be implemented to address poor performance and improved satisfaction in these areas.
6. Within the national data sets there are several highlights for Fylde including:
  - High levels of satisfaction with Fylde as a place to live
  - A strong indication of effective community cohesion with people getting on well together and a sense of community
  - A significant sense of respect for each other and confidence in service providers dealing with anti social behaviour
  - A strong sense of feeling safe when out in the local community during the day or at night
  - A strong sense that local services are doing their best to make things cleaner, greener and safer
  - Low levels of satisfaction with the provision of sports and leisure services that needs to be addressed by all partners
  - The need to improve the condition of local highways and provide activities for teenagers
  - Average levels of satisfaction with parks and open spaces indicating room for further improvement

7. Appendix 2 provides comparison against the nearest neighbour group according to the Chartered Institute of Public Finance and Accountancy (CIPFA), it is important to benchmark performance beyond the Lancashire group with similar district authorities. This data allows for the analysis of trends regardless of the geographical location. When compared against the CIPFA family group Fylde's performance is third overall for the national performance indicators.
8. The results of the Place Survey will be presented to the LSP Executive and shared with all service providers in the community. The data is also available on the Council website that includes links to other consultation and research.
9. Communities Secretary John Denham said the results of the Place Survey "based on more than 500,000 people's views and perceptions about where they live demonstrates the importance of listening to local people and what they want for their area."
10. The national headlines from the survey include:
  - 80% of people are satisfied with their local area as a place to live (Fylde 86%)
  - 33% of people agreed that their local council provided value for money (Fylde 35%)
11. The Place Survey is a comprehensive source of data that gives a reliable picture of performance and satisfaction as perceived by the tax paying residents. Members and partners in the community have a responsibility to build on the strengths and address the weaknesses highlighted by the survey results. The information from the Place Survey will be used by the local authority and partners to inform decision making around resource allocations and service priorities over the coming years. In many instances the data from the survey will prompt additional research and investigation into the issues raised and the reasons behind the results.
12. The data comparisons with the national quartiles for all England and the CIPFA family group demonstrate strong performance by Fylde and results that should be championed as a success and key areas for future improvement.

Report Author	Tel	Date	Doc ID
Alex Scrivens	(01253) 658490		

List of Background Papers		
Name of document	Date	
		<a href="http://www.communities.gov.uk/publications/corporate/statistics/placesurvey2008">http://www.communities.gov.uk/publications/corporate/statistics/placesurvey2008</a>
Place Survey Reports	Various	<a href="http://www.fylde.gov.uk/council-and-democracy/performance/communications/place-survey/">http://www.fylde.gov.uk/council-and-democracy/performance/communications/place-survey/</a>

## **Attached documents**

**Appendix 1:** Fylde Compared Against National Data

**Appendix 2:** Near Neighbour Comparisons (CIPFA)

IMPLICATIONS	
Finance	There are no direct financial implications as a result of the report
Legal	There are no direct legal implications as a result of the report
Community Safety	There are no direct community safety implications as a result of the report
Human Rights and Equalities	There are no direct human rights and equalities implications as a result of the report
Sustainability	There are no direct sustainability implications as a result of the report
Health & Safety and Risk Management	There are no direct health and safety management implications as a result of the report

# APPENDIX 1: THE PLACE SURVEY NATIONAL DATA SETS

Data Sets	Fylde	DISTRICT AVERAGE	North West	All England Average	Bottom Quartile	Top Quartile
<b>Service Satisfaction Indicators</b>						
keeping public land clear of litter and refuse	64.2	59.5	52.4	56.9	53.6	62.7
refuse collection	73.1	77.4	76.1	77.6	72.1	83.4
doorstep recycling	74.7	70.3	69.4	69.8	65.7	75.5
local tips/hhold waste recycling centres	84.2	73.4	73.9	71.2	67.9	77.5
local transport information	54.3	43.2	48.9	48.0	40.3	51.0
local bus services	59.4	48.0	55.3	55.2	42.8	59.4
sport/leisure facilities	33.7	46.6	46.4	46.2	41.8	51.2
libraries	70.2	69.6	70.9	69.0	66.3	72.5
museums/galleries	21.3	38.3	43.4	41.5	30.3	47.4
theatres/concert/halls	34.8	40.5	39.4	43.2	32.3	50.3
parks and open spaces	68.3	69.3	65.2	68.5	64.0	73.7
<b>18 NATIONAL INDICATOR QUESTIONS</b>						
NI 1 - % of people who believe people from different backgrounds get on well together in their local area	85.5	78.6	73.6	76.4	74.0	81.6
NI 2 - % of people who feel that they belong to their neighbourhood	66.1	61.6	59.5	58.7	55.3	63.7
NI 3 - Civic participation in the local area	13.6	14.1	12.9	14.0	12.0	15.9
NI 4 - % of people who feel they can influence decisions in their locality	26.7	28.2	27.4	28.9	26.1	30.8
NI 5 - Overall / general satisfaction with local area	85.8	83.5	76.9	79.7	76.5	86.4
NI 6 - Participation in regular volunteering	26.1	25.4	22.2	23.2	20.6	26.9
NI 17 - % rating ASB as problem in their area	11.3	15.6	22.9	20.0	22.9	13.3
NI 21 - Dealing with local concerns about anti-social behaviour and crime by the local council and police	32.2	26.7	25.7	26.3	23.7	29.1
NI 22 - Perceptions of parents taking responsibility for the behaviour of their children in the area	37.5	31.8	27.4	29.6	25.9	34.4
NI 23 - Perceptions that people in the area do not treat one another with respect and consideration	22.2	26.6	34.1	31.2	35.8	23.1
NI 27 - Understanding of local concerns about anti-social behaviour and crime by the local council and police	34.7	24.5	25.6	24.8	22.4	26.8
NI 37 - Awareness of civil protection arrangements in the local area	14.7	16.2	13.9	15.3	13.1	17.3
NI 41 - Perceptions of drunk or rowdy behaviour as a problem	25.5	25.4	31.9	29.0	32.4	22.7
NI 42 - Perceptions of drug use or drug dealing as a problem	22.9	25.4	34.8	30.5	33.3	21.9
NI 119 - Self-reported measure of people's overall health and wellbeing	77.7	77.2	73.4	75.8	73.7	79.8
NI 138 - Satisfaction of people over 65 with both home and neighbourhood	90.2	86.4	82.5	83.9	82.0	88.1
NI 139 - The extent to which older people receive the support they need to live independently at home	34.1	31.2	31.9	30.0	27.5	33.4
NI 140 - Fair treatment by local services	73.8	75.6	70.1	72.4	70.2	77.4

## KEY

Best quartile (all councils)
2nd quartile (all councils)
3rd quartile (all councils)
Worst quartile (all councils)

**APPENDIX 2: THE NATIONAL INDICATORS AND THE CIPFA FAMILY GROUP**

2009 PLACE SURVEY NEAR NEIGHBOUR RESULTS AND RANKINGS (as per new 2009 CIPFA Near Neighbour Group)	% who agree that their local area is a place where people from different backgrounds get on well together	% who feel they belong to their immediate neighbourhood	% who have been involved in decisions that affect the local area in the past 12 months	% who agree that they can influence decisions in their local area	% who are satisfied with their local area as a place to live	% who have given unpaid help at least once per month over the last 12 months	% who think that anti-social behaviour is a problem in their local area	% who agree that the police and other local public services are successfully dealing with anti-social behaviour and crime in their local area	% who agree that in their local area parents take enough responsibility for the behaviour of their children	% who think there is a problem with people not treating each other with respect and consideration in their local area	% who agree that the police and other local public services seek people's views about anti-social behaviour and crime in their local area	% who feel informed about what to do in the event of a large-scale emergency	% who think that drunk and rowdy behaviour is a problem in their local area	% who think that drug use or drug dealing is a problem in their local area	% who say their health is good or very good	% people aged 65 and over who are satisfied with both home and neighbourhood	% who think that older people in their local area get the help and support they need to continue to live at home for as long as they want to	% who would say that they have been treated with respect and consideration by their local public services in the last year	OVERALL RANKING
Adur	79.2	64.0	12.1	28.5	85.0	23.6	15.7	27.3	23.5	34.2	24.1	19.6	28.0	26.2	75.4	89.1	35.4	78.1	
Broadland	84.5	65.9	12.4	34.2	93.7	28.5	5.0	32.1	32.4	16.2	25.5	19.1	9.9	11.2	78.5	91.1	30.9	81.9	
Canterbury	81.7	56.1	12.2	28.2	84.6	22.4	15.3	26.9	28.9	27.5	24.4	18.5	30.0	23.8	78.3	86.9	30.3	78.5	
Gedling	80.0	60.7	13.2	29.6	84.2	21.5	17.1	23.3	30.0	27.9	22.1	17.0	20.8	22.5	72.3	87.0	34.1	76.1	
Lancaster	79.8	59.5	14.2	26.3	80.1	25.7	17.3	29.2	31.5	28.2	28.9	16.2	28.1	26.6	74.8	85.1	35.1	69.1	
North Devon	80.0	67.6	16.8	24.6	86.9	29.7	15.4	27.6	31.8	22.3	23.8	15.1	26.1	30.1	78.8	90.1	32.9	75.7	
Rochford	86.5	67.0	7.6	23.8	89.7	17.5	13.9	31.3	32.0	18.3	27.0	13.5	22.5	21.7	78.4	87.0	29.0	81.7	
Scarborough	77.1	68.7	15.6	27.0	82.6	28.0	16.3	26.8	31.2	27.0	23.7	17.1	29.1	25.3	72.4	89.1	38.1	75.8	
Sedgemoor	76.7	61.9	15.5	28.7	83.8	29.2	15.9	29.6	33.7	26.9	28.5	21.0	26.0	29.9	73.6	87.7	34.9	78.4	
Shepway	76.6	59.0	11.8	22.1	79.3	22.9	17.4	24.2	25.3	30.9	24.6	22.6	27.3	24.7	71.6	84.8	33.5	71.4	
South Staffordshire	79.3	68.5	8.3	27.6	88.7	20.3	13.5	26.4	33.2	23.8	23.6	15.0	18.4	23.6	76.4	87.5	32.0	75.4	
Staffordshire Moorlands	79.2	66.6	12.3	24.6	84.0	21.4	16.3	27.4	32.9	25.3	27.9	14.5	26.7	32.3	73.4	86.8	34.7	74.0	
Teignbridge	81.3	68.8	16.6	30.6	89.3	29.4	13.4	32.0	35.5	19.7	25.7	21.7	26.1	21.6	76.9	92.1	41.0	80.5	
Tendring	77.0	64.3	11.8	26.2	78.7	22.5	21.4	27.0	24.9	30.0	26.7	19.2	30.6	35.1	65.2	87.9	33.4	76.3	
Wyre	83.3	67.5	11.1	27.5	84.2	22.3	14.6	33.3	28.6	23.9	31.3	17.1	26.0	25.9	72.6	88.1	32.4	74.6	
Teignbridge	6	1	2	2	3	2	3	4	2	3	8	2	8	2	6	1	1	3	1
Broadland	3	9	8	1	1	4	1	3	6	1	9	6	1	1	2	2	14	1	2
Sedgemoor	15	12	4	4	12	3	10	6	3	9	4	3	6	13	10	9	5	5	4
North Devon	8	4	1	13	5	1	8	8	8	5	13	12	9	14	1	4	11	10	5
Rochford	1	6	16	15	2	16	5	5	7	2	6	16	4	3	3	11	16	2	6
Wyre	4	5	14	8	10	12	6	1	13	7	2	8	7	10	12	7	12	12	7
South Staffordshire	10	3	15	7	4	15	4	14	4	6	15	13	2	6	7	10	13	11	8
Adur	11	11	11	5	7	8	9	10	16	16	12	4	12	11	8	5	3	6	9
Scarborough	13	2	3	9	13	5	11	13	10	10	14	9	14	9	13	6	2	9	10
Canterbury	5	16	10	6	8	11	7	12	12	11	11	7	15	7	4	13	15	4	11
Gedling	7	13	7	3	9	13	13	16	11	12	16	10	3	4	14	12	8	8	12
Lancaster	9	14	5	11	14	7	14	7	9	13	3	11	13	12	9	15	4	16	13
Staffordshire Moorlands	12	7	9	14	11	14	12	9	5	8	5	15	10	15	11	14	6	13	14
Tendring	14	10	12	12	16	10	16	11	15	14	7	5	16	16	16	8	10	7	15
Shepway	16	15	13	16	15	9	15	15	14	15	10	1	11	8	15	16	9	15	16

# REPORT

REPORT OF	MEETING	DATE	ITEM NO
CUSTOMER & OPERATIONAL SERVICES	PERFORMANCE IMPROVEMENT	JULY 23 <sup>RD</sup> 2009	7

## FIRST QUARTER PERFORMANCE PROGRESS REPORT 2009/10

### Public item

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

### Summary

The report provides the latest performance against the national and local performance indicators that are being measured at Fylde in 2009/10. The report also outlines some changes made to the performance management reporting arrangements that place a greater responsibility on the performance improvement committee in line with the terms of reference for the committee.

### Recommendations

1. That the committee scrutinise the performance to date against the national and supplementary indicators published in Appendix 1 to this report and make any appropriate recommendations to officers or Portfolio Holders or request any specific performance exception reports.

### Portfolio Holder

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

### Report

1. Appendix 1 provides details of the performance to date against the national and local performance indicators for Fylde Borough Council. The performance reported

covers the period April 1<sup>st</sup> 2009 to June 30<sup>th</sup> 2009 which is the end of the first quarter of the current financial year.

2. In accordance with the recommendation agreed by the Committee in March 2009 the financial report for the first quarter will be presented at the next meeting of the Committee in October 2009. However, because of the time between the completion of the financial report and the next meeting details of the report will be sent direct to each member of the committee as soon as it is prepared. The main highlights from the first quarter performance data are outlined in detail below.
3. Members are asked to note that some of the final figures for the 2008/09 end of year performance listed in Appendix 1 have been updated as a result of final validation checks by officers. It was made clear in the report presented to the Committee on April 23<sup>rd</sup> 2009 that the figures reported at the time were subject to further validation and checks before submission to the Audit Commission and did not represent the final data sets for the authority. All final performance data is updated and reported on the dedicated web pages of the Council's site as soon as they are verified. There are no significant variations between the final validated figures and the interim outcomes reported to the committee on April 23<sup>rd</sup> 2009.
4. The authority has failed to improve the equality standard score (FYS01) for almost 18 months now during which time the criteria has changed. Although this is not a national measure it will make a significant contribution to the Comprehensive Area Assessment score. A dedicated corporate action plan will be required to ensure that the Council is taking the necessary steps across the whole authority to progress against the new national criteria. The Leader of the Council will be providing support to this work so that the Council can benefit from the Improvement and Development Agency training undertaken by the Leader as part of CAA peer inspection work.
5. The number of days sickness absence per employee (FYS03) continues to be an area of poor performance for the authority. The new absence management procedures implemented from May 2009 require time to settle in and have an impact and the reported figures are for the previous 12 months. The reduction in the percentage of long term sickness absence is an indication that the figure should begin to reduce over the next few months. Members are advised to monitor performance and request an exception report if the number of days absence per employee fails to fall below 12 when the performance to date is next reported at the October 2009 meeting.
6. The number of unique hits on the website (FYS09) continues to increase and based on the first quarter will easily achieve the 2009/10 target of 180,000 hits. There was a significant increase experienced as a result of the elections because officers were able to publish live results as they happened. The position will be monitored and the target reviewed if necessary.
7. Members have asked for additional details about the Section 106 contributions and spending. In response to this request there will be an officer from the Strategic Development Directorate in attendance at the meeting to answer any questions raised by the Committee.

8. The number of missed bins per 100,000 collections (FYS15) has increased significantly and officers have been instructed to take measures to address this including actions to slow down the collection process and provide a focus on the quality of the service as opposed to the speed. Members can be assured that this issue is being addressed and are encouraged to report all missed bins direct to the Customer Service Team who work closely with the collection service.
9. Performance against the determination times for planning applications (NI157 a-c) shows a mixed picture with two measures performing below the target figure for the year and one measure above.
10. The number of households currently living in temporary accommodation (NI 156) is more than double the target of 6 at 14 households and this figure has not decreased in the last three months. Members need to be aware of the importance in supporting the provision of appropriate accommodation that is currently limited in the borough.
11. The systems that measure the time taken to process housing benefit and council tax benefit claims have been implemented (NI 181) and the initial figure of 8.83 days is well below the target of 15 days representing exceptional performance by the shared service.
12. The current level of recycling (NI 192) is close to the challenging target of 46% for the year at 45% and will take a lot of dedication and hard work to ensure that this target is delivered at the end of the year. The service has set a challenging target because the recycling initiative has settled around 42% or 43% and it needs to be driven higher towards 50% and beyond.

### **Performance Management Updates**

13. Changes have been made to the performance reporting arrangements across the authority with the Cabinet agreeing that the Performance Improvement Committee should take the lead role on all performance reporting matters. The Performance Exception Report that was presented at every Cabinet meeting has been removed from the agenda as a standing item. The reason for this is because the Chairman of the Performance Improvement Committee is now required to present scrutiny outcomes to every Cabinet meeting. This presentation by the Chairman covers scrutiny work undertaken on all performance reports and not just key areas or exceptions that were the focus of the Performance Exception Report.
14. The Cabinet still reserves the right to request Performance Exception Reports but their decisions will be based on the recommendations of the Performance Improvement Committee that is now the first dedicated area for all performance reporting.

<b>IMPLICATIONS</b>	
Finance	There are no direct financial implications arising from the report.

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

Report Author	Tel	Date	Doc ID
<b>ALLAN OLDFIELD</b>	<b>(01253) 658576</b>	<b>JULY 13<sup>TH</sup> 2009</b>	

List of Background Papers		
Name of document	Date	Where available for inspection
The New National Performance Indicators	January 2008	<a href="http://www.audit-commission.gov.uk/performance">www.audit-commission.gov.uk/performance</a>
The Library of Local Performance Indicators	March 2004	<a href="http://www.local-pi-library.gov.uk">www.local-pi-library.gov.uk</a>
The New Place Survey	January 2008	<a href="http://www.communities.gov.uk/publications/localgovernment/newplacesurvey">www.communities.gov.uk/publications/localgovernment/newplacesurvey</a>
Fylde Performance Home Page	March 2009	<a href="http://www.fylde.gov.uk/council-and-democracy/performance/">http://www.fylde.gov.uk/council-and-democracy/performance/</a>

List of appendices

## **Appendix 1: The Performance Progress Report (1<sup>st</sup> Quarter 2009/10)**

APPENDIX 1: THE PERFORMANCE PROGRESS REPORT (1ST QUARTER 2009/10)						
		2008/09				
Ref	Performance Indicator	2009/10 Target	Performance	Progress to Date	Responsible Officer	
LOCAL PERFORMANCE INDICATORS						
FYS01	The Level of the Equality standard for Local Government to which authority conforms in respect of gender, race and disability (level 1,2,3,4,5)	3	2	2	Allan	Oldfield
FYS02	Percentage of undisputed invoices paid within 30 days of receipt or within agreed payment terms	95%	96.33%	94.17%	Lynn	Barlow
FYS03	The number of days sickness absence per employee (all sickness)	10.5	13.18	13.5	Allan	Oldfield
FYS04	The percentage of long term sickness	55%	61%	55%	Allan	Oldfield
FYS09	The number of unique hits on the council web site www.fylde.gov.uk	180000	171517	59142	Andy	Cain
FYS10	The number of customer transactions carried out online	27000	24106	6463	Andy	Cain
FYS11	The percentage of employee appraisals completed	95%	79.53%	62%	Allan	Oldfield
FYS13	The percentage of overdue Freedom of Information requests	0	6.78%	1.82%	Ian	Curtis
FYS14	The average number of days to respond to all Freedom of Information	6	8	4.95	Ian	Curtis
FYS15	The number of missed bins per 100,000 collections Fylde service	50	18	67	Kathy	Winstanley
FYS18	The percentage of phone calls to 01253 658658 answered	84%	80%	79%	Joceline	Greenaway
FYS19	The percentage satisfaction with the service delivered by Fylde Borough Council	98%	89%	80%	Joceline	Greenaway
FYS32	Total amount of Section 106 contributions agreed to date	N/A	£2465720.75	£0	Karen	Hodgkiss
FYS33	Total amount of Section 106 contributions received to date	N/A	£2455812.56	£161,200	Karen	Hodgkiss
FYS34	Total amount of Section 106 contributions comitted/spent to date	N/A	£3481514.06	£75,000	Karen	Hodgkiss
NATIONAL PERFORMANCE INDICATORS						
NI 014	Avoidable contact: The percentage of customer enquiries that are failure / waste	40%	36.84%	6 Montly Data	Joceline	Greenaway
NI 015	Serious violent crime rate per 1000 population	1	0.69	0.07	Bryan	Ward
NI 016	Serious acquisitive crime rate per 1000 population	6.8	5.75	1.66	Bryan	Ward
NI 020	Assault with injury crime rate per 1000 population	2	4.25	1.31	Bryan	Ward
NI 032	Repeat incidents of domestic violence	None Set	25	Annual	Bryan	Ward
NI 035a	Building resilience to violent extremism - Understanding of, and engagement with, Local communities (Number)	2	2.5	Annual	Bryan	Ward
NI 035b	Building resilience to violent extremism - Knowledge and understanding of the drivers and causes of violent extremism and the Prevent objectives (Number)	None Set	3	Annual	Bryan	Ward
NI 035c	Building resilience to violent extremism - Development of a risk-based preventing violent extremism action plan, in support of delivery of the Prevent objectives (Number)	None Set	1.7	Annual	Bryan	Ward
NI 035d	Building resilience to violent extremism - Effective oversight, delivery and evaluation of projects and actions (Number)	None Set	2	Annual	Bryan	Ward
NI 154	Net additional homes provided	306	297	23	Andrew	Dickson
NI 155	Number of affordable homes delivered (gross)	55	61	11	Lucy	Edwards
NI 156	Number of households living in Temporary Accommodation	6	14	14	Lucy	Edwards
NI 157a	Processing of planning applications as measured against targets for 'major' applications	60%	52.70%	33.33%	Mark	Evans
NI 157b	Processing of planning applications as measured against targets for 'minor' applications	65%	61.29%	67.52%	Mark	Evans
NI 157c	Processing of planning applications as measured against targets for 'other' application types	80%	48.34%	56.25%	Mark	Evans
NI 179	VFM - total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	£550,000	£395,000	Annual	Nicol	McLellan
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)	15	No Data	8.83	Lance	Postings
NI 182	Satisfaction of business with local authority regulatory services	None Set	73%	Annual	Stuart	Handley
NI 184	Food establishments in the area which are broadly compliant with food hvaiene law	85%	85%	Annual	Stuart	Handley

Ref	Performance Indicator	2008/09		Progress to Date	Responsible Officer	
		2009/10 Target	Performance			
NI 187a	Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating Number of households assessed who meet the standard SAP rating of below 35	9.01%	9.39%	<b>Annual</b>	Lucy	Edwards
NI 187b	Tackling fuel poverty - % of people receiving income based benefits living in homes with a high energy efficiency rating Number of households assessed who meet the standard rating of 65 or above	None Set	40.85%	<b>Annual</b>	Lucy	Edwards
NI 188	Planning to Adapt to Climate Change	Level 1	Level 0	<b>Annual</b>	Andrew	Loynd
NI 192	Household waste recycled and composted	46%	42.65%	<b>45.00%</b>	Kathy	Winstanley
NI 195a	Improved street and environmental cleanliness levels of litter	8%	6%	<b>4 Monthly Data</b>	Kathy	Winstanley
NI 195b	Improved street and environmental cleanliness levels of detritus	12%	13%	<b>4 Monthly Data</b>	Kathy	Winstanley
NI 195c	Improved street and environmental cleanliness levels of graffiti	1%	1%	<b>4 Monthly Data</b>	Kathy	Winstanley
NI 195d	Improved street and environmental cleanliness levels of fly posting	0%	0%	<b>4 Monthly Data</b>	Kathy	Winstanley

**Performance  
Improvement Scrutiny  
Committee**



Date	23 April 2009
Venue	Reception Room, The Town Hall, Lytham St Annes
Committee members	Christine Akeroyd (Chairman) Cheryl Little (Vice Chairman) Linda Nulty, Kathleen Harper, Ken Hopwood, Keith Hyde
Other Councillors	Lyndsay Greening
Officers	Dave Joy, Allan Oldfield, Allan Williams; Alex Scrivens; Annie Womack
Others	

1. Declarations of interest

Members were reminded that any personal/prejudicial interests should be declared as required by the Council's Code of Conduct adopted in accordance with the Local Government Act 2000.

Cllrs Hyde, Akeroyd, Nulty and Little all declared a personal interest in item 4, as they are all Member Champions.

2. Confirmation of minutes

RESOLVED: To approve the minutes of the Performance Improvement Scrutiny Committee meeting held 19 March 2009 as a correct record for signature by the chairman.

3. Substitute members

The following substitutions were reported under council procedure rule 22.3:

No substitutions

4. Member Champions

Mr Dave Joy, Director of Corporate Resources, presented this topic to the committee. The purpose of the report was to assist members in monitoring the work of the council's fourteen Member Champions. Appended were personal reports submitted by individual member champions, which summarised their work during 2008/09.

This report had first come to the committee on 18 March 2009, and the members had requested Mr Joy to obtain some more information. Further member champion questionnaires which had been received since 19 March 2009 were also appended to the report. Additionally, within the body of the report were the main points which had arisen from the paper which Cllr Lyndsay Greening, as Member Champion for Older People, had presented to the committee.

There was a lengthy debate, particularly about the level of support which was offered to Champions and whether the themes as they currently stand are still relevant. There was also a discussion around the method of selecting suitable members to be Champions. Mr Joy was asked whether the council had asked other local authorities about the roles and themes of Member Champions and he advised the committee that there was not any commonality across authorities. A suggestion was made that a job description and competencies was needed for each theme. Additionally, members felt that there was not sufficient clarity about how the Champions were meant to work with Portfolio Holders, and that it was not clear which Portfolio each of the themes was aligned with.

It was suggested that there should be a Member Champion Forum, facilitated by an officer, which would meet both as a support and information exchange, and also to discuss those issues.

Cllr Greening spoke to the committee about her work as Member Champion, and also about her experience of working towards and gaining the BTec Advanced Award for Local Government Member Champions

Overall the committee felt that most of the Member Champion roles were currently effective and decided to recommend that they should all be retained with the proviso that a Member Champion group should be set up. They also asked that Mr Joy write to each of the current Member Champions to ask them to confirm that they were still interested in retaining their role.

Mr Joy also agreed to devise and circulate a chart to define the alignment between the themes which the Champions represented, and Portfolio Holders.

**RESOLVED:**

1. To thank Cllr Greening for the work that she has done and the information which she gave to the committee.
2. That a Member Champion Forum should be established to meet regularly to exchange information and to deal with Member Champion issues raised in this committee.
3. To request that Mr Joy identifies the appropriate Portfolio Holder that each Member Champion supports and report to the first Member Champion Forum.
4. To request that Mr Joy writes to each Member Champion to ask them to confirm their interest in continuing in that role and report the results to the first Member Champion Forum.

## 5. Shared Services Evaluation

This report was also presented to the committee by Mr Joy. He explained that within the council's (draft) risk register for 2009/10 there was a management action for the production of a review and evaluation tool to assist scrutiny members in their review of shared service arrangements, and that attached to the report as an appendix was the proposed toolkit.

The report also included a proposed timetable for the review of shared service arrangements during 2009/10.

Mr Joy told members that the toolkit included two elements, the first of which was an assessment form for the lead officer to complete which would summarise all of the key features of the shared service in question and would be included in the officer's report to the scrutiny committee. The second element was in the form of a set of Key Lines of Enquiry for use by scrutiny members in formulating their conclusions and recommendations.

The committee was advised that the toolkit had been considered and approved by the Scrutiny Management Board at its meeting of 25<sup>th</sup> March 2009.

After debating the issue, the committee resolved:

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

## 6. The Procurement Shared Service

Mr Allan Oldfield, Director of Performance and Business Improvement presented the report to committee. His report provided members with details of the shared service arrangements in place between Fylde Borough Council and Wyre Borough Council for strategic procurement services. The report also included a proposed partnership agreement.

Mr Oldfield explained that the service in question was a single person specialist post, rather than a shared service in the usual sense.

He went on to outline the business case which had underpinned the establishment of this post, including the realisation of cost benefits for both authorities in funding such a post, and the economies of scale which are achievable through joint procurement of goods and services. He gave the committee examples of the benefits that the joint Procurement Officer post had brought to the authority.

The committee was advised that a Service Level Agreement had not previously been established for this post, but that performance had been managed through regular progress meetings and appraisals. However, a shared service agreement would be developed.

Mr Oldfield, who had used the shared service evaluation toolkit, was asked whether he had found it useful and he replied that it was easy to use and helpful.

The committee RESOLVED:

1. To recommend that the shared service arrangements for procurement is endorsed and to recommend support for the continuation of the service in partnership with Wyre Borough Council.
2. To recommend approval of the establishment of a formal agreement with Wyre to secure the continued provision of the shared post on procurement based on the heads of terms and conditions included in Appendix 3 to the report, and for this agreement to be brought back to committee.

#### 7. Corporate Performance 2008/09: Year End Report

This report was also presented to the committee by Mr Oldfield, detailing the performance to year end against national and supplementary performance indicators.

The purpose of the report was to ensure that the committee has the year end performance information available to make informed decisions on any potential performance shortfalls and areas that may require further scrutiny in order to support performance. The data has been subject to the appropriate quality checks and the national indicators will be submitted to the Audit Commission.

Mr Oldfield distributed to the committee a later version of the Appendix attached to the report, which included some late changes, which he pointed out to the committee.

He made the point that performance management is becoming firmly embedded at Fylde, enabling end of year figures to be provided quickly and accurately. Some indicators were new for this year, and therefore there is no comparison figure for the previous year. Mr Oldfield told members that there would be a further update report once the Audit Commission has published all the national results, and we know which quartile we are in for each National Indicator. This gives context and will allow us to set more meaningful targets, particularly for the new indicators.

Mr Oldfield highlighted areas where the authority has performed well, and also where it has performed less well. Overall the performance had been very good with the majority of performance indicators being close to or above target and direction of travel being generally encouraging.

He mentioned the poor sickness level figures, and told the committee that a new attendance management policy was in place, for which managers had received training. The policy was designed to support people back to work and at the same time allow managers to address issues of continued and unacceptable absence. Hopefully this would have an impact on sickness absence figures in the future.

Members queried certain of the indicators and targets, such as the percentage of people satisfied with sports and leisure provisions, and flyposting.

Cllr Little raised the question of s106 monies and queried the figures given as received and committed. Mr Oldfield explained in general terms how the figures were calculated and confirmed that monies due were monitored. Cllr Nulty also expressed surprise at the figures given in indicators FYS32, 33 and 34. The committee felt that they needed more information and suggested that within the next performance report a paragraph should be included to provide some detail, and that someone from Development Control or legal services could come to the next committee meeting to answer questions.

Mr Oldfield then provided a verbal update on the work done to provide a skills audit. He had sought specialist advice, and had a form to be distributed electronically, through Grapevine, and manually where required. He undertook to bring the results back to a later committee.

Following the debate it was RESOLVED:

1. To ask for a special section in the next quarterly report on s106 monies, and that an officer be requested to attend in order to answer the committee's questions.
2. To recommend the submission of these national performance indicator figures to the Audit Commission.

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