



Agenda

Operational Management Committee

Date:	Thursday, 20 June 2019 at 6:30 pm
Venue:	Town Hall, St Annes, FY8 1LW
Committee members:	<p>Councillor Roger Small (Chairman) Councillor Tommy Threlfall (Vice-Chairman)</p> <p>Councillors Mark Bamforth, Julie Brickles, Alan Clayton, Chris Dixon, Will Harris, Paul Hodgson, John Kirkham, Kiran Mulholland, David O'Rourke, Stan Trudgill.</p>

Public Platform

To hear representations from members of the public in accordance with Article 15 of the Constitution.

To register to speak under Public Platform: see [Public Speaking at Council Meetings](#)

	PROCEDURAL ITEMS:	PAGE
1	Declarations of Interest: Declarations of interest, and the responsibility for declaring the same, are matters for elected members. Members are able to obtain advice, in writing, in advance of meetings. This should only be sought via the Council's Monitoring Officer. However, it should be noted that no advice on interests sought less than one working day prior to any meeting will be provided.	1
2	Confirmation of Minutes: To confirm the minutes, as previously circulated, of the meeting held on 15 January 2019 as a correct record.	1
3	Substitute Members: Details of any substitute members notified in accordance with council procedure rule 23(c).	1
	DECISION ITEMS:	
4	Public Transport Improvements Relating to Section 106 Agreement for Land Baines Farm Staining 09/0505	3 - 4
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11	Year-End Performance 2018/19	35 - 38

Contact: Sharon Wadsworth - Telephone: (01253) 658546 – Email: democracy@fylde.gov.uk

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<http://fylde.cmis.uk.com/fylde/DocumentsandInformation/PublicDocumentsandInformation.aspx>

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DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	20 JUNE 2019	4
PUBLIC TRANSPORT IMPROVEMENTS RELATING TO SECTION 106 AGREEMENT FOR LAND BAINES FARM STAINING 09/0505			

PUBLIC ITEM

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

SUMMARY

The report addresses the matter of payment of a developer contribution (generated from the development at Baines Farm, Staining in relation to application 09/0505) in the total sum of £13,200 to Staining Parish Council, to provide once weekly return service from Staining to Poulton on market day (Monday) for two years. Approval for this will be required from the Finance and Democracy Committee following consideration by this Committee.

RECOMMENDATIONS

The committee is requested to:

1. Recommend to the Finance and Democracy Committee approval of a fully-funded addition to the Capital Programme in 2019/20 in the sum of £13,200, to be met from section 106 monies received from the development at Baines Farm, the monies to be paid to Staining Parish Council to fund a bus service between Staining and Poulton-le-Fylde as detailed within this report.

SUMMARY OF PREVIOUS DECISIONS

16 December 2009 – 09/0505 Planning permission for the erection of 11 bungalows.

CORPORATE PRIORITIES	
Spending your money in the most efficient way to achieve excellent services (Value for Money)	
Delivering the services that customers expect of an excellent council (Clean and Green)	✓
Working with all partners (Vibrant Economy)	✓
To make sure Fylde continues to be one of the most desirable places to live (A Great Place to Live)	
Promoting Fylde as a great destination to visit (A Great Place to Visit)	

REPORT

1. Permission was granted for the development of 11 dwellings at Baines Farm, Staining in 2010 under application 09/0505. This was the subject of a section 106 agreement, which included a contribution towards public transport. The agreement for £13,200 (extract below) states:

Sums payable under this part of the schedule are intended to be used by the Council to provide or to facilitate the improvement of public transport or the development and implementation of sustainable transport initiatives in the vicinity of the site.

2. This S106 contribution must be spent appropriately or repaid by 18/04/2021.
3. Lancashire County Council have recently confirmed that this money is not enough to improve or implement a transport initiative. The opinion of Staining Parish Council was sought on a suitable scheme. The Parish Council have developed a proposal to utilise the funding by April 2021 which would meet the requirements of the S106 agreement.
4. The Parish Council propose to initiate a new bus service for residents of Staining. It will operate between Staining and Poulton-le-Fylde once a week on Mondays (market day in Poulton) with the outward journey in the morning collecting from two bus stops (outside The Plough and at Normoss) and a return journey in the afternoon. It is hoped this new service will help to counter the isolation experienced by some residents as a result of cuts to other bus services.
5. Coastal Coaches will be contracted by the Parish Council to operate the service which is similar to another service they deliver on behalf of another Parish Council.
6. It is intended that this S106 funding will enable the service to operate for almost two years to establish whether the route is viable to be funded long-term. Should this be the case then Staining Parish Council will look to fund the continuation of the service by allocating restricted reserves.

IMPLICATIONS	
Finance	The report requests that the Committee recommend to the Finance and Democracy Committee approval for an addition to the approved Capital Programme in 2019/20 in the sum of £13,200. The funding will provide for a bus service between Staining and Poulton-le-Fylde as described within this report and is to be met in full from S106 monies held by the Council for this purpose.
Legal	The Council is obliged to use the contributions
Community Safety	No implications arising from this report
Human Rights and Equalities	No implications arising from this report
Sustainability and Environmental Impact	No implications arising from this report
Health & Safety and Risk Management	No implications arising from this report

LEAD AUTHOR	CONTACT DETAILS	DATE
Karen Hodgkiss	karenh@fylde.gov.uk	31/05/19

BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
None		

DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	20 JUNE 2019	5

APPOINTMENT TO OUTSIDE BODIES/WORKING GROUPS

PUBLIC ITEM

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

SUMMARY

Each year full Council appoints members to outside bodies for the forthcoming municipal year.

In May 2015 Council asked that the programme committees make recommendations from within their respective memberships for those outside bodies relating to the brief for the committee.

This report covers those nominations that relate to the Operational Management Committee.

RECOMMENDATIONS

The committee is invited to

1. recommend nominations to the outside bodies listed for consideration by council
2. confirm the establishment of the working groups(s) listed which will meet as and when required

SUMMARY OF PREVIOUS DECISIONS

20th May 2015 - Council sought recommendations from individual programme committees as to nominations for representation.

6 July 2015 – Council confirmed the nominations from the programme committees.

11 April 2016 – Council confirmed the nominations from the programme committees.

3 April 2017 - Council confirmed the nominations from the programme committees.

16 April 2018 – Council confirmed the nominations from the programme committees

22 May 2019 – Council sought the recommendations from individual programme committees for nominations

CORPORATE PRIORITIES

Spending your money in the most efficient way to achieve excellent services (Value for Money)	✓
Delivering the services that customers expect of an excellent council (Clean and Green)	
Working with all partners (Vibrant Economy)	✓
To make sure Fylde continues to be one of the most desirable places to live (A Great Place to Live)	
Promoting Fylde as a great destination to visit (A Great Place to Visit)	✓

REPORT

1. The Council makes a number of appointments to outside bodies in each municipal year. In an election year these appointments are made at the AGM. In non-election years, these appointments are made at the last Council meeting of the municipal year. In May 2015, the Council deferred the decision to appoint to '*... allow the various programme committees the opportunity to recommend appointments from within their respective memberships for those outside bodies relating to the brief of their committee*'. In May 2019, Council reiterated this decision.
2. The Council needs to make appointments to outside bodies at its meeting on 15 July 2019 for the forthcoming municipal year 2019/20. Nominations are sought from the programme committees for representatives to the outside bodies.
3. This report deals with the outside bodies that relate to the terms of reference for the Operational Management Committee. The first table below includes the name of the body/group, the role/purpose and which elected member currently represents the Council. The committee is invited to recommend nominations for consideration by Full Council.
4. Under the previous governance arrangements there existed the facility through scrutiny for members to establish specific task and finish groups to look in some depth at particular issues and make recommendations to Cabinet. With the adoption of the new governance arrangements that is no longer possible. However programme committees may wish to establish their own subject specific working groups to be set up when required in order to advise the parent programme committee on a particular topic/issue.
5. The second table below lists those working groups that relate to the terms of reference of the Operational Management Committee that are currently established. The establishment of working groups is within the responsibility of the individual programme committees and does not need the approval of Council.
6. It is important that the members nominated to represent the Council on outside bodies/working groups have an appropriate interest in the body/partnership/subject, can commit to positively represent the Council and be available to commit the time to attend the majority of the meetings involved.
7. The members nominated should ideally be a member of the programme committee to which the matter relates to.
8. The current protocol is that members are required to produce regular reports about the outside bodies on which they serve, currently every six months. It is the intention that this information will be made available to the programme committee members to which the external partnership relates.
9. The conclusion of any working group would be brought to committee in a formal report as previously occurred in scrutiny.

Operational Management Committee- Outside bodies/partnerships			
Outside body / partnerships	Role/Purpose	Frequency of meetings	Current representation
Lancashire Waste Partnership	The LWP incorporates 15 Lancashire waste authorities, at both officer and member level, in an active approach to integrated waste management across the whole county area	Every four months (3xp/a)	Chairman of Operational Management
Fairhaven and Church Scar Coastal Defence Project Board	The establishment of a project board is required to receive monthly reports from the project manager and make key decisions as required on the delivery of the Fairhaven and Church Scar Coastal Defence Project	Monthly	Councillor Thomas Threlfall
PATROL	The joint Committee forms an over-sight of the work of the adjudicators of the independent adjudication service and reviews compliance by all Local Authorities	When required	Councillor John Kirkham
Sintropher Working Group	Partnership between Blackpool/Fylde and LCC to develop integrated transport solutions for the Fylde Coast	When required	Councillor John Kirkham

Operational Management Committee– Working groups			
Working group	Role/purpose	Notes	Current representation
Car Parking	The group forms approx. every two years to review the council's strategy and approach to car parking	Last Met July 2016	Councillors Alan Clayton, Paul Hodgson, Edward Nash plus two vacancies.
Bus Shelter Review	To review the provision of the service, best use of S106 funds & policy for new requests	ongoing	Alan Clayton, Paul Hodgson plus 4 vacancies
Plastic Conscious Fylde	To investigate and consider the options to minimize the reliance on single use plastic items across the borough to become a 'plastic conscious' borough.	Last met 25 January 2019	2 representatives from Operational Management (joint working group led by EH&H committee)

IMPLICATIONS	
Finance	No implications arising from this report
Legal	No implications arising from this report
Community Safety	No implications arising from this report
Human Rights and Equalities	No implications arising from this report
Sustainability and Environmental Impact	No implications arising from this report
Health & Safety and Risk Management	No implications arising from this report

LEAD AUTHOR	CONTACT DETAILS	DATE
Democratic Services	democracy@fylde.gov.uk	23/05/19

BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
None		

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	20 JUNE 2019	6
FYLDE'S COASTAL STRATEGY REVIEW			

PUBLIC ITEM

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

SUMMARY OF INFORMATION

In 2015 the Council adopted the Fylde Borough Council Coastal Strategy and Action Plan 2015 to 2032. As this was a new area of activity for the Council and a new policy document the Council took the decision to review the document on an annual basis for an undetermined period. This work was completed by the Community Focus Scrutiny Committee on two previous occasions and was approved by Cabinet. The Coastal Strategy now falls within the remit of the Operational Management Committee.

SOURCE OF INFORMATION

Director of Development Services

LINK TO INFORMATION

Fylde Council Website <https://new.fylde.gov.uk/council/coastal-strategy/>

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

Previously Cabinet at its meeting of 25th March 2015 asked that an annual monitoring report on the Fylde Borough Council Coastal Strategy and Action Plan 2012 to 2032 be presented to the appropriate service committee. This report provides that opportunity and should the Operational Management Committee request further details on any part of the Coastal Strategy, Officers will prepare a response/further information.

FURTHER INFORMATION

Contact Darren Bell, Head of Technical Services, Darren.bell@fylde.gov.uk Tel 658465

INFORMATION NOTE



Fylde Coastal Strategy- Update

At its meeting on 25 March 2015, Cabinet *RESOLVED*:

1. *To formally adopt the Fylde Council Coastal Strategy and associated action plan to deliver the long term Vision for the Regeneration of Fylde's Coastline from 2015 -2032.*
2. *To establish a project board to oversee the delivery of major infrastructure projects relating to the Coast, commencing with the Restoration of Fairhaven Lake and Gardens linking with the replacement sea defence project.*
3. *The production of an annual monitoring report to report the progress of the Coastal Strategy /Action Plan through the appropriate service committee.*

1. Considerable progress is being made with the delivery of the Coastal Strategy, the major key actions have been identified and summarised below -

- **Theme 1 Green Infrastructure and Landscape** Fylde Council has been approached by Natural England regarding the North West phase of the England Coast Path. The England Coast Path is a proposed long-distance National Trail which will follow the coastline of England. When complete, it will be 2,795 miles in length. The North West section of the trail will stretch from the Scottish Border to the Welsh Border, skirting the Lake District, Morecambe Bay, Fylde Coast and Liverpool. The England Coast Path has been possible because of a new law in the UK, the Right of Coastal Access, giving to people for the first time the right of access around all England's open coast. The Council will work with Natural England to progress the trail including defining routes and incorporating associated way-marking into the Coastal Signage Strategy. The project to link Lytham Green with the new open space fronting Lytham Quays (the new green) was in part funded by a Section 106 contribution from the Danbro development. The first phase is being developed to include signage and interpretation material and was implemented in 2018. The second phase will be the physical construction of a footpath link from Lytham Green around Jubilee House and onto the Lytham Quays Estate which is currently being designed and may the subject of capital bid.

- **Theme 2 Coastal Protection –**

- (ii) Coast Protection Scheme

Fairhaven to Church Scar Coast Protection Scheme

The Council, in partnership with the Environment Agency, are replacing the sea defences, as the existing defences are time expired and currently failing. The current defences were built in the 1890's and have been undergoing emergency repairs every year to prevent a major breach.

The Scheme will provide new coastal protection at Fairhaven and Church Scar, including upgrading to the promenades. This will help to make sure that the area is both a great place to live and to visit.

Additional funding of £2m has been secured from the Environment Agency to create a stepped revetment and associated promenade at Granny's Bay to bridge the gap between Fairhaven and Church Scar.

The project consists of two phases for certain noisy operations, due to a constraint in avoiding disturbing over-wintering birds. Phase 1 started early January 2018 at Church Scar, and phase 2 will follow at Fairhaven. The Scheme itself is due to be opened in 2020.

➤ **Theme 3 Water Quality**

The major action is the implementation of the new bathing water directive. The first report on water quality under the revised directive was at the end of 2015 bathing water season.

2018 Water Quality Results

St Annes Pier	Good
St Annes North	Good

Bathing water quality in 2018 at St Anne's Pier and St Anne's North has achieved a good water quality result. There have been year on year improvements in water quality. United Utilities continue to invest to improve water quality on the Fylde Coast. The £35m South Fylde drainage scheme aims to reduce the amount of rainwater which gets into the sewer reducing the risk of sewage backing up which prevents polluted water going into the sea at times of overflow.

➤ **Theme 4 Nature Conservation and Habitat Improvement**

Fylde encompasses a number of nationally ecologically significant coastal assets including the Fylde Sand Dunes and Ribble and Alt Estuary Sites of Special Scientific Interest. To support in the protection, promotion and management of such assets, a brand new team of Rangers and a Coastal Patrol Officer was appointed in April 2018. Following a year of establishment, the new team has proved a huge success and has delivered a range of environmental projects, events and activities alongside community groups.

The key priority for the team during 2019 – 2020 will be the completion and launch of a new Fylde Schools Education Programme, targeted towards providing National Curriculum based classes and workshops to primary and secondary students, facilitating greater engagement in Fylde's natural, coastal environment.

The Ranger Service will also be encouraging people to get involved in their local environment through the development of environmental volunteer programmes including a Volunteer Ranger Service, Volunteer Beach Wardens and a Junior Rangers Club. This will enable the Parks and Coastal Service to build service capacity as well as involve a broader range of local residents in the practical care of Fylde's Environment.

Fylde Council is also successfully leading a partnership with Blackpool Council and Lancashire Wildlife Trust in the management of the Fylde Sand Dunes Project, ensuring the protection and improvement of the dune habitat in its role as soft sea defence and nationally significant conservation area. The Fylde Sand Dunes and the Ribble Estuary saltmarsh are nature's defence from the sea, providing protection from high tides and storm surges which are predicted to increase with climate change. The dunes and saltmarsh have statutory protection and serve as an important soft sea defence for Fylde, protecting the coast from flooding and coastal erosion. They also have significant European and national ecological value, supporting nationally rare plants, invertebrates and bird species.

Environment Agency grant funding to the total value of £717,000 was secured in December 2016 by the partnership to continue the project and associated staff and operational costs for a further five years. The funding is being utilised to fund the project team as well as manage and improve over 80 hectares

of dune estate. Persimmon Homes on the old Pontin's site also contributed £225,000 in Section 106 funding in March 2017 to cover the costs of an Area Conservation Ranger and transport for a 5 year period. There is a £40,000 budget included within the section 106 funding to cover environmental projects in the area, to mitigate the effects of increased usage from new residents in the area.

The Fylde Sand Dunes Project team's key priorities for 2019 – 2020 include the design and installation of new dune entrance points with associated signage to educate and guide users across the estate. A programme for dune stabilisation works opposite the Persimmon Homes development is also planned to address the collapsing dune hills opposite Clifton Drive North.

➤ **Theme 5 Visitor Economy**

The Visitor Economy makes up an important industry in Fylde, accounting for 1 in 10 jobs and attracting 3.3 million visitors generating £249 million spending in the local economy each year.

Regular networking events and direct dialogue are undertaken with Fylde based tourism businesses, plus tourism officers from Blackpool, Wyre and the county's official Destination Management Organisation (DMO) Marketing Lancashire.

The Council's Tourism Officer is working with partners to organise the major events such as the St George's Day Charity Festival, the Lytham 1940s Wartime Weekend, Lytham Festival and St Annes International Kite Festival.

The formation of the St Annes on Sea Enterprise Partnership under the Coastal Communities Initiative seeks to bring together a variety of organisations to promote and enhance the offer of the town. It has adopted a Strategy and Action Plan to promote and enhance the visitor offer and the Council is a formal partner. An important aspect of its remit is to promote and extend the visitor offer through the expansion of events.

The Council allows motorhomes to park overnight for up to three nights on St Annes Swimming Pool Car Park and North Beach Car Park. This encourages a sector of the tourism economy to explore Fylde's coastal strip and contribute to the local economy.

➤ **Theme 6 Culture, Leisure, Sport and Recreation**

The Council is working in partnership with the Arts Council and the Fylde Arts partnership to develop a strategic framework to maximise arts opportunities across the Fylde Coast and identify opportunities for investment. A specialist arts development officer is now in post.

The development of an arts project known as Coastal Explorers is underway which could see a dedicated arts related built facility trialled on the coast at Granny's Bay. This would bring in third party arts organisations on a scheduled programme. The Council has allocated funds to this project should external funding be achieved, including from the Arts Council. If successful, this trial may result in a further development in the future.

The Council is working with Sport England to develop sports facilities and programmes across the Borough. The Council is proposing to submit a bid to Sport England to provide multi-sport class room facilities and changing facilities at Fairhaven Lake.

Through the planning process a sports built facilities review is being undertaken which will inform Future Leisure provision across the Borough. This will be used as an evidence base to support the Borough Wide Local Plan. This work was completed in 2016 and continues to influence projects across the Borough.

The Council created a water play facility (Splash!) on the Promenade Gardens on the site of the former paddling pool. This project, which has included the involvement of a local Friends group, has regenerated an area of the Promenade Gardens that isn't well used and provided a facility that has attracted residents and visitors alike.

➤ **Theme 7 Heritage Assets**

The Council's Heritage Strategy has now been formally published with three immediate actions

- Formation of a Heritage Forum which is aimed at drawing together a number of organisations and individuals that can help to deliver the projects contained within the approved Action Plan, which forms the implementation element of the Strategy. This will be established in 2019.
- The compilation of the Local List of Buildings that was 'piloted' in the Fairhaven area in 2016 & 2017 has now been rolled out and is now across the Borough. Lytham and St. Annes has now been reviewed and local listing completed with some 113 buildings now on the local list. A review of conservation areas is part of the broader Borough heritage review and is commencing this calendar year. Undertaking of conservation area appraisals and management plans that are extremely valuable for development management purposes will follow on from the review.
- The Council is working with Lytham Hall Partnership in working with a strategic management plan for Lytham Hall, the Borough's only grade 1 listed building. The Council is working in partnership with the Pier Company to produce a shared plan for the future maintenance and management of the pier. The council applied for Coastal Revival Fund grant funding to assist in bringing forward structural repairs and enhancement to ensure its long term viability and economic success.

➤ **Theme 8 Place Making**

- The Council have supported a grant application to the Heritage Lottery Fund (HLF) for the restoration of Fairhaven Lake & Gardens since 2011 and have committed capital funding to the project as detailed in this report. Two previous unsuccessful bids were made to the HLF in 2011 and 2014.
- The Council submitted a third and final funding application to the HLF in August 2016 for a development grant to restore Fairhaven Lake & Gardens. The bid was prepared under the 'Parks for People' strand of the Heritage Lottery which is specific to the restoration of historic parks and gardens.
- In January 2017 the Council was informed that the bid had been successful and a development grant of £165,500 was awarded for the project, on the condition that match funding of £54,866 was provided by Fylde through internal or external financial contributions, providing a total capital budget of £220,366, to provide Fylde Council with the opportunity to prepare a second round capital bid to the HLF.
- Two project officers were recruited in August 2018, alongside a multi-disciplinary team of consultants to develop a capital grant (second round) application to the HLF. The second round application to the HLF was made in August 2018 for £1,476,600, on the condition that partnership funding of £960,897 was secured to make an overall total project budget of £2,437,497.
- In December 2018, the Council was successful in securing the second round capital grant from the Heritage Lottery Fund of £1,476,600 for the restoration of Fairhaven Lake & Gardens. The grant has been awarded on the condition that match funding of a further £960,897 is provided by Fylde Council, through internal and external financial contributions, providing a total capital budget of £2,437,497.

- On the award of a second round grant, the HLF specified a list of ‘approved purposes’ that must be achieved in order to deliver the key aspects of the project that were specified within the application. The approved purposes must be achieved and are conditional to claiming the grant.

The ‘approved purposes’ that must be achieved under the terms of the second round grant are:

- **Lake Works:** Improving lake condition, water quality, interest and accessibility by:
 - Removing silt, installing aeration-pumps and restoring edges and footpaths;
 - Upgrading pontoon;
 - Forming a beach;
 - Preparing island to be a forest school;
 - Creating a winter wader roost on another island; working with Fylde Bird Club and RPSB.
- **Historic Buildings:**
 - Pavilion Café: removing inappropriate extensions to expose original features, including colonnaded veranda and internal cornice details; remodeling east elevation to restore roof based on the original architect’s intentions; reconfiguring the interior, levelling the split floor and introducing accessible toilets;
 - Pagoda: exposing original timber and ironwork roof structure and removing alterations to open space as a welcome and interpretation centre
 - Boathouse (to become the Watersports Centre): reconfiguring to provide a classroom and facilities for lake users (toilets, changing facilities and storage) within a new insulated shell.
- **Landscaping:**
 - Restoring to use Mawson’s Japanese Lagoon Garden;
 - Upgrading tennis courts;
 - Installing adventure play park;
 - Providing sustainable tree/shrub displays suitable for the challenging coastal environment;
 - Creating Mawson’s Lookout over the Estuary;
 - Working with Lancashire Gardens Trust, establishing a volunteer-run plant nursery.
- **Interpretation:** Providing interpretation to include:
 - Welcome panels;
 - Pagoda exhibition;
 - Trail waymarking and information;
 - Website improvements;
 - Temporary exhibition area.
- **Activity Programme** for the general public and targeted groups, including:
 - Community archaeology dig(s) at the Japanese Garden and site of the World War II observatory;
 - Annual Events: regatta, open day, Heritage Open Days, Big Picnic;
 - Annual on-site and outreach talks and guided walks, including work-in-progress tours;

- Memories workshops and oral history collection leading to Community Theatre performances;
 - Running a Heritage Hub in the Pagoda, with changing exhibitions prepared by local groups, including those not well represented in the heritage;
 - Family activities: drop-in sessions, orienteering, buggy walks, Family Heritage Afternoons targeted at hard-to-reach audiences;
 - Specially designed activities for users of health and wellbeing services and children and families agencies;
 - An expanded programme of watersports activities including swimming, sailing, canoeing, kayaking and paddle boarding;
 - Informal learning resources: quizzes, trials, self-guiding leaflets, web-based resources.
- **Formal Education:**
 - Delivering activity programme for primary schools;
 - Offering work experience opportunities for local college students studying tourism, media, landscape and horticulture;
 - Creating and making available on-line resources.
- **Volunteering:**
 - Training and developing new and existing volunteers to support the park and contribute to the Friends of Fairhaven Lake, the whole park Steering Group, a Heritage Advisory Panel and a Youth Steering Group;
 - Appointing a Volunteer coordinator.
- **Staffing:**
 - Employing a Project Officer (FTE) and an Activity Development Officer (0.6FTE).
- **Marketing**
 - Marketing the park's offer to ensure take-up.

The current capital works will be delivered between June 2019 and March 2022, with the Activity and Events programme running concurrently for 3 years until January 2022.

The next phases of the Regeneration Programme for Lytham and St Annes will be commenced in June 2019 and will include enhancements to Wood Street, Lytham Town centre and the Square Link.

The next phase of the Regeneration Programme will include the Square Link, which will link St Annes pier with the Square (£110,000) and will be completed September 2019. The next phase for Wood Street (£400,000) is being planned for September 2019 and will be completed by March 2020.

The first phase of the Lytham Regeneration Scheme will commence September 2019, with the second and third phases being completed by March 2021 and March 2022 respectively. The budget for the Lytham Regeneration Scheme is £670,000 (phased over three years), which has been increased by £130,000 through S106 contributions.

Phase 4 of the Woodlands Road Public Realm scheme (£110,000) is almost complete. The only outstanding element is the tree planting, which will be done during the next planting season (October 2019 to April 2020).

Public Realm improvements have been carried out at St Annes pier. The improvements, which were funded via the Coastal Revival Fund at a cost of £48,000, are approximately fifty percent complete.

➤ **Theme 9 Access and Transportation**

The key actions of the Coastal Strategy in terms of transport have been fed into the Fylde Coast Highways and Transport Master Plan.

Coastal strategy action to develop a network of pedestrian and cycle links to and around the coast fed into Lancashire Cycling and Walking Strategy.

Funding for the proposed M55 link road is being confirmed to achieve accelerated construction of the scheme as soon as possible.

➤ **Theme 10 Marketing Promotion and Publicity**

The Council has developed a signage strategy for the Fylde Coastal Strip with the aim to improve navigation, information and interpretation along the coast as well as safety and security of the users of that area. A capital budget of £60k has been set aside in the 2019/20 Councils Capital Programme to enable the existing signage to be reviewed and new signage to be introduced to improve the visitor experience and create an identity to the Coast.

In 2018 the Council achieved Keep Britain Tidy's Seaside Award for St Anne's Amenity Beach. The scheme is a nationwide standard for the best beaches across the UK which guarantees visitors will find a clean, safe, attractive and well managed beach.

The Council achieved 6 Green Flag Awards and 32 In Bloom Awards in 2015.

Communications are achieved through dedicated Facebook and Twitter accounts which are tourism facing (Discover Fylde) and Fairhaven Lake accounts, plus the www.discoverfylde.co.uk website which carries events and information about the coast.

The Council is a partner along with St Annes Town Council, Blackpool Council and Wyre Council in a Fylde wide coastal project funded by £985K of Coastal Communities Funding looking at improving the coastal destination from a visitor perspective including a range of marketing opportunities (apps and web), business support and events.

The viability of a Blue Flag Award has been explored in 2019 for Fylde beaches. A full mock Blue Flag Award assessment was undertaken by the Parks and Coastal Services team against the award criteria and a decision was made to pursue an application for St Annes Amenity Beach pending 'Excellent' water quality status. A number of infrastructure and interpretation improvements has been made in anticipation of an application and to heighten visitor experience.

Fylde Council was successful in retaining a Seaside Award from 2018 - 2019 for St Annes Amenity Beach. An annual application is submitted by the Parks and Coastal Services team to Keep Britain Tidy to raise the profile of our excellent coastline. Seaside Awards are presented to the best beaches in England and celebrate the quality and diversity of our coast.

FURTHER INFORMATION AVAILABLE FROM

Darren Bell, Head of Technical Services, email darren.bell@fylde.gov.uk, 01253 658465.

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	20 JUNE 2019	7

FAIRHAVEN TO CHURCH SCAR COAST DEFENCE WORKS

PUBLIC ITEM

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

SUMMARY OF INFORMATION

An update is given on the progress of the Fairhaven to Church Scar Scheme (the Scheme).

SOURCE OF INFORMATION

The Scheme's Project Manager (Mike Pomfret).

LINK TO INFORMATION

Please see the attached summary note.

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

This update is given to keep the Committee informed of the progress of the Scheme.

FURTHER INFORMATION

Contact Mike Pomfret, mike.pomfret@fylde.gov.uk.

Summary Note

- The overall Scheme remains on budget and time. Whilst the Completion Date for the whole Scheme is 31st March 2020, there are efforts to open up Church Scar ahead of the programme as and when it is safe and practicable to do so.
- The key items remaining at Church Scar are:
 - Safe pedestrian and emergency vehicle access/egress at either end of the Church Scar promenade. The promenade / seawall tie in from Church Scar to the existing/low Granny's Bay defences has been stopped to avoid what would have been abortive works, now funding has been received to renew / increase the height of Granny's Bay defences.
 - Final installation of street furniture (lighting, safety signage, seating).
- Regarding the key items at Fairhaven:
 - Over 30% of the stepped units have now been installed to form the new revetment.
 - Drainage work has commenced at Stanner Bank car park.
 - Work has begun on the inlet / outlet structure at the Lake. This vital work will help to maintain water quality within the lake, as well as enabling the endangered eel species to pass in and out of the lake during tidal periods.
- Following the site compounds being set up at Stannah Bank Car Park and St Pauls Car Park for the construction works at Fairhaven; the contractor is to commence works on the reinstatement of the 'Fairlawn Triangle'.
- The latest public newsletter (May 2019) has kept the public informed with the project.
- The Customer Experience Centre has now had over 1,000no people attending since its opening, with 322no people signed up for email notifications for the latest newsletters and general information.
- Following receipt of funding and detailed design, negotiations are underway for the construction of Granny's Bay. Granny's Bay is currently forecast to be complete in Summer 2020.



May 2019 – Church Scar, Completed section at Ch. 2000m looking West



May 2019 – Fairhaven, Photograph taken from Ch. 900m Looking West of the Completed PCC Units

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	20 JUNE 2019	8
CAR PARKING UPDATE ON RESIDENT PERMIT SCHEME			

PUBLIC ITEM

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

SUMMARY OF INFORMATION

The Fylde Residents' Permit Scheme was established to provide those who live within the Borough the opportunity to obtain an annual permit to park in a variety of Council owned and operated car parks for up to 2 hours a day during the summer season and up to 4 hours a day over the winter period on a single car park. The following is a further update on the success of the scheme to the information reported at the meeting of 22/05/2018.

SOURCE OF INFORMATION

Fylde Borough Council Permit Database.
 Operational Management Committee Information Report of 20th June 2019:

INFORMATION ATTACHED ON

Fylde Residents' Permit Scheme

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

To provide the committee with an annual update on the Fylde Residents' Permit scheme.

FURTHER INFORMATION

Contact - Andrew Loynd, Technical Support Manager, 01253 658 527

INFORMATION NOTE

CAR PARKING UPDATE ON RESIDENT PERMIT SCHEME

Fylde Resident Permit Scheme

Below are details of the number of permits and reissued permits (e.g. if the permit has been lost after being issued) that were purchased since the scheme started. During the pilot year all permits expired on 30th April 2015 irrespective of when they were purchased. Subsequently it was agreed that the scheme should be made permanent with the conditions slightly adjusted. This was promoted in the Council Tax leaflet sent to all Fylde Borough Residents in mid-March 2015, which resulted in many applicants for the revised scheme over the following weeks. The scheme has been promoted in subsequent Council Tax leaflets each year since which has resulted in a further increase in applications. As such the middle of March is used to define each annual period for comparison purposes. The scheme was refined and expanded in 2016/17.

Table 1: Number of Permits Issued

Period	New	Renewed	Total Permits	Replacements
Pilot Phase (01/05/14 to 08/01/15)	105	N/A	105	9
01/03/15 to 13/03/16	150	79	229	13
14/03/16 to 12/03/17	223	70	293	12
13/03/17 to 13/03/18	158	163	321	24
14/03/18 to 10/03/19	177	204	381	25

Table 1 shows that the number of permits issued has increased each year supported by many of the existing customers renewing their permits with new customers to compensate for those that have not renewed.

Table 2: FRPS Income

Period	New and Renewed	Replacement	Total Income
Pilot Phase (01/05/14 to 08/01/15)	£2,187.15	£112.50	£2,299.65
01/03/15 to 13/03/16	£4,770.07	£162.50	£4,932.57
14/03/16 to 12/03/17	£6,103.19	£150	£6,253.19
13/03/17 to 13/03/18	£6,686.43	£300	£6,986.43
14/03/18 to 10/03/19	£7,936.23	£312.50	£8,248.73

With permits (new and renewed) costing £20.83 (£25 inc. VAT) and replacements £12.50 (£15 inc. VAT) the income from the scheme is set out in table 2.

The number of permit holders has increased slowly year-on-year. Once annual user numbers pass 1,000 the committee will be asked to review the scheme in accordance with the Cabinet resolution of 14th January 2015 and re-stated by the Operational Management Committee of 13th September 2016.

FURTHER INFORMATION AVAILABLE FROM

Contact - Andrew Loynd, Technical Support Manager, 01253 658 527

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
OFFICE OF THE CHIEF EXECUTIVE	OPERATIONAL MANAGEMENT COMMITTEE	20 JUNE 2019	9
THE RESIDENTS SURVEY 2018			

PUBLIC ITEM

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

SUMMARY OF INFORMATION

The report provides details of the background to the Residents Survey along with the latest satisfaction levels from the 2018 data set. Satisfaction with services, the Council and the local community is compared against previous data sets as well as the cumulative outcomes. The report includes any proposal to learn from the process or take action in response to the findings.

SOURCE OF INFORMATION

Resident survey questionnaire:

www.fylde.gov.uk/haveyoursay

LINK TO INFORMATION

www.fylde.gov.uk/haveyoursay

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

The outcome of the Resident Survey is reported to the Operational Management Committee which has the remit for customer services. The information is relevant to almost all council services.

FURTHER INFORMATION

Contact:

Allan Oldfield allan.oldfield@fylde.gov.uk

Alex Scrivens alex.scrivens@fylde.gov.uk

Information

1. The Resident's Survey was introduced in 2012, it is a very simple questionnaire with 10 short questions that can be completed in as little as 30 seconds (Appendix 1). The survey replaced the compulsory Place Survey, which cost approximately £7000 per annum and was abolished in 2009 the current survey is delivered within existing resources. The survey allows customers to have their say on the services they pay for.
2. The questionnaire can be completed online at any time with the results reported annually based on the number of completed questionnaires during the year. The questions focus on the main front end services as well as the residents experience, perception and knowledge of the local authority. Apart from the planning and customer service questions it is possible to provide an informed response to the questions without having had direct contact with the Council e.g. a valued judgment on parks, refuse, street cleansing and value for money from the Council.
3. The objective is to get an overview of satisfaction with services and the Council that can be used to identify areas for improvement and allow comparison over time. In many cases the high level overview that the survey provides supplements service based customer research carried out in a number of areas. The survey is live gathering feedback all the time and it is possible to view at any time the latest results, the data set is automatically updated so cumulative results are live.
4. The table in Appendix 2 includes four years data from 2012 to 2018 and the cumulative results of over 4367 responses to date. The comparable data that is possible from the last compulsory Place Survey in 2008 is included to provide context though it is accepted that the Place Survey was a paper based household postal survey as opposed to a predominantly online survey.
5. The 2018 data set for the questions asked is included in Table 1.

Table: The 2018 Residents Survey Results

QUESTIONS (Percentages figures are of those who rated as satisfied, good or excellent)	2018 Response
How would you rate the refuse collection service at Fylde	94%
How would you the household recycling service at Fylde	89%
How would you the parks and open spaces in Fylde	96%
How would you the cleanliness of the streets in Fylde	78%
How would you the planning service at Fylde*	68%
How would you the customer service at Fylde*	87%
Overall I would rate the Fylde as a place to visit *	97%
Overall I would rate Fylde as a place to live	95%
How would you the value for money I receive from Fylde Council	78%
Overall and taking everything into account , would rate Fylde Council	86%

**Percentage of respondents that had used the service or visited.*

6. The results from the 2018 Residents Survey data set show high levels of satisfaction consistent with the previous two years data and significantly improved on the 2008 Place Survey comparable data. The levels of satisfaction from the Residents Survey are exceptional with many in excess of 80% which is well within the top quartile (top 25%) of results that are achieved in comparable research carried out by other organisations.
7. Survey research indicates there is always a lower level of satisfaction with regulatory and enforcement services because of the nature of the decisions that have to be made, the expectations of the customer and the negative outcome for a number of customers. Two questions refer directly to the Council, about value for money and overall performance. The results from the Residents Survey show 78% of respondents felt that the Council delivered value for money and 86% were satisfied with the Council performance overall.

Attached documents:

- Appendix 1 – The Resident Survey Questionnaire
- Appendix 2 – The Resident Survey Results

Appendix 1: THE RESIDENT SURVEY QUESTIONNAIRE

At Fylde Council it is important that customers have their chance to rate the services they pay for and provide feedback that helps us to improve. You can have your say and help make a difference to the services you pay for by completing the short questionnaire below. The survey takes no more than two minutes to complete.

I would like to thank you in advance for your support. Yours

sincerely

Allan Oldfield
Chief Executive

SERVICES THE COUNCIL DELIVERS:

1. I would rate the refuse collection service at Fylde as:

- ☐ Excellent
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Very Poor

2. I would rate the household recycling service at Fylde as:

- ☐ Excellent
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Very Poor

3. I would rate the parks and open spaces in Fylde as:

- ☐ Excellent
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Very Poor

4. I would rate the cleanliness of the streets in Fylde as:

- ☐ Excellent
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Very Poor

5. I would rate the planning service at Fylde as:

- ☐ Excellent
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Very Poor
- ☐ N/A

6. I would rate the customer service at Fylde as:

- ☐ Excellent
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Very Poor
- ☐ N/A

7. Overall I would rate the Fylde as a place to visit as:

- ☐ Excellent
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Very Poor

8. Overall I would rate Fylde as a place to live as:

- ☐ Excellent
- ☐ Good
- ☐ Satisfactory
- ☐ Poor

☐ Very Poor

9. I would rate the value for money I receive from Fylde Council as: ☐

Excellent

☐ Good

☐ Satisfactory

☐ Poor

☐ Very Poor

10. Overall and taking everything into account, I would rate Fylde Council as:

☐ Excellent

☐ Good

☐ Satisfactory

☐ Poor

☐ Very Poor

11. We would like to keep you informed of Fylde Council news, events and for you to have your say on Fylde Council and community matters. If you would like us to keep you updated please enter your email address below, we will never share your email or any other details with anyone else.

Appendix 2: The Resident Survey Results Table

QUESTIONS <i>(Percentages figures are the percentage satisfied, good and excellent)</i>	2018 (431 responses)	2017 (610 responses)	2016 (136 responses)	2015 (461 responses)	2014 (608 responses)	2013 (829 responses)	2012 (1583 responses)	Overall 2012-18 Average (responses 4658)	2008/09 LGA Place Survey (1224 responses)
How would you rate the refuse collection service at Fylde	94%	90%	92%	97%	94%	95%	93%	94%	76%
How would you the household recycling service at Fylde	89%	86%	87%	93%	92%	93%	91%	90%	78%
How would you the parks and open spaces in Fylde	96%	93%	98%	95%	94%	94%	93%	95%	68%
How would you the cleanliness of the streets in Fylde	78%	73%	83%	85%	83%	83%	81%	81%	65%
How would you the planning service at Fylde*	68%	60%	79%	69%	63%	70%	71%	69%	52%
How would you the customer service at Fylde*	87%	74%	89%	89%	89%	88%	90%	87%	n/a
Overall I would rate the Fylde as a place to visit	97%	95%	90%	97%	97%	97%	95%	95%	n/a
Overall I would rate Fylde as a place to live	95%	94%	99%	97%	97%	97%	95%	96%	87%
How would you the value for money I receive from Fylde Council	78%	70%	82%	84%	85%	85%	81%	81%	63%
Overall and taking everything into account , would rate Fylde Council	86%	76%	87%	92%	90%	90%	88%	88%	n/a

*Only includes percentage of the respondents that **have used** the service

N.B. **Removed in 2014 Questions – Q)** How would you rate the shopping facilities in Fylde **and Q)** Rate the feeling of being safe when out at night.

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	20 JUNE 2019	10
CAPITAL PROGRAMME MONITORING REPORT 2018/19 – OUTTURN POSITION 31st MARCH 2019			

PUBLIC ITEM

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

SUMMARY OF INFORMATION

This report sets out details of expenditure on schemes within the Council's approved capital programme for the financial year 2018/19.

SOURCE OF INFORMATION

The report is based upon information on capital programme expenditure on a scheme by scheme basis extracted from the Council's financial ledger system for the period to 31st March 2019.

LINK TO INFORMATION

<https://new.fylde.gov.uk/council/finance/budget-monitoring/>

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

The purpose of this report is to provide an update of the Council's approved Capital Programme as at the financial year-end, 31st March 2019. The Committee is directed to take particular note of those schemes which are under the Committee's remit.




Further information on the financial outturn position for 2018/19 will be contained within the MTFS Outturn Report to the Finance and Democracy Committee in June 2019.









FURTHER INFORMATION




Contact Paul O'Donoghue (Chief Financial Officer)






e-mail: paul.o'donoghue@fylde.gov.uk Tel: 01253 658566




CAPITAL OUTTURN 2018/19






KEY:	 SCHEME DELIVERED TO BUDGET DURING THE YEAR  SCHEME UNDERSPENT AGAINST BUDGET  SCHEME OVERSPENT AGAINST BUDGET
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APPROVED SCHEMES	Financing Source	Latest Budget 2018/19 £000	Actual Outturn 2018/19 £000	Variance £000	Variance	See key	Slippage Requested £000	Comments
<u>FINANCE & DEMOCRACY COMMITTEE</u>								
Accommodation Project - Phase 8 - Town Hall Car Park	Capital Investment Reserve / borrowing / general asset disposal receipts	238	205	33	Underspent		33	This scheme relates to the final element of the Accommodation Project comprising car parking, civic garden and associated landscaping works. The project has been a key scheme for the Council and sees the accomplishment of a long-held ambition to refurbish the town hall premises. The contractor for the works was unable to complete all aspects within the initial timescale and the project is now expected to be completed by early 2019/20. Slippage is now requested to provide the necessary funding for this final element in 2019/20.
Sub total		238	205	33			33	
<u>TOURISM & LEISURE COMMITTEE</u>								
Ashton Gardens Depot	Proceeds from the sale of surplus Council Assets	120	120	0	On target		0	The scheme has been completed within the approved budget during the year.
Fairhaven Lake & Promenade Gardens - First round	Capital Investment Reserve	112	108	4	Underspent		0	The scheme has been completed within the approved budget during the year.
Promenade Gardens Water Play Facility	Capital Investment Reserve	259	259	0	On target		0	The scheme has been completed within the approved budget during the year.
Promenade Footways	No external finance - funded by borrowing/general asset disposal receipts	40	45	-5	Overspent		-5	There has been an accelerated spend on promenade footway improvements in 2018/19 to achieve future years savings. The budget will be reduced by £5k in 2019/20 to offset the additional spend for 2018/19.
Staining Playing Fields Development Scheme	Capital Investment Reserve	152	1	151	Underspent		151	The commencement of this project has been delayed due to the time required to obtain planning approval (which was longer than originally anticipated) and a change to the scope of works through the design and build process agreed in consultation with the Parish Council and the Friends Group. The amended scheme involves the inclusion of sand slitting and levelling works. The scheme was originally planned to commence in late 2018/19 but this has slipped into the start of 2019/20. Slippage is requested to provide the necessary funding for the scheme to be delivered in 2019/20 and into 2020/21.
Town Hall Arts Store Improved Storage Facilities	Capital Investment Reserve	50	47	3	Underspent		0	The scheme has been completed within the approved budget during the year.
Lytham Hall Restoration - Coastal Revival Fund	Specific Grant	43	43	0	On target		0	The scheme has been completed within the approved budget during the year.
Sub total		776	623	153			146	





KEY:		SCHEME DELIVERED TO BUDGET DURING THE YEAR
		SCHEME UNDERSPENT AGAINST BUDGET
		SCHEME OVERSPENT AGAINST BUDGET




APPROVED SCHEMES	Financing Source	Latest Budget 2018/19 £000	Actual Outturn 2018/19 £000	Variance £000	Variance	See key	Slippage Requested £000	Comments
OPERATIONAL MANAGEMENT COMMITTEE								
Replacement Vehicles	Capital Investment Reserve / Borrowing / S106 Developer Contributions / Direct Revenue Finance	1,462	1,314	148	Underspent		148	A number of operational vehicles of a bespoke specification and with long build times have been commissioned but were not delivered to the Council by the year-end. Slippage is requested in this regard and the vehicles are now expected to be received in the early part of the financial year 2019/20.
Coastal Cleansing and the Provision of Beach Bins	Capital Investment Reserve	25	25	0	On target		0	The scheme has been completed within the approved budget during the year.
Public Transport Improvements	S106 Developer Contributions	48	18	30	Underspent		30	This scheme relates to developer contributions (s106) funding that is paid to Lancashire County Council (LCC). The funding will contribute to the delivery of improved public transport services where an enhanced public transport requirement is identified as a result of increased housing development. These payments may be made over a period of several years and in this instance the s106 agreement allows for payments to be made up until 2028. Slippage of the unspent amount of £30k is requested in order that the full amount may be paid to LCC in later years at the appropriate point in time.
Fairhaven and Church Scar Coast Protection Scheme	Specific Government Grant (Environment Agency) / Capital Investment Reserve	11,500	9,224	2,276	Underspent		2,276	Delivery of this major scheme remains broadly on schedule. However not all of the forecast expenditure for 2018/19 has been achieved. Assuming that the slippage is approved as requested the expenditure forecast will be re-phased to reflect the current expectations regarding the timing of the delivery of the scheme. Further re-phasing of the expenditure profile between the years is likely to be required as the scheme progresses and the capital programme will be updated accordingly and reported regularly to members.
Fairhaven and Church Scar Coast Public Realm Works	Capital Investment Reserve	100	0	100	Underspent		100	As a consequence of the re-phasing to the delivery of the main project as outlined above, the timing of the delivery of the public realm element has been re-phased into 2019/20. Slippage is now requested in order to provide sufficient resource for the entirety of the planned public realm scheme.
Sub total		13,135	10,581	2,554			2,554	






KEY:		SCHEME DELIVERED TO BUDGET DURING THE YEAR
		SCHEME UNDERSPENT AGAINST BUDGET
		SCHEME OVERSPENT AGAINST BUDGET

APPROVED SCHEMES	Financing Source	Latest Budget 2018/19 £000	Actual Outturn 2018/19 £000	Variance £000	Variance	See key	Slippage Requested £000	Comments
ENVIRONMENT, HEALTH & HOUSING COMMITTEE								
Disabled Facilities Grants Programme	Specific Grant (Better Care Fund) / External Contributions / Grant repayments	1,473	1,460	13	Underspent		13	This budget has seen a significant increase in central government funding since 2016/17 which has facilitated the clearance of the backlog / waiting list for disabled facility works. The slippage of £13k reflects the residual balance from 2018/19. An annual monitoring report on DFG's is due to be considered by the Environment, Health and Housing Committee later in the year. The £13k is fully allocated and represents the on-going work within the section. The slippage has allowed the service to continue into the current financial year as the Council has only recently received confirmation of the 2019/20 DFG allocation.
Housing Needs Grants	DFG Grant Repayments	19	3	16	Underspent		16	It has previously been agreed that this funding is to be used to provide additional funding - to that provided by Lancashire Country Council (LCC) - to provide affordable warmth measures to qualifying persons. During 2018/19 the funding available from LCC was committed to schemes in the first instance resulting in this underspend in the Fylde Council element. It is requested that this balance of funding is made available for further affordable warmth measures in 2019/20 when a reduced level of funding from LCC will be available for this initiative.
Affordable Warmth Scheme	Specific Grant (Lancashire County Council)	31	23	8	Underspent		8	In 2018/19 funding was provided by Lancashire County Council (LCC) for the Affordable Warmth Scheme in Fylde. Most of the funding from LCC has been spent or committed at 31st March 2019. The slippage requested is expected to be fully-utilised in 2019/20, if approved.
Affordable Housing Scheme - 93 St Albans Road Refurbishment	S106 Developer Contributions	56	56	0	On target		0	The scheme has been completed within the approved budget during the year.
Affordable Housing Scheme - Sunnybank Mill, Kirkham	S106 Developer Contributions	0	460	-460	Overspent		-460	Although the scheme was initially scheduled to be delivered during 2018/19 a number of delays in the construction phase led to the payment being re-profiled during 2018/19 into the following year within the capital programme. However, towards the latter part of the year the scheme experienced a degree of acceleration and the payment was actually then processed during 2018/19 in accordance with the funding agreement. The scheme is now complete.

KEY:		SCHEME DELIVERED TO BUDGET DURING THE YEAR
		SCHEME UNDERSPENT AGAINST BUDGET
		SCHEME OVERSPENT AGAINST BUDGET

APPROVED SCHEMES	Financing Source	Latest Budget 2018/19 £000	Actual Outturn 2018/19 £000	Variance £000	Variance	See key	Slippage Requested £000	Comments
ENVIRONMENT, HEALTH & HOUSING COMMITTEE - Cont'd								
Affordable Housing Scheme - Keenan Mill	S106 Developer Contributions	840	840	0	On target		0	The scheme has been completed within the approved budget during the year.
Affordable Housing Scheme - Church Road Methodist Church, St Annes	S106 Developer Contributions	275	275	0	On target		0	The element of the scheme scheduled to be delivered in 2018/19 has been completed within the approved budget during the year. The remaining element in the sum of a further £275k will be completed during 2019/20.
CCTV Replacement Schemes	Specific Grant (LSP Performance Reward Grant)	38	11	27	Underspent		27	This funding provides the necessary resource to replace CCTV cameras in the future in line with the agreed policy that cameras are only replaced as and when necessary. Consequently slippage of the balance of funding is requested. If the slippage is not approved there is no other approved resource to provide for future camera replacement.
Lytham Park Cemetery - Windbreak Canopy	Capital Investment Reserve	110	106	4	Underspent		0	The scheme has been completed within the approved budget during the year.
Sub total		2,842	3,234	-392			-396	

KEY:		SCHEME DELIVERED TO BUDGET DURING THE YEAR
		SCHEME UNDERSPENT AGAINST BUDGET
		SCHEME OVERSPENT AGAINST BUDGET

APPROVED SCHEMES	Financing Source	Latest Budget 2018/19 £000	Actual Outturn 2018/19 £000	Variance £000	Variance	See key	Slippage Requested £000	Comments
PLANNING COMMITTEE								
Kirkham Public Realm Improvements	S106 Developer Contributions / Capital Investment Reserve	50	45	5	Underspent		5	The scheme was substantially completed during 2018/19 and this final unspent amount will be paid when the work has been completed to the required standard and any snagging works carried out. Slippage of £5k is requested to provide for this final aspect of this phase of the scheme.
M55 Link Road - Design Fees	S106 Developer Contributions	358	255	103	Underspent		103	This scheme relates to the detailed technical design of the proposed link road. This work is progressing and payment is being made in stages as work is completed rather than as an upfront payment. Accordingly payments will be spread across a number of financial years and slippage into 2019/20 in the sum of £103k is now requested. The design works are expected to be completed by June 2019.
Coastal Footpath Enhancements	S106 Developer Contributions	20	20	0	On target		0	The scheme has been completed within the approved budget during the year.
Ansdell / Fairhaven - Public Realm Scheme	Capital Investment Reserve	110	100	10	Underspent		10	The scheme was substantially completed during 2018/19 and this final unspent amount will be paid when the work has been completed to the required standard and any snagging works carried out. Slippage of £10k is requested to provide for this final aspect of this phase of the scheme.
St Annes Pier - Coastal Revival Fund	Specific Grant	48	24	24	Underspent		24	The scheme commenced during 2018/19 and the works are progressing well. The grant funding for the full scheme is in place with completion expected during the first quarter of 2019/20. Slippage of £24k is requested to provide for this remainder of the works.
Sub total		586	444	142			142	

Total Expenditure		17,577	15,087	2,490			2,479	
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INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	20 JUNE 2019	11
YEAR-END PERFORMANCE 2018/19			

PUBLIC ITEM

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

SUMMARY OF INFORMATION

The report provides details of the key performance outcomes for the financial yearend 2018/19. Performance is reported against the targets set for the year and commentary is provided by performance exception.

SOURCE OF INFORMATION

Operational Management team input data into the InPhase corporate online system from service based performance data

LINK TO INFORMATION

<http://fyldeperformance.inphase.com> - Full Corporate Performance suite for Fylde Council

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

The performance information is relevant to the committee terms of reference and the responsibility of the committee to monitor performance of the services within its remit.

FURTHER INFORMATION

Contact: Alex Scrivens, Performance & Improvement Manager (01253 658543 or alexs@fylde.gov.uk).

**Year-end Commentary by Performance Exception for the
Operational Management Committee**

******* PERFORMANCE ABOVE TARGET *******

Commentary is provided to explain why progress has exceeded target, with details of how this will be maintained.

PM03: Number of complaints received (Corporate) was 28, last year's comparison figure was 93, the target is 120. *After a review of the complaints recording system it was evident that changes need to be made in terms of awareness, process and understanding, with the conclusion that a new system that is easier to access, categorise and navigate will be developed. However, after extensive checks of the data there is no evidence to support that the recorded incidents are incorrect and that complaints have reduced, the recording and evidence base linked to missed bin collections and other operational service areas has led to a significant decrease in the number of complaints in what were traditionally high volume areas.*

PM102: Current Operator Compliance Risk Score (traffic light) status is green this being the best score, last year's comparison status was green and the target is green.

The operator licence risk score for Fylde Council is in the green giving a very good 'satisfactory' status. This is supported by a full annual audit carried out independently by the Freight Transport Association. Accreditation provides an

independent, best practice review of workshop procedures and set up, highlighting best practice compliance in areas

such as premises, equipment, technical staff, management, clerical staff, documentation, quality and appearance. This is further confirmed by the facility's I'TE Workshop Accreditation (Institute of Road Transport Engineers).

PM55: Missed bins as a percentage of all collections was 0.03%, last year's comparison figure was 0.04%, the target is 0.05%.

The Depot constantly strives to reduce the number of genuinely missed bins on collection. This has been helped by the use of the Bartec In Cab recording system which details the specific addresses for collection by individual rounds, avoiding missed bins. This system allows the driver to record comments such as 'bin not out', 'incorrect bin presented' and 'contaminated bin' against any bins incorrectly reported as missed bins so that accurate data on genuine missed is captured.

PM64: % satisfaction with IT service overall was 100%, last year's comparison figure was 100%, the target is 95%.






Continuous closer interaction with staff and ability to supply feedback on every closed helpdesk call has allowed staff using the service to provide better and more detailed feedback which we actively monitor to chase up any negative feedback to fully understand ICT user's needs. This will be maintained by continuing to monitor how we react to helpdesk calls and continued refresher training on customer care as well as technical training so as to meet our customer satisfaction expectations. Learning from the customer also has helped in continuous tailoring of the ICT induction for new starters leading to reduced helpdesk calls and a higher satisfaction rate.

******* PERFORMANCE BELOW TARGET *******


Commentary is provided to explain why performance is currently not on target, with details of any corrective action.

None to report.

PERFORMANCE KEY ICON STATUS

	Over Performance – the indicator is over performing against target
	On Track – the indicator is performing within tolerance of target.
	Cautionary Under Performance – the indicator is moderately under performing. Whilst the indicator has slipped from target it maybe a minor blip overall or minor action will remedy it.
	Under Performance – the indicator is under performing against target.
	Missing Data – the indicator is missing data, this could be due to lag in data in the way the information is collated, or because its currently unavailable.
N/A	Not Applicable – no comparable data available. This could be due to the methodology being change or being a new measure created.

APPENDIX 1: Performance Measures mid-year performance (1st April 2018 – 31st March 2019)

Operational Management						
Local Key Performance Indicators	Frequency	Good Performance Is	APR 2017 MAR 2018	APR 2018 MAR 2019	Year-end Target	Performance Status
PM03: Number of complaints received (Corporate)	Monthly	Smaller is Better	93	28	120	
PM06: Percentage of customers satisfied with the service received from Fylde Council	Monthly	Bigger is Better	79.6	83.5	85	
PM07: Number of complaints not responded to within five working days	Monthly	Smaller is Better	15	4	0	
PM101: Kg of residual waste per household (quarterly only for LG Inform)	Quarterly	Smaller is Better	122.5	127.75	130	
PM102: Current Operator Compliance Risk Score (traffic light)	Quarterly	Bigger is Better	Green	Green	Green	
PM47: The number of unique hits on the Council's website www.fylde.gov.uk	Monthly	Bigger is Better	519,932	288,214	300,000	
PM49: Percentage of phone calls to 01253 658658 answered	Monthly	Bigger is Better	79.58	88.17	85	
PM55: Missed bins as a percentage of all collections	Quarterly	Smaller is Better	0.04	0.03	0.05	
PM56: Percentage of household waste recycled	Quarterly	Bigger is Better	40	40	40	
PM64: % satisfaction with IT service overall	Monthly	Bigger is Better	100	100	95	
PM74: Percentage first time HGV fleet MOT passes	Quarterly	Bigger is Better	100	86	90	
PM95: Percentage of ICT Service delivery available during core times	Monthly	Bigger is Better	100	100	99	
PM96: Percentage of customers satisfied with MOT experience	Quarterly	Bigger is Better	100	100	100	