

Agenda



ENVIRONMENT, HEALTH AND HOUSING COMMITTEE

Date:	Tuesday, 5 January 2016 at 6:30 pm
Venue:	Town Hall, St Annes, FY8 1LW
Committee members:	<p>Councillor Ben Aiken (Chairman) Councillor Viv Willder (Vice-Chairman)</p> <p>Councillors Maxine Chew, Delma Collins, Gail Goodman JP, Shirley Green, Roger Lloyd, Graeme Neale, Louis Rigby, Heather Speak, Richard Taylor, Thomas Threlfall</p>

Public Platform

To hear representations from members of the public in accordance with council procedure rule 11.
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 10 November 2015 as a correct record.	1
3	Substitute Members: Details of any substitute members notified in accordance with council procedure rule 24(c).	1
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The code of conduct for members can be found in the council's constitution at

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

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DECISION ITEM



REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	5 JANUARY 2016	4

DISABLED FACILITIES GRANTS

PUBLIC ITEM

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

SUMMARY

This report seeks the approval of members to undertake a review of the effectiveness of the council's existing arrangements for Disabled Facilities Grants (DFG's) and in particular to identify what needs to be done to ensure that the council's approach matches current and future best practice.

It is suggested that this review be undertaken by a small Task and Finish Group set up with representation from both the Environment, Health & Housing and Finance & Democracy Committees.

RECOMMENDATIONS

1. That Committee notes the report and acknowledges the need for a review of current policies and practices relating to the delivery of Disabled Facilities Grants and endorses the production of a report with recommendations for improved effectiveness.
2. That Committee appoints members to the Disabled Facilities Grant Task and Finish Group to work with officers on the production of the above report.
3. That the report and recommendations of the Task and Finish Group, be reported back to both committees upon conclusion for due consideration.

CORPORATE PRIORITIES

To Promote the Enhancement of The Natural & Built Environment (Place)		To Encourage Cohesive Communities (People)	√
To Promote a Thriving Economy (Prosperity)		To Meet Expectations of our Customers (Performance)	√

SUMMARY OF PREVIOUS DECISIONS

None to report.

REPORT

1. The Disabled Facilities Grant (DFG) is made available to help meet the costs of necessary adaptations to the homes of disabled people. The provision of a DFG is a statutory requirement and a disabled person has a right to make an application for assistance. The council has a statutory duty to approve, subject to a means test of the applicant, all valid applications.
2. The legislative provisions relating to DFG are contained in [The Housing Grants Construction and Regeneration Act 1996](#).

The relevant legislative provisions include;

1. S24(1) - makes it a mandatory duty to approve a qualifying application
2. S34 – The Council have to notify an applicant of approval/refusal within 6 months of date of application
3. S35 – Where a grant has been approved the Council shall pay the grant either in whole or by instalments
4. S36 – Councils have a discretion to delay payment to a period no later than 12 months from date of the application

The legislative provisions are absolute and are not dependent on the level of resources made available.

3. Funding for DFG's is primarily through a grant from central government, along with a usual annual contribution from Progress Housing and through the reinvestment of grants that are repaid by properties that are sold within a defined period of time following receipt of grant. In the current year to date (Dec 2016) this is made up as:

• Central Government grant	£468,000
• Slippage from 2014/15	£52,000
• Contribution from Progress Housing	£40,000
• Repayment of previous grants	£57,000
• Total	£617,000

4. The current procedure for dealing with qualifying applicants for DFG's is to prioritise according to the urgency of meeting their assessed needs. A panel meets monthly to individually assess each applicant to determine the urgency of their adaptation needs. This panel includes representatives from LCC Occupational Therapists, Fylde BC Housing Team and Housing Associations in Fylde.
 - Priority 1 is for applicants with the most urgent needs, which can include access in and out of the property, a medical need for personal washing facilities and risk to health.
 - Priority 2 is for applicants who are in urgent need but more information is required to progress the grant application.
 - Priority 3 is for applicants deemed to have a less urgent need and they are placed on a waiting list to be dealt with when possible. These are for personal washing (where there has been no medical assessed need) and include level access showers and wet rooms. External funding has increased for the current year and it is hoped that some reduction in the waiting list and waiting times may be achieved in 2015/16. All applicants on the waiting list have had an assessment completed by the Occupational Therapist as being eligible for a DFG.

Any applicant (subject to means) falling within any of the three priorities would be entitled to a mandatory grant on making a valid application. The purpose of the panel is to act as gatekeeper to the available funds by limiting the number of applications coming forward.

5. Priority 1 cases can enable the applicant to remain in their own home instead of transferring to a care home or more acute care or in order to simply be able to return home from hospital. This latter example demonstrates the importance to respond quickly to facilitate a grant so as to prevent valuable hospital beds being blocked. Also home adaptations for children can increase the capacity of parents to look after a disabled child at home, allowing a family to stay together and for parents to continue with employment.
6. Priority 1 cases are individual in nature and dependent upon the assessment undertaken by the Occupational Therapy team. The maximum grant that can be awarded is £30,000. The priority and urgency of these cases means that sufficient resource needs to be available throughout the whole of the year to deal with an applicant that is assessed as priority 1.
7. Remaining funding is therefore available for priority 3 cases which tend to be where the applicant cannot bathe properly given their disability and circumstances. The remaining funding is insufficient to meet the demand of priority 3 cases and so a waiting list is maintained. Currently up to mid Dec 2016 there are 74 cases awaiting a grant application to be made. Of these there are 15 cases which have waited over 12 months since assessment.
8. The way in which the external funding is received has changed with effect from April 2015. The external funding from government sources is now paid to Lancashire County Council as a part of the new Better Care Fund. It is then paid to the council from Lancashire County Council. Although there has been an increase in funding for the current year there are no indications at present of the likely level of funding for future years. Fylde BC officers are engaging at an early stage with the Better Care Fund and are members of a county wide task group with a remit to agree and allocate how the resources for DFG's and monitoring arrangements will be established in Lancashire.
9. The government recognises the growing pressures on social care budgets within local government. The Chancellor recently announced in his autumn statement to allocate £500 million by 2019/20 for the Disabled Facilities Grant (DFG), which is predicted to fund around 85,000 home adaptations that year and prevent 8,500 people from needing to go into a care home in 2019/2020. In 2015/16, nationally £220 million was provided for the DFG, and so there is an apparent increase in funding allocation although the details of this are awaited in due course.
10. In order to review the effectiveness of the council's existing arrangements for DFG's the process needs to be fully considered and reviewed: the means test, the assessment criteria, repayment requirements, current and previous performance, procurement, distribution of funding locally and identification of best practice. In addition details will emerge over the next few weeks as to the government's intentions in relation to future funding.
11. As a result it is recommended that a Task and Finish group is established to consider these issues in detail and take evidence from a variety of sources. The Task and Finish group could be made up of members of both the Environment, Health & Housing and Finance & Democracy Committees which would look at both the social care and funding aspects of the issue.

IMPLICATIONS	
Finance	There are no direct financial implications arising from the recommendations contained in this report.
Legal	None
Community Safety	None
Human Rights and Equalities	None
Sustainability and Environmental Impact	None
Health & Safety and Risk Management	None

LEAD AUTHOR	TEL	DATE	DOC ID
Paul Walker	01253 658431	11 th December 2015	

LIST OF BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
None		

DECISION ITEM



REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	5 JANUARY 2016	5

LANCASHIRE COUNTY COUNCIL PROPOSAL TO CEASE SUPPORTING PEOPLE FUNDING OF NON STATUTORY SERVICES

PUBLIC ITEM

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

SUMMARY

This report details the proposals and initial impact expressed by Providers in Fylde on proposals by Lancashire County Council announced in November 2015, to cease the non-statutory element of the Supporting People Funding from the 1st April 2016, and the Consultation process on the proposals running from 1st January to the 31st March 2016.

The Supporting People programme was introduced by central government in April 2003 to promote and improve the quality of housing support services. It provides housing related support to help vulnerable groups to live as independently as possible in the community whether in their own homes or in hostels, sheltered housing or other specialised supported housing.

Over the past 5 years Lancashire County Council (LCC) has had to manage limited resources effectively and make financial savings, as a result of cuts to their funding from Central Government and to account for significant cost pressures, brought about by high demand for many of their services.

Responses received from Providers of Supporting People funded services in Fylde, express concern that the withdrawal of Supporting People funding will have a major impact on the most vulnerable groups who require a safe and secure place to live and support to gain the skills to live independently; the elderly, young people and people suffering with mental illnesses.

RECOMMENDATIONS

That Committee is requested to:

1. Note the contents of the report and proposals to cease Supported People funding for non-statutory services
2. Note the consultation process to implement the cessation of funding for support services across Lancashire
3. That Committee recommends the Housing Team facilitate a consultation process to inform a formal response to the consultation, with;
 - LCC Supported People Programme,
 - Service Providers,
 - Landlords
 - Fylde BC Housing Benefits.
4. That the draft formal response on behalf of Fylde BC is brought to Environment, Health and Housing Committee on the 23rd February 2015 for approval.

CORPORATE PRIORITIES			
To Promote the Enhancement of The Natural & Built Environment (Place)		To Encourage Cohesive Communities (People)	√
To Promote a Thriving Economy (Prosperity)		To Meet Expectations of our Customers (Performance)	√

SUMMARY OF PREVIOUS DECISIONS
No previous decisions.

REPORT

1 Background

1.1 Supported People Funding

The Supporting People programme was introduced by central government in April 2003 to promote and improve the quality of housing support services. It provides housing related support to help vulnerable groups to live as independently as possible in the community whether in their own homes or in hostels, sheltered housing or other specialised supported housing.

The programme was designed to help;

- older people
- people with learning difficulties
- people with mental health problems
- people with physical disabilities
- women fleeing domestic violence
- homeless people
- people struggling to meet their tenancy conditions
- people leaving institutional care
- young care leavers

Housing support services can be provided by a landlord, for example a housing association, a voluntary organisation which manages accommodation, for example a young person's Foyer and, agencies that provide support in the home.

Type of support available includes;

- a warden or scheme manager
- a community alarm service
- general counselling and support, including befriending services
- help to deal with claims, social security benefits and other official matters
- advice or assistance with shopping and errands
- parenting, cooking and household management skills training
- assistance to engage with individuals, professionals and other bodies
- help and assistance to manage money

1.2 Budget Proposals at Lancashire County Council (LCC)

Over the past 5 years Lancashire County Council (LCC) has had to manage limited resources effectively and make financial savings, as a result of reductions in their funding and to account for significant cost pressures, brought about by high demand for many of their services.

On Monday 16th November 2015 the Council published proposals to deliver further savings of £65m over the next 2 years.

<http://www.lancashire.gov.uk/news/details.aspx?id=PR15/0516>

Deputy leader David Borrow, cabinet member with responsibility for finance, said: *"It is impossible to overstate the seriousness of our financial situation. Prudent financial management has enabled the council to build up significant reserves that is money we can call on to cover unexpected events. The scale of the savings we have to make means that we will have to use almost all of that money just to balance the books. And we know that we will still face a shortfall of £56m in 2018/19."*

At the same time LCC is continuing to work on delivering the remaining savings identified in 2014, adding up to a further saving of almost £148m over the period 2015/16 to 2017/18. These proposals follow an announcement in August 2015 that LCC will need to save an additional £262m by April 2020, to tackle a funding gap from reduced government funding and rising demand for services.

These savings come on top of £152m savings announced in the three year budget agreed in February 2015. The additional savings mean that between 2011 and 2020 LCC will have to have delivered savings of £685m.

The latest forecast of the financial situation faced by LCC is such that they will have to use a significant element of their reserves to balance the budget over the next 2 years to March 2017 and that by 2017/18 they are forecasting to have only enough money to pay for their statutory services.

On the 26th November 2015 Lancashire County Council's Cabinet approved plans to save £65m over the next two years, as part of action to tackle a £262m funding gap faced by April 2020

http://www3.lancashire.gov.uk/corporate/news/press_releases/y/m/release.asp?id=201511&r=PR15/0540

County Councillor Jennifer Mein, Leader of Lancashire County Council, said: *"The decisions we have taken today are heartbreaking but reflect the unprecedented financial situation we face. I didn't come into politics to cut services but years of relentless central government cuts combined with a rising demand for our services mean we have to find huge savings. Even with these measures we still face a funding gap of nearly £200m by 2020 so unless central government has a change of heart there will be harder decisions to take in future. We are using the bulk of our reserves just to balance the budget over the next two years. We will do all that we can to protect the vulnerable but these are very difficult times."*

2 The Proposals

- Cease the non-statutory element of the Supporting People service from 1st April 2016
- Revenue funding to be provided to support homeless 16 and 17 year olds (current proposal approx. half of current SP funding for young people's services)
- Use £10.15m reserves in 16/17 to fund the 12 month 'transition period' to enable appropriate cessation of Supporting People contracts/arrangements
- Apply waivers, as appropriate, to Supporting People contracts during the transition period
- Where contracts are in place until March 2017 or beyond, contracts will cease on 31st March 2017

- Appropriate notice will be given for services/contracts which expire on a date after March 2017 to bring them to an end on 31st March 2017
- Contracts for services which have been tendered and cease in January and February 2017 will be brought to an end on expiry date (will not be extended to 31st March 2017)
- Provision of 16 and 17 year olds will need to be reconfigured within the available resources by April 2017

2.1 Definition of Statutory and non-statutory services

- Statutory is defined as duty of the County Council and not the Districts
- LCC have no statutory duty to provide supported accommodation
- There is a statutory duty to meet the accommodation needs of 16 and 17 year olds who are homeless.

2.2 Mental health contracts

Most contracts cease on 20th November 2015. Contracts will be extended for a reasonable period so plans can be put in place to better understand any care needs of service users and to allow time to reconfigure services.

2.3 Prevention and early help fund

A Prevention and Early Help Fund will be set up with a focus on individual support. The fund is intended to provide help for those most in need and will be aimed at supporting both individuals and families identified as in need of support. The fund will link closely with Adult and Children's Social Care, The Well-being Prevention and Early Help Service and The Integrated Well- Being Services

3 The Consultation Process

3.1 Final decision on the 11th February 2016

There will be a consultation on the budget proposals over the next few weeks, and LCC full Council will make its final decision on the budget on 11th February 2016. The consultation process on the proposals will run from 1st January to the 31st March 2016.

During this time LCC Supporting People Team will work with providers and other stakeholders to explore the options and implications of the cuts, consult on how LCC can implement these and then feed this back into planning with partners, providers etc.

4 The effect of the proposals in Fylde

4.1 The proposals affect a wide range of service areas which will impact on frontline services and on arrangements LCC have with partner organisations. Table 1 details Supported People funded projects operated by LCC within Fylde.

Table 1 Supported People funded projects in Fylde

Organisation Name	District Name	Client type	Service Type	Annual Contract Value with LCC (From Written Contract)	Landlord of Property within Service
1. Fylde Coast YMCA	Fylde	Young People at Risk	Accommodation Based Service	£111,451.00	Harbour House - Places for People
2. Fylde Coast Women's Aid	Fylde & Wyre	Women at Risk of Domestic Violence	Accommodation Based Service	£89,835.00	Fylde & Wyre Refuges - Soroptomist
Your Housing Group	Burnley, Fylde, Hyndburn, Pendle, Preston, Ribble Valley, Rossendale, South Ribble, West Lancashire	Older People with Support Needs	Sheltered Housing	£130,154.28	
3. Progress Housing Group	Fylde	Older People with Support Needs	Sheltered Housing	£92,647.98	
Places for People Homes - North Lancs & Cumbria	Fylde, Lancaster, Preston, South Ribble, Wyre	Older People with Support Needs	Community Alarms	£15,408.21	
Barnardos	North	Young People at Risk	Supported Lodgings	£89,462.00	
4. Richmond Fellowship	Fylde	People with Mental Health Problems	Accommodation Based Service	£150,673.00	Eastbank Road - Regenda, Park Road – Places for People
5. Calico Enterprise Ltd	County Wide	Generic	Floating Support	£1,300,000.00	
6. DISC	County Wide	Offenders	Floating Support	£219,166.00	

4.2 Organisations in receipt of Supported People funds in Fylde have been asked to initially comment on the likely impact of the withdrawal of the Supported People funding from their services. Responses received to date are provided in Appendix 1 to this report.

- 4.3 Responses received express concern that the withdrawal of Supporting People funding will have a major impact on the most vulnerable groups who require a safe and secure place to live and support to gain the skills to live independently; the elderly, young people and people suffering with mental illnesses.
- 4.4 The funding pays for the staff of the services detailed in Table 1. The impact of the cuts will be a loss of staff roles and the services and accommodation available will not be able to continue as is currently modelled.
- 4.5 YMCA, Richmond Fellowship, Progress Housing and Fylde Coast Women's Aid provide accommodation based services to vulnerable groups. Harbour House support young people at risk, in 14/15 they supported 34 young people, of which 17 were 16/17 year olds. In 15/16 they have supported 22 young persons. Richmond Fellowship support people with mental health problems, in 15/16 they have received 19 referrals.
- 4.6 Calico and DISC provide 'floating' housing related support. DISC provide floating support for Ex-Offenders across Lancashire. Calico support vulnerable persons referred in to the service by a wide range of agencies including Local Authorities. The North contract (Lancaster, Wyre and Fylde) employs 12 members of staff, 3 of which are based in Fylde. Since May the service has received 88 referrals for customers in Lancaster, Wyre and Fylde. Customers receiving support fall into several client groups with the highest proportion being homeless families with support needs (19) and mental health needs (22).

IMPLICATIONS	
Finance	There are no direct financial implications arising from this report. Any future financial implications will be the subject of further reports to Members.
Legal	None
Community Safety	None
Human Rights and Equalities	None
Sustainability and Environmental Impact	None
Health & Safety and Risk Management	None

LEAD AUTHOR	TEL	DATE	DOC ID
Kirstine Riding	01253658569	Date of report	

LIST OF BACKGROUND PAPERS		
None		

Attached Documents:

Appendix 1 - Responses from providers

Appendix 1

Initial responses received from providers of services in receipt of Supported People funding in Fylde highlighted **BOLD** in Table 1.

1. FYLDE COAST YMCA

Impact of withdrawal of Supporting People funding from Harbour House

Harbour House is 12 unit supported housing scheme accommodating young people between the ages of 16 and 25 and is situated on Dock Road in Lytham. The service operates 24 hours a day 7 days a week and requires waking staff on site at all times.

The service is predominantly funded through Supporting People funding and the current Supporting People contract has an annual value of £111,451 to support the work we undertake at Harbour House.

In March 2017 this contract will cease which will have a major impact for the vulnerable young people of Fylde who require a safe and secure place to live and support to gain the skills to live independently.

The bulk of the funding pays for the staff of the service and the impact of these cuts will be the loss of the staff roles below and the ability to manage the service and provide accommodation to young people.

Position	Hours for Harbour House
Senior Manager	7.5
Support Manager	20
Support Officer	50.5
Engagement Officer	15
Support Worker	59

In April 2015 following the retendering of supporting people contract and the reduction of the value of this contract by £29,344, we were able to negotiate with the Housing Benefit department who agreed to fund the provision of housing management at service, this equates to 89 hours across various posts, including 70 hours for night concierge worker.

Summary of impact over Q1 and Q2 2015-16 on clients to the service:

(Number of clients who identified a support need & % who achieved)

2015-2016 Harbour House	Q1	Q2
Participating in training	3/ 100%	5/ 100%
Achieving qualifications	3/ 100%	3/ 100%
Participating in work life, volunteering, social action	1/ 100%	1/ 25%
Move on training	3/ 100%	5/ 83.3%
Maximising income	3/ 100%	5/ 83.3%

Managed debt	2/ 66.67%	1/ 20%
Maintaining accommodation/avoiding eviction	3/ 100%	6/ 100%
Receiving move on support	3/ 100%	6/ 100%
Y active clients	3/ 100%	4/ 80%
Number of agreed support plans	3/ 100%	6/ 100%
Managing self-harm	0/ 0%	2/ 100%
Avoiding harm to others	1/ 100%	2/ 50%
Avoiding harm from others	2/ 100%	1/ 20%
Avoiding substance misuse	1/ 50%	0/ 0%
Addressing mental health issues	2/ 100%	2/ 50%
Establishing contact with friends and family.	1/ 100%	1/ 100%

Referrals and outcomes

2014/15

34 young people were referred to Harbour House for accommodation, of these **17** were aged **16/17**.

17 Young people were accommodated

2 young people were rejected

15 withdrew or no longer required the accommodation.

15 young people moved on from service of these

Returned to parental home **6**

Housing Association property **0**

Private rented property **5**

Living with family/partner/friends **2**

Supported Housing **2**

Custodial **0**

2015/2016 April to December

22 young people have been referred to Harbour House for accommodation, of these **6** were aged **16/17**.

9 young people have been accommodated

3 young people were rejected

8 withdrew or no longer required the accommodation

1 moved into the Foyer as no accommodation was available in Harbour House.

1 currently on the waiting list

2. Fylde Coast Women's Aid

FCWA are under the impression that the contract FCWA have ending June 2017 will be honoured. This however, has not been confirmed in writing.

FCWA question if the £10.5 million reserve pot will be enough to fund all outstanding contracts, if this is the case will providers take a funding cut from March 2016?

FCWA have asked LCC what refuge provision they will be funding beyond 21st June 2017.

FCWA have asked what the proposals are for consulting with refuge providers and service users for refuge provision.

FCWA have asked for a hard copy of the proposals as the website links are not clear and are not specific to refuge provision.

3. Progress Housing Group

The only supported people funded services that Progress Housing Group (PHG) provide in Fylde is for sheltered housing. They are funding will cease in 2017 although no information has been provided on the mechanics of this at this stage. It should be noted that across the whole of PHG, they already subsidise the service as Supported People doesn't cover the full costs.

PHG are currently reviewing the role of scheme managers and the independent living service as a whole, to identify how they may be able to continue to deliver this support in the future.

4. Richmond Fellowship.

Richmond fellowship work with 11 vulnerable adults experiencing a severe and enduring mental illness. They work to support tenants to manage their mental health better and to decrease their hospital admission. All tenants have a care coordinator with the Complex Care Treatment Team at The Woodlands.

During 15/16 they have had 19 referrals to the service and 4 people currently on the waiting list awaiting accommodation – one is a young rough sleeper.

Many of the referrals from The Woodlands / Mountcroft are people with high needs and history of suicide, self harm, risk taking behaviour and complex needs.

Individuals are expected to stay with Richmond Fellowship for 2 years and in this time they learn to manage their mental health, maintain their tenancy and reduce hospital admissions.

Richmond fellowship take people from the following background:

- Dual diagnosis - history of not being able to live independently in the community and haven't succeeded in maintaining a tenancy.
- Discharge from hospital who have had nowhere else to go to and been 'bed blocking'.
- People from Windsor Rd (Richmond Fellowship) nursing home that aren't able to move onto further independence at that moment and need to live in a supported housing environment to ensure they continue to stay well and not relapse. When people move on from our service they have gained accommodation with the local housing association and have successfully managed to live independently without any readmissions to hospital some have also been discharged from the mental health team.

5. Calico Enterprise Ltd

The Calico Floating Support service delivers housing related support to vulnerable customers

throughout the 12 districts of Lancashire. Following reductions to the Council budget the service was re-commissioned in May 2015 with a new emphasis on providing short term support delivered flexibly as opposed to the previous model of weekly face to face visits over a longer period of time.

The North contract (Lancaster, Wyre and Fylde) employs 12 members of staff, 3 of which are based in Fylde. Since May the service has received 88 referrals for customers in Lancaster, Wyre and Fylde with referrals being made by a wide range of services including the district council, children's centres and the Wellbeing service. Customers receiving support fall into several client groups with the highest proportion being homeless families with support needs (19) and mental health needs (22).

The service is actively supporting 57 customers in Lancaster, Wyre and Fylde at this current time with 12 placed in the Floating Support stream. The remaining customers are all in short term streams. Support needs commonly being identified include the need to source more affordable accommodation, re-housing due to family breakdown, multiple debts impacting on their ability to sustain a tenancy. With an emphasis on prevention the number of customers facing eviction at point of referral appears to be decreasing since September.

In terms of the impact on Calico as a provider the Lancashire Floating Support service is currently fully funded by Supporting People and is one of two services we deliver in Fylde, the other being the Complex Needs Floating Support contract funded via the Lancashire Single Homeless Initiative.

The recent meeting held at the County Council provided clarity on what the proposals mean for us and the variety of services we provide, however we are conscious that there is still a lot of work to do internally and we don't have all the answers yet. We strongly believe that there will be opportunities for us to fund some services in different ways, think outside of the box and find creative solutions to the challenges we face. As an organisation Calico has previously seen reductions made to funding and we have adapted and continued to deliver our services. Our priority as always throughout this time will be to continue to deliver high quality services.

6.DISC

DISC manage an Intensive Resettlement Service for Offenders in Fylde. This is entirely funded by the Lancashire SP team and as such, as it stands, funding will end in March 2017 at the latest. They will pursue alternative funding from sources such as Lancashire Probation Trust, Lancashire and Cumbria CRC, grant funding, etc. However, if unsuccessful the service will end when the SP funding ends.

DECISION ITEM



REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	5 JANUARY 2016	6

PROPOSED COMPULSORY PURCHASE OF PROPERTY TO DELIVER AFFORDABLE HOUSING

PUBLIC ITEM

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

SUMMARY

The council has confirmed the compulsory purchase order to acquire 93 St Albans Road, St Annes. The purpose of the order is to provide affordable housing on the land by transferring it to a registered provider of social housing. The council can implement the order by making a general vesting declaration, which would transfer the land to the ownership of the council. The report seeks authority to make the declaration, allocate money from section 106 funds for compensation and transfer the land to the registered provider.

RECOMMENDATIONS

The committee is requested to:

- 1) Recommend to the Finance & Democracy Committee a fully funded addition of £105,000 to the Councils 2015/16 Capital Programme for the compulsory purchase order of 93 St Albans Road to be met from a Section 106 contribution (Agreement Ref: 03/0157 – Queen Mary School Development) held by the council paid under planning obligations for affordable housing of the same amount.
- 2) Approve the onward transfer of 93 St Albans Road to New Fylde Housing Ltd (or another company in the Progress Housing group) for nil consideration.

CORPORATE PRIORITIES (delete v which are not relevant)

To Promote the Enhancement of The Natural & Built Environment (Place)	v	To Encourage Cohesive Communities (People)	v
To Promote a Thriving Economy (Prosperity)		To Meet Expectations of our Customers (Performance)	

SUMMARY OF PREVIOUS DECISIONS

On 4th July 2012, the Portfolio Holder for Finance and Resources in consultation with the Portfolio Holder for Planning and Development approved the following:

1. The portfolio holder agrees to the request from New Fylde Housing for s106 affordable housing monies to support the purchase of 93 St Albans Rd St Annes as phase one of a comprehensive scheme of improvement to the property.
2. The portfolio holder approves a revenue budget increase for 2012-13 of £85,000 to fund the payment to New Fylde Housing fully funded from the s106 affordable housing monies held by the council.

Cabinet, 25 June 2014:

1. Seek further to engage with the property owner with a view to acquiring the property voluntarily as mandated by previous decisions
2. If a voluntary sale is not achieved within a reasonable time, make a compulsory purchase order to acquire 93 St Albans Road, St Annes for the purposes of part II of the Housing Act 1985 for redevelopment to deliver 2/3 affordable housing units.

Environment Health and Housing Committee, 8 September 2015:

Confirm the Fylde Borough Council (93 St Albans Road, Lytham St Annes) Compulsory Purchase Order 2015

REPORT

BACKGROUND

1. 93 St Albans Road, Lytham St Annes is an unoccupied three storey mid terraced house whose very poor condition has generated many complaints from members of the public. Engagement with the owner failed to produce any improvement and it was clear that the condition of the property would continue to deteriorate under its present ownership. Efforts to engage with the owner of the property to bring about a voluntary sale were unsuccessful.
2. As a result, the council made the Fylde Borough Council (93 St Albans Road, Lytham St Annes) Compulsory Purchase Order 2015. The order was confirmed pursuant to the committee's decision of September 8 this year.
3. The report to the committee set out that following confirmation of the order, the council would again seek to engage with the owner of the property to avoid the need to use the compulsory powers given by the order. If this was unsuccessful, a further report would be brought before Members seeking authority to make a general vesting declaration to vest the property in the council.
4. Officers have tried to engage with the owner of the property, but it has not been possible to make contact. Accordingly, this report seeks authority to make a general vesting declaration ("GVD").

GENERAL VESTING DECLARATION

5. A GVD, made under the Compulsory Purchase (Vesting Declarations) Act 1981, is the most appropriate way to implement a compulsory purchase order where the intention is to pass the property to a third party for development.

6. A GVD enables an acquiring authority to obtain ownership of land subject to a compulsory purchase order without having to settle the amount of compensation owed to any person or agree on a conveyance of the land with the landowner. Instead, a GVD automatically vests title in the land with the acquiring authority on the date set out in it. Compensation is left to be agreed later, or settled by the Upper Tribunal (Lands Chamber) if necessary.
7. The acquiring authority must give at least two months' notice of its intention to make a GVD. The GVD itself must give at least 28 days notice of the land vesting in the acquiring authority.
8. The committee is requested to approve the making of a GVD to vest the property in the council.

COMPENSATION

9. The compensation, or purchase price, for compulsorily purchased property is based on the open market value of the property taken, together with an entitlement to compensation for disturbance and either a 'Home Loss Payment' or a 'Basic Loss Payment'. The tribunal would fix the amount if not agreed. Using the GVD procedure, the acquisition of the property would be likely to be completed before compensation is settled. The open market value of the property in its present condition is estimated to be not less than £85,000.
10. Developers of market housing are commonly asked to enter into planning obligations requiring the developer to make a financial contribution to facilitate the provision of affordable housing in the council's district. Payment of compensation for the compulsory purchase of the St Albans Road property to enable it to be used for affordable housing would be a proper and appropriate use of such funds. The committee is therefore asked to allocate up to £105,000 of these monies for compensation payments arising out of the acquisition of the property (or, should the property be transferred to the council voluntarily, as the consideration for the transfer of the property).

TRANSFER TO A REGISTERED PROVIDER

11. The statement of reasons, which accompanies the compulsory purchase order, states that the Council *"will work with Progress, a registered provider of social housing, to bring forward the Order Land for conversion into 2 or 3 self-contained flats, which Progress will operate. To that end, the council will purchase the Order Land and transfer it to Progress. The purchase of the Order Land will be financed by monies paid to the council as contributions towards the provision of affordable housing in Lytham St Annes or the Fylde area as a whole under planning obligations...The Council has agreed with Progress that Progress will convert the house...into two or three 1 and 2-bedroomed self-contained flats using further funding to be provided by the Council from the funds identified in the previous paragraph. Progress will let the flats on assured tenancies."*
12. The committee is asked at this stage to approve the onward transfer of the property, once acquired by the council, to Progress Housing, for the purposes set out in the statement of reasons. Any allocation of further funding to finance the conversion of the properties and their provision by Progress as affordable housing would need to be reported for approval by the committee at a later date.

IMPLICATIONS	
Finance	This report requests that the Committee recommends to the Finance & Democracy Committee a fully funded addition of £105,000 to the Councils 2015/16 Capital Programme for the compulsory purchase order of 93 St Albans Road to be met from a Section 106 contribution held by the council paid under planning obligations for affordable housing of the same amount. The report also seeks approval of the onward transfer of 93 St Albans Road to New Fylde Housing Ltd (or another company in the Progress Housing group) for nil consideration.
Legal	The compulsory purchase order gives the council the authority to acquire the property compulsorily. A general vesting declaration would be the most appropriate means of effecting that authority.
Community Safety	There are no direct community safety implications arising from the report
Human Rights and Equalities	There are no direct human rights and equalities implications arising from the report
Sustainability and Environmental Impact	There are no direct sustainability and environmental implications arising from the report
Health & Safety and Risk Management	There are no direct health and safety or risk management implications arising from the report

LEAD AUTHOR	TEL	DATE	DOC ID
Ian Curtis	01253 658506	4 November 2015	

LIST OF BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
Fylde Borough Council (93 St Albans Road, Lytham St Annes) Compulsory Purchase Order 2015	7 May 2015	Town Hall, Lytham St Annes
Statement of reasons	7 May 2015	Town Hall, Lytham St Annes

DECISION ITEM



REPORT OF	MEETING	DATE	ITEM NO
MANAGEMENT TEAM	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	5 JANUARY 2016	7

BUDGET SETTING – FEES AND CHARGES 2016/17

PUBLIC ITEM

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

SUMMARY

Each year, as part of the budget-setting process, the schedule of fees and charges for the coming year (for each of the services that the Council provides) is reviewed by budget-holders prior to that schedule being considered by the relevant Programme Committee and finally being approved at the March Budget Council meeting.

Under the revised governance arrangements each Programme Committee is required to recommend to the Council for approval a schedule of fees and charges for those activities within the remit of the Committee.

This report requests that Members consider the proposed schedule of fees and charges for those services within the remit of this committee as detailed at Appendix A to this report and provide a recommendation to Council in this regard.

Note: A full schedule of proposed fees and charges for all Council services for 2016/17 is accessible at the link below:

<http://www.fylde.gov.uk/council/finance/fees-charges/>

RECOMMENDATION

The Committee is requested to consider the schedule of fees and charges for those activities within the remit of this committee as detailed in Appendix A to this report and:

1. To recommend to Council a proposed schedule of fees and charges applicable for 2016/17; and
2. To note that the final fees and charges for 2016/17 will be approved by the Budget Council in March 2016.

CORPORATE PRIORITIES			
To Promote the Enhancement of The Natural & Built Environment (Place)		To Encourage Cohesive Communities (People)	
To Promote a Thriving Economy (Prosperity)	√	To Meet Expectations of our Customers (Performance)	√

SUMMARY OF PREVIOUS DECISIONS

The proposed fees and charges for services that are within the terms of reference of each programme committee are recommended to Council for approval as part of the annual budget-setting process. There have been no previous decisions in respect of these fees and charges for 2016/17.

REPORT

- Each year, as part of the budget-setting process for the coming financial year, budget-holders are required to review the fees and charges that the Council applies to the range of services which it delivers.
- There are different considerations for assessing changes to the level of fees and charges depending upon the nature of the service. This is explained below:
 - For certain activities, for example some environmental health-related activities, fee levels are set by statute at a prescribed level. In respect of these types of activity the review of fees and charges is restricted to ensuring that the correct amount is approved by Council and is correctly applied for the forthcoming year;
 - For other types of charges in respect of services for which the Council has statutory responsibilities (for example in relation to licensing matters) fee levels must be set at an appropriate level such that only eligible costs are recovered. In respect of these types of activity the review of fees and charges comprises a review of costs and the adjustment of fees where necessary to avoid the under or over-recovery of costs. Where only minor discrepancies are found between costs and fee levels the charges may be left unchanged until the next review to avoid the costs associated with more regular leaflet re-printing etc.; and
 - For other activities which are not set by statute and for which the Council is not acting under statutory powers (e.g. games site fees) fee levels may be set at levels that are determined by the Council itself. In respect of these types of activity the review of fees and charges comprises a review of costs, a review of the fee levels of competitor providers and after a consideration of the likely effect on demand for the services and the total income that would be received at different fee levels.
- Fee levels for all services have been reviewed according to the differing criteria as described above and the Programme Committee is invited to consider and provide comments as appropriate.
- The role of the Council's Programme Committees in providing a recommendation to Council of a schedule of fees and charges for services within the remit of that committee is a key

part of the budget-setting process for the coming year. The final schedule of fees and Charges for all Council services will be considered by the Budget Council in March.

IMPLICATIONS	
Finance	The recommendation to Council of a schedule of proposed fees and charges for services within the remit of each Programme Committee is a key part of the budget-setting process for the coming year. This report requests that Members consider the schedule of fees and charges as detailed at Appendix A and provide a recommendation to Council as appropriate. Any financial implications from proposed changes to fees and charges will be quantified and reflected in the financial forecast contained in the final Medium Term Financial Strategy report to be considered by Budget Council in March 2016.
Legal	None arising directly from this report
Community Safety	None arising directly from this report
Human Rights and Equalities	None arising directly from this report
Sustainability and Environmental Impact	None arising directly from this report
Health & Safety and Risk Management	None arising directly from this report

LEAD AUTHOR	TEL	DATE	DOC ID
Management Team		December 2016	

Attached documents

Appendix A – Fees and Charges Schedule – Environment, Health and Housing Committee

ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2015/16 Fees & Charges £	DRAFT 2016/17 Fees & Charges £
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<u>Cemetery & Crematorium</u>					
<p>The fees for a 'resident' apply where the deceased, immediately before their death was an inhabitant of the Borough of Fylde or a parishioner of any Parish comprised therein.</p>					
Interments:					
<p>For the Interment of:</p>					
- The body of a stillborn child, or a child whose age at the time of death did not exceed 17 years. In a child's grave allocated by the Authority	d	Per Interment	D	0.00	0.00
- The body of a non-resident whose age exceeded 17 years at the time of death	d	Per Interment	D	750.00	777.00
- The body of a resident whose age exceeded 17 years at the time of death	d	Per Interment	D	500.00	518.00
- For interment in a vault of a non-resident (exclusive of the charges for brickwork)	d	Per Interment	D	750.00	777.00
- For the interment in a vault of a resident (exclusive of the charges for brickwork)	d	Per Interment	D	500.00	518.00
- Construction of a vault	d	Per Vault	D	Cost + 10%	Cost + 10%
- For the interment of cremated remains in a grave for a non-resident	d	Per Interment	D	180.00	198.00
- For the interment of cremated remains in a grave for a resident	d	Per Interment	D	120.00	132.00
<p>For the purchase of exclusive right of burial in:</p>					
- An earth grave, for 100 years for a non-resident	d	Per Grave	D	990.00	1026.00
- An earth grave, for 100 years for a resident	d	Per Grave	D	660.00	684.00
- An earth grave non-standard size for cremated remains, for 100 years for a non-resident	d	Per Grave	D	700.00	726.00
- An earth grave non-standard size for cremated remains, for 100 years for a resident	d	Per Grave	D	467.00	484.00

VAT Codes:

a = Standard Rate c = Exempt d = Outside Scope e = Zero Rated

ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2015/16 Fees & Charges £	DRAFT 2016/17 Fees & Charges £
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<u>Cemetery & Crematorium Continued:</u>					
Removal & Re-fix of Memorials:					
- For removal and re-fix of memorials	d	Per Memorial	D	Cost + 10%	Cost + 10%
Memorials					
For the right to erect:					
- A headstone not exceeding 3ft	c	Per Memorial	D	70.50	74.00
- A headstone on Foundation	c	Per Memorial	D	128.75	134.00
- Kerbings on permitted graves	c	Per Memorial	D	62.00	65.00
- For each extra inscription (Inc. VAT)	a	Per Inscription	D	30.00	32.00
Cremations:					
For the cremation:					
- Of the body of a stillborn child or of a child whose age at the time of death exceeded one month but did not exceed 17 years.	c	Per Cremation	D	0.00	0.00
- Of the body of a person whose age at the time of death exceeded 17 years	c	Per Cremation	D	600.00	625.00
- Early morning & adult simplicity cremations by appointment with the Crematorium Registrar	c	Per Cremation	D	410.00	420.00
- Saturday morning service traditional cremations	c	Per Cremation	D	900.00	937.50
Memorial Wall Plaques:					
- Single wall plaque including inscription to 70 characters.	a	Per Plaque	D	208.50	217.00
- Double wall plaque including 2 inscriptions to 140 characters.	a	Per Plaque	D	417.00	434.00
- Double wall plaque including reserved section to 70 characters.	a	Per Plaque	D	307.00	319.50
- Second inscription on existing plaque	a	Per Plaque	D	110.00	114.50

VAT Codes:

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ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2015/16 Fees & Charges £	DRAFT 2016/17 Fees & Charges £
<u>Cremations Continued:</u>					
Memorial Niche:					
- For a purchase of a new niche to include interment of first casket.	c	Per Niche	D	360.00	375.00
- For the purchase of a refurbished niche to include first casket.	c	Per Niche	D	206.00	215.00
- For the interment of a second casket in an existing niche.	c	Per Internment	D	46.50	48.00
- Single inscription on niche cover	a	Per Inscription	D	90.00	93.00
Extra Letters on Existing Memorial Stone:					
- Extra Lettering on existing kerbstones	a	Per Inscription	D	110.00	114.50
- For cleaning and re-blackening original inscription (per section)	a	Per Section	D	45.00	47.00
- For other types of memorial works	a	Per Occasion	D	Cost + 50%	Cost + 50%
Book of Remembrance:					
- For a two line entry	a	Per entry	D	42.25	44.00
- For an entry up to five lines	a	Per entry	D	84.50	88.00
- For an entry up to eight lines	a	Per entry	D	126.75	132.00
- For an entry up to five lines to include a floral emblem, badge, crest or other design	a	Per entry	D	149.00	155.00
- For an entry up to eight lines to include a floral emblem, badge, crest or other design	a	Per entry	D	193.50	199.00
Copies of Book Entries on Folded Memorial Card:					
- For a two line entry	a	Per Card	D	27.30	28.50
- For an entry up to five lines	a	Per Card	D	40.20	42.00
- For an entry up to eight lines	a	Per Card	D	66.00	68.50
- For an entry up to five lines to include a floral emblem, badge, crest, or other design	a	Per Card	D	108.00	112.00
- For an entry up to eight lines to include a floral emblem, badge, crest, or other design	a	Per Card	D	134.00	139.50

VAT Codes:

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ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2015/16 Fees & Charges £	DRAFT 2016/17 Fees & Charges £
Resources					
<u>Private Sector Housing</u>					
- Enforcement Notice (Housing Act 2004)	d	Per Notice	D	375.00	419.00
- HMO Licence (Housing Act 2004)	d	Per Application	D	800.00	919.00
- HMO Licence Renewal (Housing Act 2004)	d	Per Application	D	300.00	303.00
- Immigration housing inspection	d	Per Inspection	D	65.00	130.00
<u>Environmental Health, Rodent & Pest Control Charges</u>					
Domestic Premises:					
- Rodents and insects which present a risk to public health: (Mice, Rats, Cockroaches and bed bugs). (The fee includes up to 2 revisits if needed.)	a	Up to 3 visits	D	40.00	45.00
- Pests (Excluding Wasps) which do not present a risk to public health. (The fee is per treatment although includes a revisit within 1 month if needed.)	a	Per Treatment	D	67.00	70.00
- Pests (Including Wasps) which do not present a risk to public health (The Fee is per treatment although includes a revisit within 1 month if needed.)	a	Per Treatment	D	60.00	65.00
Call out fee – if Officer visits but no treatment required	a	Per Visit	D	20.00	20.00
Non Domestic Premises:					
All Pests					
- Call out and treatment minimum charge	a	Per Visit	D	85.00	90.00
- Subsequent visits	a	Per Visit	D	42.00	45.00
- Advisory visit to customers premises	a	Per Visit	D	20.00	20.00
- Contract Work		Individual Price Per Contract		Individual Price Per Contract	
- Moles – Up to 3 visits (Domestic and non-domestic)	a	Per Treatment	D	55.00	60.00
- Subsequent visits	a	Per Additional Visit	D	28.00	30.00

VAT Codes:

a = Standard Rate c = Exempt d = Outside Scope e = Zero Rated

ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2015/16 Fees & Charges £	DRAFT 2016/17 Fees & Charges £
Drainage Services					
- Clearance of blocked drain	a	Per Clearance	D	110.00	110.00
- CCTV drain investigation	a	Per investigations	D	110.00	110.00
- Combined clearance and CCTV investigation	a	Per Clearance / Investigation	D	210.00	210.00
Removal of Illegal Traveller Encampments:					
- Work associated with illegal encampments up to removal order stage	a	Per Encampment	D	330.00	350.00
- Should the encampment remain, then work associated with execution of removal order – per hour	a	Per hour	D	110.00	120.00
- Legal costs and removal to be charged in addition to the above		Per Encampment	D	At Cost	At Cost
Air Pollution Control (Environment Protection Act 1990) – Fees are set by Statute					
Application Fees:					
- Standard Process	d	Per Application	P	1,579.00	1579.00
- Additional fee for the operating without a permit	d	Per Application	P	1,137.00	1137.00
- Reduced fee activities: Service Stations, Vehicle Refinishers, Dry Cleaners and Small Waste Oil Burners under 0.4MW	d	Per Application	P	148.00	148.00
- PVR I & II	d	Per Application	P	246.00	246.00
- Vehicle Refinishers	d	Per Application	P	346.00	346.00
- Reduced Fee activities: Additional Fee for operating without a permit	d	Per Application	P	68.00	68.00
- Mobile Screening & Crushing Plants	d	Per Application	P	1,579.00	1579.00
- For 3 rd to 7 th applications	d	Per Application	P	943.00	943.00
- For 8 th and subsequent applications	d	Per Application	P	477.00	477.00
Note: Where the application for any of the above is for combined Part B and waste application add £297 to the amounts above.					

VAT Codes:

a = Standard Rate c = Exempt d = Outside Scope e = Zero Rated

ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2015/16 Fees & Charges £	DRAFT 2016/17 Fees & Charges £
Annual Subsistence Charge:					
- Standard Process LOW risk	d	Per Process	P	739 (+99)*	739 (+99)*
- Standard LOW risk (including £36 fee for payment by instalments)	d	Per Process	P	775 (+99)*	775 (+99)*
- Standard Process MEDIUM risk	d	Per Process	P	1,111 (+149)*	1,111 (+149)*
- Standard Process MEDIUM risk (including £36 fee for payments by instalments)	d	Per Process	P	1,147 (+149)*	1,147 (+149)*
- Standard Process HIGH risk	d	Per Process	P	1,672 (+198)*	1,672 (+198)*
- Standard Process HIGH risk (including £36 fee for payment by instalments)	d	Per Process	P	1,708 (+198)	1,708 (+198)
*Note: Additional amount in brackets is charge where permit is for combined Part B and waste installation. Where a Part B installation is subject to reporting under the E-PRTR add an extra £99 to the above amounts					
- Reduced fee activities: LOW risk	d	Per Process	P	76.00	76.00
- Reduced fee activities: LOW risk (including £36 fee for payment by instalments)	d	Per Process	P	112.00	112.00
- Reduced fee activities: MEDIUM risk	d	Per Process	P	151.00	151.00
- Reduced fee activities: MEDIUM risk (including £36 fee for payment by instalments)	d	Per Process	P	187.00	187.00
- Reduced fee activities: HIGH risk	d	Per Process	P	227.00	227.00
- Reduced fee activities: HIGH risk (Including £36 fee for payment by instalments)	d	Per Process	P	450.00	450.00
- PVR I & II combined LOW risk	d	Per Process	P	108.00	108.00
- PVR I & II combined LOW risk (including £36 fee for payment by instalments)	d	Per Process	P	144.00	144.00
- PVR I & II combined MEDIUM risk	d	Per Process	P	216.00	216.00
- PVR I & II combined MEDIUM risk (including £36 fee for payment by instalments)	d	Per Process	P	252.00	252.00
- PVR I & II combined HIGH risk	d	Per Process	P	326.00	326.00
- PVR I & II combined HIGH risk (including £36 fee for payment by instalments)	d	Per Process	P	362.00	362.00

VAT Codes:

a = Standard Rate c = Exempt d = Outside Scope e = Zero Rated

ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2015/16 Fees & Charges £	DRAFT 2016/17 Fees & Charges £
<ul style="list-style-type: none"> - Vehicle Refinishers LOW risk - Vehicle Refinishers LOW risk (including £36 fee for payment by instalments) - Vehicle Refinishers MEDIUM risk - Vehicle Refinishers MEDIUM risk (including £36 fee for payment by instalments) - Vehicle Refinishers HIGH risk - Vehicle Refinishers HIGH risk (including £36 fee for payment by instalments) - Mobile Screen & Crushing Plants LOW risk - Mobile Screen & Crushing Plants LOW risk (including £36 fee for payment by instalments) - Mobile Screen & Crushing Plants MEDIUM - Mobile Screen & Crushing Plants MEDIUM risk (including £36 fee for payment by instalments) - Mobile Screen & Crushing Plants HIGH - Mobile Screen & Crushing Plants HIGH risk (including £36 fee for payment by instalments) 	<ul style="list-style-type: none"> d d d d d d d d d d d d 	<ul style="list-style-type: none"> Per Process Per Process Per Process Per Process Per Process Per Process Per Process Per Process Per Process Per Process Per Process Per Process 	<ul style="list-style-type: none"> P P P P P P P P P P P P 	<ul style="list-style-type: none"> 218.00 254.00 349.00 385.00 524.00 560.00 618.00 1,025.00 654.00 1,484.00 989.00 1,520.00 	<ul style="list-style-type: none"> 218.00 254.00 349.00 385.00 524.00 560.00 618.00 1,025.00 654.00 1,484.00 989.00 1,520.00
For 3rd to 7th Authorisations					
<ul style="list-style-type: none"> - Mobile Screening & Crushing Plants LOW risk - Mobile Screening & Crushing Plants MEDIUM risk - Mobile Screening & Crushing Plants HIGH risk 	<ul style="list-style-type: none"> d d d 	<ul style="list-style-type: none"> Per Process Per Process Per Process 	<ul style="list-style-type: none"> P P P 	<ul style="list-style-type: none"> 368.00 590.00 884.00 	<ul style="list-style-type: none"> 368.00 590.00 884.00
For 3rd to 7th Authorisations (Including £36 fee for payment by instalments)					
<ul style="list-style-type: none"> - Mobile Screening & Crushing Plants LOW risk (including £36 fee for payment by instalments) - Mobile Screening & Crushing Plants MEDIUM risk (including £36 fee for payment by instalments) - Mobile Screening & Crushing Plants HIGH risk (including £36 fee for payment by instalments) 	<ul style="list-style-type: none"> d d d 	<ul style="list-style-type: none"> Per Process Per Process Per Process 	<ul style="list-style-type: none"> P P P 	<ul style="list-style-type: none"> 404.00 626.00 920.00 	<ul style="list-style-type: none"> 404.00 626.00 920.00

VAT Codes:

a = Standard Rate c = Exempt d = Outside Scope e = Zero Rated

ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2015/16 Fees & Charges £	DRAFT 2016/17 Fees & Charges £
For 8th and subsequent Authorisations					
- Mobile Screening & Crushing Plants LOW risk	d	Per Process	P	189.00	189.00
- Mobile Screening & Crushing Plants MEDIUM risk	d	Per Process	P	302.00	302.00
- Mobile Screening & Crushing Plants HIGH risk	d	Per Process	P	453.00	453.00
For 8th and Subsequent Authorisations (Including £36 fee for payment by instalments)					
- Mobile Screening & Crushing Plants LOW risk (including £36 fee for payment by instalments)	d	Per Process	P	225.00	225.00
- Mobile Screening & Crushing Plants MEDIUM risk (including £36 fee for payment by instalments)	d	Per Process	P	338.00	338.00
- Mobile Screening & Crushing Plants HIGH risk (including £36 fee for payment by instalments)	d	Per Process	P	489.00	489.00
Transfer & Surrender:					
- Standard Process Transfer	d	Per Process	P	162.00	162.00
- Standard Process Partial Transfer	d	Per Process	P	476.00	476.00
- New Operator at Low Risk reduced fee activity	d	Per Process	P	75.00	75.00
- Surrender (all Part B activities)	d	Per Process	P	0.00	0.00
- Reduced fee activities: Transfer	d	Per Process	P	0.00	0.00
- Reduced fee activities: Partial Transfer	d	Per Process	P	45.00	45.00
Temporary Transfer for mobile					
- First Transfer	d	Per Process	P	51.00	51.00
- Repeat Transfer following enforcement or warning	d	Per Process	P	51.00	51.00
Substantial Changes (s10 & s11):					
- Standard Process	d	Per Process	P	1,005.00	1,005.00
- Standard Process where substantial change results in a new PPC activity	d	Per Process	P	1,579.00	1,579.00
- Reduced Fee activities	d	Per Process	P	98.00	98.00
Note: All the prescribed licensing fees above are awaiting DEFRA notification of the new prescribed charges for 2016/17					

VAT Codes:

a = Standard Rate c = Exempt d = Outside Scope e = Zero Rated

ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2015/16 Fees & Charges £	DRAFT 2016/17 Fees & Charges £
List of Authorised Processes:					
- Commercial Interest	a	Per Property / Site Per Hour	D	75.00	75.00
- Fylde Residents / Students (Academic Research)	d	Per Property / Site Per Hour	D	Free	Free
Public Register Entries:					
- Commercial Interest – per hour	a	Per Property / Site Per Hour	D	110.00	110.00
- Fylde Residents / students (Academic Research)	d	Per Property / Site Per Hour	D	Free	Free
Contaminated Land Enquiries:					
- Contaminated Land Enquires: Desk top study – records /search and basic written response where no more than one site identified - per hour	a	Per Property / Site Per Hour	D	110.00	110.00
- Contaminated Land Enquiries: Where in addition to above, basic written response detailed landfill gas or chemical data is requested or the enquiry covers more than one site.	d	Per Property / Site Per Hour	D	Individual Costs to be negotiated	Individual Costs to be negotiated
Other Environmental Information:					
- Commercial Interest – Per Hour	a	Per Hour	D	110.00	110.00
- Fylde Residents / Students (Academic Research)	d	Per Session	D	Free	Free
Street Trading Consents:					
- Class 1: Commercial – Annual	d	Per Application	D	440.00	440.00
- Class 1: Commercial – Renewal	d	Per Application	D	410.00	410.00
- Class 2 : Charitable Organisations (no more than one day duration)	d	Per Application	D	0.00	0.00
Volunteer Surrender of food:					
- Documentation / Certification (Per Hour – minimum 1 hour)	d	Per Application	D	105.00	105.00
Export Certificates:					
- Export Certificate	d	Per Certificate	D	60.00	60.00
Water Sampling:					
- Swimming baths etc. per hour	d	Per Sample	D	-	-
- Analysis Costs	d	Per Sample	D	-	-

VAT Codes:

a = Standard Rate c = Exempt d = Outside Scope e = Zero Rated

ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	<u>Approved</u> 2015/16 Fees & Charges £	DRAFT 2016/17 Fees & Charges £
General Fees & Charges:					
- Work carried out in default of a notice (Initial Costs)	a	Per Investigation	D	110.00	120.00
- Plus cost per premises / Site Visit	a	Per Site / Premises	D	60.00	65.00
Private Water Supplies Regulations 2009					
- Risk Assessment	a	Per Assessment	P	500.00 (MAX)	500.00 (MAX)
- Sampling	a	Each Visit	P	100.00 (MAX)	100.00 (MAX)
- Investigation	a	Each Investigation	P	100.00 (MAX)	100.00 (MAX)
- Granting an authorisation	a	Each Authorisation	P	100.00 (MAX)	100.00 (MAX)
- Analysing a sample (reg 10)	a	Each Sample	P	25.00 (Max)	25.00 (Max)
- Analysing a sample taken during check monitoring	a	Each Sample	P	100.00 (Max)	100.00 (Max)
- Analysing a sample taken during audit monitoring	a	Each Sample	P	500.00 (Max)	500.00 (Max)

VAT Codes:

a = Standard Rate c = Exempt d = Outside Scope e = Zero Rated

ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	<u>Approved</u> 2015/16 Fees & Charges £	DRAFT 2016/17 Fees & Charges £
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<u>Licenses</u>					
Site Licensing Fees – The Mobiles Homes Act 2013:					
- New Site Application	d	Per Application	D	320.00	320.00
- Transfer Existing Site Licence	d	Per Application	D	190.00	190.00
- Alteration of Conditions	d	Per Application	D	375.00	375.00
- Depositing Site Rules	d	Per Application	D	80.00	80.00
- Annual Licence Fee – Per Site	d	Per Site	D	250.00	250.00
- Annual Licence Fee - Pitch Fee	d	Per Pitch	D	5.00	5.00
Street Café:					
- Grant	d	Per Application	D	300.00	300.00
- Renewal	d	Per Application	D	220.00	220.00
Sex Shop:					
- Grant	d	Per Application	D	1,640.00	1,640.00
Public/Private Hire:					
- Vehicle	d	Per Application	D	180.00	180.00
- Hackney Carriage Vehicle Licences	d	Per Application	D	180.00	180.00
- Hackney Carriage Drivers Licences	d	Per Application	D	90.00	90.00

VAT Codes:

a = Standard Rate c = Exempt d = Outside Scope e = Zero Rated

ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2015/16 Fees & Charges £	DRAFT 2016/17 Fees & Charges £
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Plate Charges					
- Full Set	d	Per Application	D	18.50	18.50
- Rear Plate & Mount	d	Per Application	D	10.25	10.25
- Rear Plate Only	d	Per Application	D	5.00	5.00
- Rear Mount Only	d	Per Application	D	5.25	5.25
- Front Plate & Mount	d	Per Application	D	5.25	5.25
- Front Plate Only	d	Per Application	D	2.50	2.50
- Front Mount Only	d	Per Application	D	2.75	2.75
- Button & Keys	d	Per Application	D	1.25	1.25
- Pouch	d	Per Application	D	1.25	1.25
- Private Hire Door Stickers	d	Per Pair	D	6.15	6.15
Drivers					
- New (annual)	d	Per Application	D	90.00	90.00
- New (3 yearly)	d	Per Application	D	-	225.00
- Private Hire Operators 1-5 Vehicles (5 yearly)	d	Per Application	D	-	300.00
- Private Hire Operators 6-10 Vehicles (5 yearly)	d	Per Application	D	-	320.00
- Private Hire Operators 11 Vehicles (5 yearly)	d	Per Application	D	-	345.00
- Replacement Driver Badges	d	Per Application	D	10.50	10.50
- Driver Licence Renewals (Private Hire or Hackney)	d	Per Application	D	75.00	75.00
- Driver Licence Renewals (Private Hire or Hackney 3 yearly)	d	Per Application	D	-	175.00
- Drivers Combined New	d	Per Application	D	125.00	125.00
- Drivers Combined New (3 yearly)	d	Per Application	D	-	225.00

VAT Codes:

a = Standard Rate c = Exempt d = Outside Scope e = Zero Rated

ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2015/16 Fees & Charges £	DRAFT 2016/17 Fees & Charges £
- Driver Combined Existing	d	Per Application	D	80.00	80.00
- Driver Combined Existing (3 yearly)	d	Per Application	D	-	175.00
- Transfer Licence Fee	d	Per Application	D	35.25	35.25
Notes: We do not issue refunds with respect to Taxi/PHV Licences					
- Fare Cards	d	Per Application	D	2.60	2.60
- Knowledge Test	d	Per Test	D	18.20	18.20
Licensing & Registration:					
- Animal Boarding Establishment	d	Per Application	D	125.00	125.00
- Dog Breeding Establishment Licence	d	Per Application	D	125.00	125.00
- Dangerous Wild animal Licence	d	Per Application	D	220.00	220.00
- Pet Shop Licence	d	Per Application	D	125.00	125.00
- Riding Establishment Licence	d	Per Application	D	220.00	220.00
- Riding Establishment Licence Renewal	d	Per Application	D	195.00	195.00
- Scrap Metal Collectors	d	Per Application	D	505.00	330.00
- Scrap Metal Site	d	Per Application	D	645.00	335.00
- Second Hand Dealer Registration	d	Per Application	D	120.00	120.00
- Skin Piercing Registration – Premises	d	Per Application	D	160.00	160.00
- Skin Piercing Registration - Persons	d	Per Application	D	160.00	160.00
Notes: Skin piercers include acupuncturists, tattooists, ear piercers and electrologists'. Both skin piercers and their premises have to be registered with an Authority. Normally there is one registered proprietor for each premises, although there may be a number of practitioners. Each and every additional practitioner will be required to register.					

VAT Codes:

a = Standard Rate c = Exempt d = Outside Scope e = Zero Rated

ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2015/16 Fees & Charges £	DRAFT 2016/17 Fees & Charges £
<p>General: Alterations or additions to the above licences, registrations and consents, which result in the need to visit premises and issue documentation will be charged at half the standard fee.</p> <ul style="list-style-type: none"> - Many of the Licences are issued from the 1st January each year. Where application is made part way through a year, 1/12 of the standard fee will be charged for each full month remaining plus an administration fee of £54.00 - Where a licence is surrendered part way through a year a 1/12 refund of the standard fee will be charged for each full calendar month remaining, less an administration fee of £54.00 - Licence fee levels for 2016/17 have been assessed to ensure the fee equates to no more than the cost of providing the licence. 					
<u>Gambling Act 2005 – Premises Licence Fees</u>					
Casino Premises Licence:					
- Annual Fee	d	Per Application	D to P max	260.00	260.00
- Variation Fee	d	Per Application	D to P max	185.00	185.00
- Transfer Fee	d	Per Application	D to P max	150.00	150.00
- Reinstatement of Licence	d	Per Application	D to P max	150.00	150.00
Bingo Premises Licence:					
- New Application	d	Per Application	D to P max	190.00	190.00
- Annual Fee	d	Per Application	D to P max	235.00	235.00
- Provisional Statement Fee	d	Per Application	D to P max	150.00	150.00
- Premises Licence fee holder of provisional statements	d	Per Application	D to P max	30.00	30.00
- Variation Fee	d	Per Application	D to P max	180.00	180.00
- Transfer Fee	d	Per Application	D to P max	150.00	150.00
- Reinstatement of Licence	d	Per Application	D to P max	150.00	150.00

VAT Codes:

a = Standard Rate c = Exempt d = Outside Scope e = Zero Rated

ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2015/16 Fees & Charges £	DRAFT 2016/17 Fees & Charges £
Bingo Premises (Other) Licence:					
- New Application	d	Per Application	D to P max	185.00	185.00
- Annual Fee	d	Per Application	D to P max	235.00	235.00
- Provisional Statement Fee	d	Per Application	D to P max	150.00	150.00
- Provisional Licence fee for holders of provisional statements	d	Per Application	D to P max	30.00	30.00
- Variation Fee	d	Per Application	D to P max	185.00	185.00
- Transfer Fee	d	Per Application	D to P max	150.00	150.00
- Reinstatement of Licence	d	Per Application	D to P max	150.00	150.00
Adult Gaming Centre Premises Licences:					
- New Application	d	Per Application	D to P max	190.00	190.00
- Annual Fee	d	Per Application	D to P max	235.00	235.00
- Provisional Statement Fee	d	Per Application	D to P max	150.00	150.00
- Premises Licence fee for holders of provisional statements	d	Per Application	D to P max	30.00	30.00
- Variation Fee	d	Per Application	D to P max	185.00	185.00
- Transfer Fee	d	Per Application	D to P max	150.00	150.00
- Reinstatement of Licence	d	Per Application	D to P max	150.00	150.00
Family Entertainment Centre Premises Licence:					
- New Application	d	Per Application	D to P max	190.00	190.00
- Annual Fee	d	Per Application	D to P max	235.00	235.00

VAT Codes:

a = Standard Rate c = Exempt d = Outside Scope e = Zero Rated

ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2015/16 Fees & Charges £	DRAFT 2016/17 Fees & Charges £
Family Entertainment Centre Premises Licence Continued:					
- Provisional Statement Fee	d	Per Application	D to P max	150.00	150.00
- Premises Licence fee for holders of provisional Statement	d	Per Application	D to P max	30.00	30.00
- Variation Fee	d	Per Application	D to P max	185.00	185.00
- Transfer Fee	d	Per Application	D to P max	150.00	150.00
- Reinstatement of Licence	d	Per Application	D to P max	150.00	150.00
Tracks:					
- New Application	d	Per Application	D to P max	190.00	190.00
- Annual Fee	d	Per Application	D to P max	235.00	235.00
- Provisional Statement fee	d	Per Application	D to P max	150.00	150.00
- Premises licence fee for holder of provisional Statement	d	Per Application	D to P max	30.00	30.00
- Variation Fee	d	Per Application	D to P max	185.00	185.00
- Transfer Fee	d	Per Application	D to P max	140.00	140.00
- Reinstatement of licence	d	Per Application	D to P max	150.00	150.00
- Fee for notification of change of circumstance	d	Per Application	P	50.00	50.00
- Fee for copy of licence	d	Per Application	P	25.00	25.00

VAT Codes:

a = Standard Rate c = Exempt d = Outside Scope e = Zero Rated

ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2015/16 Fees & Charges £	DRAFT 2016/17 Fees & Charges £
Licensing Act Charges Licensed Premises Fees: Non-Domestic Rateable Value Application / Initial Fee					
Band A: 0 - 4300	d	Per Application	P	100.00	100.00
Band B: 4301 - 3300	d	Per Application	P	190.00	190.00
Band C: 33001 - 87000	d	Per Application	P	315.00	315.00
Band D: 87001 - 125000	d	Per Application	P	450.00	450.00
Band E: 125001 and Over	d	Per Application	P	635.00	635.00
Annual / Renewal Charge					
Band A: 0 - 4300	d	Per Application	P	70.00	70.00
Band B: 4301 - 3300	d	Per Application	P	180.00	180.00
Band C: 33001 - 87000	d	Per Application	P	295.00	295.00
Band D: 87001 - 125000	d	Per Application	P	320.00	320.00
Band E: 125001 and Over	d	Per Application	P	350.00	350.00
Note: Where the premises are in Band D or Band E, and where the primary or exclusive function is to supply alcohol for consumption on the premises the fees will be as follows.					
Annual / Renewal Charge					
Band D: 87001 - 125000	d	Per Application	P	640.00	640.00
Band E: 125000 and Over	d	Per Application	P	1,050.00	1,050.00
Personal Licence: Renewable after 10 years	d	Per Application	P	37.00	37.00

VAT Codes:

a = Standard Rate c = Exempt d = Outside Scope e = Zero Rated

ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	<u>Approved</u> 2015/16 Fees & Charges £	DRAFT 2016/17 Fees & Charges £
Other Fees & Charges:					
Application for copy of licence or summary on theft, loss etc. of premises licence or summary	d	Per Application	P	10.50	10.50
Notification of Change of name or address (holder of premises licence)	d	Per Application	P	10.50	10.50
Application to vary to specify individual as premises supervisor	d	Per Application	P	10.50	10.50
Application to transfer premises licence	d	Per Application	P	23.00	23.00
Interim authority notice	d	Per Application	P	23.00	23.00
Application for making a provisional licence	d	Per Application	P	23.00	23.00
Application for a copy certificate or summary on theft, loss of certificate or summary	d	Per Application	P	315.00	315.00
Notification of change of name or alteration of club rules	d	Per Application	P	10.50	10.50
Change of relevant registered address of club	d	Per Application	P	10.50	10.50
Temporary event notices	d	Per Application	P	10.50	10.50
Application of copy of notice on theft, loss etc. of temporary event notice	d	Per Application	P	21.00	21.00
Application for copy of licence on theft, loss etc. of personal licence	d	Per Application	P	10.50	10.50
Notification of change of name or address (personal licence)	d	Per Application	P	10.50	10.50
Notice of interest in any premises	d	Per Application	P	21.00	21.00
Note: All the prescribed Licensing Act 2003 fees are currently prescribed in regulations to the act. New legislation is anticipated whereby such fees shall be locally set but the date for this currently unknown.					

INFORMATION ITEM



REPORT OF	MEETING	DATE	ITEM NO
MANAGEMENT TEAM	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	5 JANUARY 2016	8

GENERAL FUND REVENUE BUDGET MONITORING REPORT 2015/16 - POSITION AS AT 30th NOVEMBER 2015

PUBLIC ITEM

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

SUMMARY OF INFORMATION

The purpose of this report is to provide an update of the Council's General Fund Revenue Budget as at 30th November 2015 and specifically for those areas under the Committee's remit.

SOURCE OF INFORMATION

Chief Financial Officer – the report is based upon information extracted from the Council's financial ledger system for the period to 30th November 2015.

LINK TO INFORMATION

General Fund Revenue Budget monitoring Report to 30th November 2015:

<http://www.fylde.gov.uk/council/finance/budget-monitoring/2015-16/revenue/>

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

This information is provided to enable the committee to consider and scrutinise periodic revenue budget monitoring reports for those areas under the committee's remit.

FURTHER INFORMATION

Contact: Paul O'Donoghue (Chief Financial Officer)

Tel: 01253 658566

INFORMATION ITEM



REPORT OF	MEETING	DATE	ITEM NO
MANAGEMENT TEAM	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	5 JANUARY 2016	9

CAPITAL PROGRAMME MONITORING REPORT 2015/16 - POSITION AS AT 30th NOVEMBER 2015

PUBLIC ITEM

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

SUMMARY OF INFORMATION

The purpose of this report is to provide an update of the Council's approved Capital Programme as at 30th November 2015 and specifically for those schemes under the Committee's remit.

SOURCE OF INFORMATION

Chief Financial Officer – the report is based upon information extracted from the financial ledger system for the period to 30th November 2015.

LINK TO INFORMATION

Capital Programme Monitoring 2015/16 as at 30th November 2015:

www.fylde.gov.uk/council/finance/budget-monitoring/2015-16/capital

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

This information is provided to enable the committee to consider and scrutinise the latest position on the Council's approved Capital Programme for those schemes under the committee's remit.

FURTHER INFORMATION

Contact: Paul O'Donoghue (Chief Financial Officer)

Tel: 01253 658566

CAPITAL PROGRAMME MONITORING REPORT 2015/16 –

POSITION AS AT 30TH NOVEMBER 2015

Summary

The purpose of this report is to provide an in-year progress update in respect of those schemes within the Capital Programme that have been approved for delivery in 2015/16, together with an update on the Council's overall Five Year Capital Programme. This report includes a narrative description of the most significant risks to the Capital Programme and details any actions required to address these. Appendix A to this report provides an update by Committee on schemes scheduled for commencement or delivery in 2015/16. Appendix B provides a summary of the latest position for the 5 year Capital Programme and Appendix C provides details of the financing of the programme.

1. Background

The Council approved the Capital Programme on 3rd March 2015. That update showed a balanced capital programme position from 2015-16 onwards. This report includes year to date expenditure and sets out the latest phasing of the programme and any additions or changes since the last current position was presented to Council in March 2015. The Programme has also been rolled forward to include the year 2019/20.

2. Capital Programme Re-Phasing of Budgets

This monitoring report sets out the latest phasing of the Programmed Schemes and any resulting revenue implications of borrowing will be reflected in future updates to the Councils Financial Forecast.

3. Notes on Specific Schemes

There are a number of schemes for which further information is provided below:

(i) Accommodation Project

The accommodation project was originally included in the capital programme on the basis that the scheme would be self-financing from capital receipts from the sale of 3 sites (St David's Road Depot, Derby Road, Wesham and the Public Offices). Actual asset sales and receipts are dependent on market conditions and cannot be predicted with certainty. St David's Road depot was sold in 2012/13, and the site at Derby Road, Wesham was sold in 2013/14. The Public Offices has been re-marketed during 2014/15 and the Accommodation Working Group have reviewed a number of further expressions of interest. Disposals of this nature where external agencies, planning decisions, external legal specialists and property developers are involved often take many months to conclude.

In August 2015 the Finance and Democracy Committee approved virements of £230k from phases 7 and 8 of the scheme to fund the phase 3 works and approved the commencement of the phase 3 works during 2015/16. The report also noted that the cost limiting approach to providing satisfactory accommodation will not be possible from within the funding realised from the sale of surplus assets. Subsequently in December 2015 Council approved the establishment of an Accommodation Project Reserve; the transfer into the Accommodation Project Reserve of £504k from favourable in-year revenue budget variances in 2015/16; and capital virements in the total sum of £310k from Phase 7 of the Accommodation Project capital scheme to fund Phases 4 and 5 of the works (£280k to be vired into Phase 4 and £30k into Phase 5). A further report will be presented to a later meeting of this Committee which will provide full details of the proposed works in relation to the next phases of the scheme, and which will request approval to enter into contractual agreements to deliver those works.

The cross-party Accommodation Working Group continues to monitor and manage this project and regular update reports on the project will continue to be provided to Members.

ii) Coast Protection Scheme

The Strategic Appraisal Report for the Fylde Shoreline Strategy was approved by the Environment Agency's Large Project Review Group (LRPG) in January 2014 and included the replacement of sea defences at Fairhaven and Church Scar. Following this approval further funding was released by DEFRA and Cabinet approved spend for a Coastal Headland Study Project Appraisal Report (PAR) in the sum of £175k, fully funded from DEFRA resources. This report has now been completed and was submitted for approval by the Environment Agency's LRPG on the 6th August 2015. Once the Project Appraisal Report is approved, further funding from DEFRA is then required to complete the next stage. This is the detailed, customer led design of the new sea walls and involves gaining the necessary approval for the work to progress, planning permission, Marine Management Organisation licence, environmental impact assessment and appropriate assessment with regards to the potential to disturb overwintering birds during construction. Once these approval are obtained it will unlock funding for both Fairhaven Lake and Church Scar sea defence construction schemes.

The overall cost of the Fairhaven Sea Wall is currently estimated by DEFRA to be £7.3m, and Church Scar Sea Wall to be £9.4m. The DEFRA funding spans the years 2015/16 to 2018/19. Fylde Council's contribution of £400k towards sea wall development works is fully-funded from the Capital Investment Reserve. Further updates and any future changes to the scheme will be reported to members and the Capital Programme will be updated accordingly.

(iii) Disabled Facilities Grants (DFGs)

As local housing authority, the Council has a statutory duty to provide disabled adaptations within the Borough. In order to fund these works the Council receives grant support which previously was provided by the Department for Communities and Local Government (DCLG).

As part of the 2013 Spending Round review the Government established the 'Better Care Fund', with the intention of "providing an opportunity to transform local services so that people are provided with better integrated care and support". Under these new arrangements from 2015/16 onwards the funding for Disabled Facilities Grants (DFGs) transferred to the Department of Health, with funding being distributed to all Councils via the upper-tier authority for that area. As such, in Lancashire the fund will be administered by Lancashire County Council. Each upper-tier authority then allocates the funding to their respective housing authorities (i.e. district councils within their area) to enable them to continue to meet this statutory responsibility.

This Council has previously made a decision to limit DFG expenditure to the level of the funding received for this purpose. In order to monitor the level of demand upon this resource the number of applications on the various categories of waiting lists and the periods of waiting time for DFG's are closely monitored and are reported to Members as appropriate.

The Capital Programme includes annual provision for DFG's at the level of the 2015/16 grant allocation. However this is the only year for which the allocation has been confirmed and for 2016/17 onwards the figures in the programme are estimates and will only be confirmed in the year they are due. For as long as DFG works remains a statutory obligation the grant is unlikely to be withdrawn by the Government but could be reduced.

Any future reduction in DFG income received by the Council will have a direct impact on the level of works that can be undertaken. There is also a direct revenue implication on DFG fees which would also have to be adjusted.

(iv) Project Slippage

Areas of slippage must be addressed in future years to ensure that no loss of external grant is imposed due to conditions associated within specified timescales.

(v) Other Capital Receipts

The approved programme for 2016/17 onwards assumes "Right to Buy" receipts of £25k per annum and "General Asset Sales" of £45k per annum. Future receipts are dependent on prevailing market conditions and values cannot be predicted with certainty. This will be monitored and reviewed during the year and adjusted accordingly in future monitoring reports, along with the impact this may have on the financing of the programme.

(vi) Capital Investment in St. Annes Pool

As part of the arrangement with the YMCA for the operation of the pool, the Council undertook to provide Capital support in the event of major works, repair or breakdown and a provision of £153k was included in the programme for this eventuality. There is now a remaining capital resource of £93k in 2015/16. There is a risk that this remaining resource is insufficient to meet future capital expenditure needs for the facility.

4 Conclusions

- 4.1 As set out in Appendix A, actual expenditure to 30th November 2015 is £1.673m against a revised full year budget of £4.396m. This equates to 38.1% of the latest budget. The expenditure on a number of schemes is phased later during the financial year.
- 4.2 The current Capital Programme as updated is showing a balanced position for 2015/16 onward. There are a number of priority areas beginning to emerge across the Council's property asset portfolio that will require further investment. The Capital Programme and the associated financing will be subject to discussion with Members during the months in the lead up to the annual budget setting process for 2016/17.
- 4.3 Any additional expenditure which is not fully funded by external finance would normally require the generation of capital receipts or further borrowing (the latter placing further pressure on the Revenue Budget from the consequent repayment costs). However Budget Council on 4th March 2013 approved the creation of a Capital Investment Reserve to finance future capital expenditure. The balance of this reserve at 31st March 2015 was £2.720m after an additional contribution at outturn for 2014/15 of £247k. Commitments to date of £2.379m leave a current uncommitted balance on the reserve of £341k. It is anticipated that this reserve would offer the preferred source of finance for any further additions to the Capital Programme in future years.

CAPITAL PROGRAMME - 2015/16 IN-YEAR SCHEME MONITORING REPORT - AS AT 30/11/15

Appendix A

	APPROVED SCHEMES	Financing Source	Approved Budget 2015/16 £000	Slippage B/F from 2014/15 £000	Adjustments from 03/03/15 £000	Updated Budget 2015/16 £000	Expenditure to 30/11/15 £000	Variance £000	Comments
	<u>FINANCE & DEMOCRACY COMMITTEE</u>								
Z120	Accommodation Project - Phase 3 - East Wing Inc. Lift	Proceeds from the sale of surplus Council Assets, and the Accommodation Project Reserve	315	2	230	547	133	414	In August 2015 the Finance and Democracy Committee approved virements of £230k from phases 7 and 8 of the scheme to fund the phase 3 works and approved the commencement of the phase 3 works during 2015/16. Subsequently in December 2015 Council approved the establishment of an Accommodation Project Reserve; the transfer into the Accommodation Project Reserve of £504k from favourable in-year revenue budget variances in 2015/16; and capital virements in the total sum of £310k from Phase 7 of the Accommodation Project capital scheme to fund Phases 4 and 5 of the works (£280k to be vired into Phase 4 and £30k into Phase 5). A further report will be presented to a later meeting of this Committee which will provide full details of the proposed works in relation to the next phases of the scheme, and which will request approval to enter into contractual agreements to deliver those works.
Z121	Accommodation Project - Phase 4 - Chaseley Link Bridge		202		280	482		482	
Z122	Accommodation Project - Phase 5 - One Stop Shop		272		30	302		302	
Z132	Compliance with INSPIRE Directive	Specific Government Grant (INSPIRE)	0	7		7	7	0	The INSPIRE directive places a legal obligation on public authorities which hold geographical regarding the environment within their locality. The budget has been adjusted to reflect slippage approved by Committee 22nd June 2015. The scheme has now been completed within the budget.
	Sub total		789	9	540	1,338	140	1,198	
	<u>TOURISM & LEISURE COMMITTEE</u>								
Z102	Ashton Gardens Depot	Proceeds from the sale of surplus Council Assets	61	2	-63	0		0	The budget for this scheme has been adjusted to reflect the slippage as approved by the Finance and Democracy Committee of 22nd June 2015. The scheme is currently on hold pending the disposal of the Public offices site (the works will need to be completed prior to that disposal). The scheme has been re-phased into 2016/17 as the disposal of that site is now not expected to take place in 2015/16.
Z126	Snowdon Road Depot	Capital Investment Reserve	320			320	121	199	The works on this scheme have commenced and completion is expected during December 2015.
Z127	Hope Street Pavilion Refurbishment - Phase 2	Capital Investment Reserve/ External Donations	79		74	153	147	6	The works on this scheme have now been completed to budget. Capital Retention payment outstanding.
Z076	St Annes Pool	No external finance - funded by borrowing/general asset disposal receipts	93			93		93	This represents the balance of the maintenance scheme resource which will be retained and drawn upon when required.
Z128	St Annes Pool - External Works	Capital Investment Reserve/ Arts Council Grant	120		-120	0		0	A scheme has been proposed which will be designed in-house subject to the delivery of other priority projects. Once designed there will need to be consultation with stakeholders and then dialogue with the Arts Council over match funding. This scheme will not now proceed in 2015/16 and has been re-phased into 2016/17.

Appendix A (Cont'd)

	APPROVED SCHEMES	Financing Source	Approved Budget 2015/16 £000	Slippage B/F from 2014/15 £000	Adjustments from 03/03/15 £000	Updated Budget 2015/16 £000	Expenditure to 30/11/15 £000	Variance £000	Comments
	TOURISM & LEISURE COMMITTEE (CONT)								
Z112	Fairhaven Lake & Promenade Gardens - First round	Capital Investment Reserve	20		-20	0		0	This scheme represented the match funding for the development of the Heritage Lottery Development Bid. Given that the first round bid was unsuccessful a report was presented in September 2015 to the Tourism & Leisure Committee outlining how the Fairhaven Masterplan can be delivered in the future. This scheme will not now proceed in 2015/16 and has been re-phased into 2016/17.
Z145	Park View Playing Field - Sand & Water Play Facility	Specific Government Grant (Coastal Communities)	272			272	261	11	The works on this scheme have now been completed to budget. Capital Retention payment outstanding.
Z146	Community Parks Improvement Programme - Frobisher Drive Play Equipment	S106 Developer Contributions	0		34	34	33	1	This scheme has now been completed with a minor underspend.
Z133	Replacement Boats Fairhaven	Capital Investment Reserve	0	55		55	19	36	The original supplier was unable to deliver to the council's specification and the contract was terminated accordingly. Some of the boat fleet has been replaced with reconditioned craft. A report was presented in September 2015 to the Tourism & Leisure Committee allocating the remaining funding to an alternative procurement option. The scheme is expected to be completed in line with the budget during 2015/16.
Z097	Promenade Footways	No external finance - funded by borrowing/general asset disposal receipts	40		-40	0		0	Funding for this scheme has been amalgamated into the Fairhaven Footways Improvements project below.
Z135	Fairhaven Footway Improvements	Capital Investment Reserve / General Asset Sale Receipts	15		40	55		55	The works in relation to this scheme has been designed and tendered. A report was presented in September 2015 to the Tourism and Leisure Committee to seeking approval to the commencement of the scheme. The scheme is expected to be completed in line with the budget during 2015/16.
Z141	Lowther Pavilion Roof	Capital Investment Reserve	8			8		8	This funding represents the resource required to undertake the preparatory works for the substantive scheme programmed for 2016/17. Surveys are underway to inform a design and specification for partial re-roof. Dialogue is also taking place with Trustees over their refurbishment requirements and further development ambitions.
Z142	Fairhaven Toddlers Play Area	Capital Investment Reserve	67			67		67	The scheme went to tender in September 2015 and a report was presented in November 2015 to the Tourism & Leisure Committee seeking approval to the commencement of the works. The scheme is expected to be completed in line with the budget during 2015/16.
Z143	Sand Dunes re-modelling at North Beach Car Park / Summerfields	Capital Investment Reserve	20			20		20	Surveys were completed in October 2015. The design works have also been commissioned. The scheme will require stakeholder engagement and the necessary approvals prior to commencement. A detailed proposal is currently being worked in consultation with Councillors and Residents. The scheme is expected to be completed in line with the budget during 2015/16.
Z144	Freckleton Memorial Park	Capital Investment Reserve	50		-50	0		0	This scheme is phased over two years. In addition to the Council's contribution a further £80k of external funding has been secured. Furthermore the outcome of two more external bid submissions in the total sum of £50k is awaited. The outcome of those bids is anticipated for December 2015. The outcome of those bid submissions will determine the extent of the scheme. The scheme has been re-profiled into 2016/17 as it is now unlikely that it will be delivered in the current year.
	Sub total		1,165	57	-14	487	581	496	

Appendix A (Cont'd)

	APPROVED SCHEMES	Financing Source	Approved Budget 2015/16 £000	Slippage B/F from 2014/15 £000	Adjustments from 03/03/15 £000	Updated Budget 2015/16 £000	Expenditure to 30/11/15 £000	Variance £000	Comments
	OPERATIONAL MANAGEMENT COMMITTEE								
Z038	Replacement Vehicles	Capital Investment Reserve / Borrowing	802	24		826	428	398	The budget for this scheme has been adjusted to reflect the slippage as approved by the Finance and Democracy Committee of 22nd June 2015. All vehicle acquisitions are expected to be completed in line with the budget during 2015/16.
Z049	Car Park Improvements	No external finance - funded by borrowing/general asset disposal receipts	30			30	30	0	Eight new Pay & Display meters have been purchased and installed. The scheme has been completed to budget in 2015/16.
Z116	Fylde Headlands Preliminary Work	Specific Government Grant (Environment Agency)	70	16		86	41	45	The Project Appraisal Report has been submitted for approval by the Environment Agency Large Projects Review Group on 6th August 2015. Further work will be required later in the year to continue to meet Environment Agency requirements for schemes of this scale and nature.
Z131	Repair & Renewal - Flood Defences	Specific Government Grant (Environment Agency)	0	30	-15	15	15	0	The grant scheme has come to an end with 3 claims been approved. Any unused grant will be returned to the Environment Agency.
	Sub total		902	70	-15	957	514	443	
	ENVIRONMENT, HEALTH & HOUSING COMMITTEE								
Z1010	Disabled Facilities Grants Programme	Specific Grant (Better Care Fund) / External Contributions / Grant repayments	366	52	199	617	320	297	The budget for this scheme has been adjusted to reflect the slippage as approved by the Finance and Democracy Committee of 22nd June 2015, increased grant allocation, recycled grant repayments and a further contribution of £40k from New Fylde Housing in 2015/16. The programme is expected to be completed in line with the budget during 2015/16.
Z107	Rapid Deployment CCTV Replacement Projects	Specific Grant (LSP Performance Reward Grant)	0		82	82	40	42	The budget for CCTV camera replacement is planned to be spent on the revised CCTV project as approved by Council. Any remaining monies are to be earmarked and allocated to replacement cameras as and when they are required (subject to a community impact assessment and approval by committee) as also previously agreed by Council.
Z106	Infant Memorial Garden - Phase 2	Capital Investment Reserve / NHS & Other donations	0	15		15	16	-1	This scheme has now been completed with a minor overspend.
Z113	Cemetery and Crematorium - Infrastructure Works	Capital Investment Reserve	0		6	6		6	This part of the scheme is for the initial design phase of the of the substantial burial ground extension works programmed for 2017/18. The design work is currently being undertaken.
Z108	Cemetery / Crematorium Pumping Station	Capital Investment Reserve	0	4		4	4	0	The works on this scheme have been completed. The final invoice is awaited and the total scheme cost is expected to be within the budget.
Z134	New memorial garden - Lytham Park Cemetery	Capital Investment Reserve	41			41	8	33	A new boundary fence has been installed. A report was presented to the November 2015 meeting of the Environment, Health & Housing Committee approving the location, draw down of funding and the procurement route of the various elements of the scheme. The scheme is expected to be completed to budget in 2015/16.
	Sub total		407	71	287	765	388	377	

Appendix A (Cont'd)

	APPROVED SCHEMES	Financing Source	Approved Budget 2015/16 £000	Slippage B/F from 2014/15 £000	Adjustments from 03/03/15 £000	Updated Budget 2015/16 £000	Expenditure to 30/11/15 £000	Variance £000	Comments
	DEVELOPMENT MANAGEMENT COMMITTEE								
Z136	Kirkham Regeneration Scheme - Town Centre Phase 4	Capital Investment Reserve	50			50	50	0	A report was presented to a special Development Management Committee in August 2015 that outlined the scheme and sought approval to the commencement of the works. In addition to this there will be a further £35k of revenue monies allocated to this scheme from the High Street Innovation Fund. Commencement on site started September 2015. Scheme is expected to be completed to budget in 2015/16
Z137	Woodlands Road Regeneration Scheme - Town Centre Phase 3	Capital Investment Reserve / S106 Developer Contributions	85	4		89		89	A report was presented to Development Management Committee in November 2015 approving commencement of the works. Scheme is expected to be completed to budget in 2015/16.
Z138	Public Realm Regeneration - St Annes	S106 Developer Contributions	80			80		80	The public realm scheme at Park Road has now been completed to budget in 2015/16. Awaiting final invoice.
Z138	St Annes Regeneration Schemes	S106 Developer Contributions	274		-274	0		0	This funding is earmarked for the next phase of St Annes Town Centre including St Annes Road South and The Crescent. A draft scheme will be prepared early 2016 for delivery during 2016/17. Consequently this scheme has been re-phased into 2016/17.
Z139	Lytham Regeneration Schemes	S106 Developer Contributions	130		-130	0		0	Section 106 monies have been received and design on the scheme will commence from April 2016 with implementation later in the financial year. Scheme will be re-phased into 2016/17.
Z140	Staining Regeneration Schemes	S106 Developer Contributions	40			40		40	This project is subject to ongoing discussions with Staining Parish Council. A draft scheme is to be prepared based on the outcome of those discussions.
	Sub total		659	4	-404	259	50	209	
	Total Expenditure		3,922	211	263	4,396	1,673	2,723	

UPDATED 5 YEAR CAPITAL PROGRAMME 2015/16 TO 2019/20 - BY SCHEME

	Updated Estimate 2015/16 £000	Estimate 2016/17 £000	Estimate 2017/18 £000	Estimate 2018/19 £000	Estimate 2019/2020 £000
FINANCE & DEMOCRACY COMMITTEE					
Accommodation Project - Phase 3 - East Wing Inc. Lift	547				
Accommodation Project - Phase 4 - Chaseley Link Bridge	482				
Accommodation Project - Phase 5 - One Stop Shop	302				
Accommodation Project - Phase 6 - Council Chamber		179			
Accommodation Project - Phase 7 - Internal Refurb / Services		465			
Accommodation Project - Phase 8 - Car Park & External Works		0			
Compliance with INSPIRE Directive	7				
Sub total	1,338	644	0	0	0
TOURISM & LEISURE COMMITTEE					
Ashton Gardens Depot	0	63			
Snowdon Road Depot	320				
Hope Street Pavillion Refurbishment - Phase 2	153				
St Annes Pool	93				
St Annes Pool - External Works	0	120			
Fairhaven Lake & Promenade Gardens - First Round	0	20			
Park View Playing Field - Sand & Water Play Facility	272				
Community Parks Improvement Programme - Frobisher Drive Play Equipment	34				
Replacement Boats Fairhaven Lake	55				
Promenade Footways	0	40	40	40	40
Fairhaven Footway Improvements	55				
Lowther Pavilion Roof	8	115			
Fairhaven Toddlers Play Area	67				
Sand Dunes re-modelling at North Beach Car Park / Summerfields	20				
Freckleton Memorial Park	0	50			
Sub total	1,077	408	40	40	40
OPERATIONAL MANAGEMENT COMMITTEE					
Replacement Vehicles	826	68	1,487	680	840
Car Park Improvements	30	30	30	30	30
Fylde Headlands Preliminary Work	86				
Fairhaven and Church Scar Coast Protection Scheme	0	3,600	7,300	5,600	
Repair & Renewal - Flood Defences	15				
Sub total	957	3,698	8,817	6,310	870
ENVIRONMENT, HEALTH & HOUSING COMMITTEE					
Disabled Facilities Programme	617	468	468	468	468
Rapid Deployment CCTV Replacement Projects	82				
Infant Memorial Garden - Phase 2	15				
Cemetery and Crematorium - Infrastructure Works	6		294		
Cemetery / Crematorium Pumping Station	4				
New memorial garden - Lytham Park Cemetery	41				
Sub total	765	468	762	468	468
DEVELOPMENT MANAGEMENT COMMITTEE					
Kirkham Regeneration Scheme - Town Centre Phase 4	50				
Woodlands Road Regeneration Scheme - Town Centre Phase 3	89				
Public Realm Regeneration - St Annes	80				
St Annes Regeneration Schemes	0	274			
Lytham Regeneration Schemes	0	130			
Staining Regeneration Schemes	40				
Sub total	259	404	0	0	0
Total Expenditure	4,396	5,622	9,619	6,818	1,378

UPDATED 5 YEAR CAPITAL PROGRAMME 2015/16 TO 2019/20 - FINANCING

	Updated Estimate 2015/16 £000	Estimate 2016/17 £000	Estimate 2017/18 £000	Estimate 2018/19 £000	Estimate 2019/2020 £000
FINANCING:					
Capital Receipts - General Asset Sales	45	45	45	45	45
Capital Receipts - Right to Buy Receipts	132	25	25	25	25
Capital Receipts - (Accommodation Project)	890	644			
Capital Receipts - Vehicle Sales					
Leasing					
Better Care Fund / Disabled Facilities Grant	480	468	468	468	468
Section 106 Monies - Woodlands Road, Ansdell	4				
Section 106 Monies - St Annes	80	274			
Section 106 Monies - Lytham	0	130			
Section 106 Monies - Staining	40				
Section 106 Monies - Parks Improvement - Frobisher	34				
Capital Grant - Repayments	57				
Capital Investment Reserve	1,147	634	393	78	182
Accommodation Project Reserve	441	63			
Other External Finance (see analysis below)	621	3,290	7,300	5,600	
Direct Revenue Finance	73				
Prudential Borrowing	352	49	1,388	602	658
Total Financing	4,396	5,622	9,619	6,818	1,378

Total surplus (-) / shortfall in year	0	0	0	0	0
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Cumulative surplus (-) / shortfall	0	0	0	0	0
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See note below for external funding available to finance the above schemes:

Other External Finance: Analysis

LSP Performance Reward Grant	82				
Environment Agency - Fylde Coastal Preliminaries	86	3,200	7,300	5,600	
Environment Agency - Flood Defence	15				
Other Contributions - Hope Street Pavillion Refurbishment	66				
Arts Council - St Annes Pool	0	90			
NHS - Infant Memorial Garden Donation and fund raising	13				
INSPIRE Grant	7				
New Fylde Housing - DFG Contribution	80				
Coastal Communities Grant	272				
	621	3,290	7,300	5,600	0

INFORMATION ITEM



REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	5 JANUARY 2016	10

HEALTHWATCH LANCASHIRE

PUBLIC ITEM

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

SUMMARY OF INFORMATION

An updated report to the relevant programme committee on the work of Healthwatch Lancashire was requested by the former Community Focus Scrutiny Committee in January 2015. In brief, Healthwatch is:

- Independent consumer champion for health and social care in the county with the role to listen and the power to significantly influence change within the health and social care system.
- Gives children, young people and adults a powerful voice – making sure their views and experiences are heard by those who run, plan and regulate health and social care services in Lancashire.
- Is one of 152 local Healthwatch organisations which, together with Healthwatch England, make up the Healthwatch Network across the country.

Gill Brown, Chief Executive of Healthwatch will be in attendance at the meeting to answer any questions that members may have.

SOURCE OF INFORMATION

Gill Brown, Chief Executive - Healthwatch Lancashire.

LINK TO INFORMATION

<http://healthwatchlancashire.co.uk/>

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

An updated report to the relevant programme committee was requested by the former Community Focus Scrutiny Committee in January 2015.

FURTHER INFORMATION

Contact: Lyndsey Lacey- Simone 01253 6585049

INFORMATION ITEM



REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	5 JANUARY 2016	11

CARE AND REPAIR UPDATE REPORT (WYRE AND FYLDE) 1 APRIL 2014 TO 31 MARCH 2015

PUBLIC ITEM

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

SUMMARY OF INFORMATION

This report is the eighth annual report to Members on the operation of the Wyre and Fylde Care and Repair service. This report covers the period 1st April 2014 to 31st March 2015.

The Care and Repair Service is administered from Wyre Council on behalf of the two authorities. Total project funding for 2014/15 was £250,074 with Wyre and Fylde Councils providing £30,000 each. Other funding sources includes; Supporting People - Core funding £54,810 and Handy Person services £54,834, Public Health £47,630, Social Care Funding from LCC £32,800. During the year Care and Repair (Wyre and Fylde) dealt with 4,027 enquiries for advice and support. Examples of services provided include: 148 grab rails, supporting client to access charity funding to carry out essential works, visiting 323 people in their own home to assess needs and provide support to complete claims for Attendance Allowance and making referrals for the Affordable Warmth Initiative. In Fylde the Handy Person has completed 1,036 jobs in Fylde which includes security measures, draught proofing, small repairs, tripping hazards and prevention.

SOURCE OF INFORMATION

Annual report provided by Care and Repair (Fylde and Wyre) completed by Michelle Scott, Manager.
[Link to Annual Report](#)

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

This report is the eighth annual report to Members on the operation of the Wyre and Fylde Care and Repair service. The seventh annual report was reported to the Community Focus Scrutiny Committee on the 11th September 2014. A further report was presented to the same Committee on the 4th December 2014 following a review of the Care and Repair service/commissioning strategy undertaken by Lancashire County Council (LCC). This required a 'partnering arrangement' between Fylde and Wyre councils to agree, with LCC, to deliver the joint service, with Wyre Council as the lead authority. Additional services were included and the annual contribution of £30,000 provided by Wyre and Fylde Councils be fixed and committed for 3 to 5 years.

FURTHER INFORMATION

Contact: Kirstine Riding, Housing Services Manager, 01253 658569

Care & Repair (Wyre and Fylde)

Annual Report

1 April 2014 to 31 March 2015

Core Service

During the year 1 April 2014 to 31 March 2015, Care & Repair (Wyre and Fylde) dealt with 4037 enquiries for advice and support

The service met its target times for:

Average number of weeks between enquiry and first visit – 0.43 against a target of 3

Average number of weeks between first visit and practical completion for jobs costing less than £1000 – 12.1 against a target of 20

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

We have little control over timescales where there is involvement with charities, as finding this funding can be very time-consuming and is often delayed whilst waiting for trustees to meet to consider requests, make their decisions and authorise funding

The Handyperson service has also met the target time for carrying out works – average number of weeks between initial enquiry and completion being 0.4 against a target of 2. Where the target timescale was exceeded for a job, this was due to, or at the request of, the service user

The Service has facilitated the following works for clients:

Private/Charity Funded Works

Cases completed	68
Cases in progress	26

In addition, during the year, at various stages during the process, 18 jobs did not progress for a number of reasons, including:

- Client not eligible for charity funding but not willing to pay for the work
- Client refused to disclose financial circumstances (for grant or charity funding application)
- Client changed their mind about having the work done

Care & Repair supplied and fitted 148 grab rails at low cost, on request, for those people who did not wish to wait for an assessment by Social Services. This service keeps waiting times down for Occupational Therapist assessment for those people who require only a grab rail and ensures that people who do not qualify for a rail from Social Services can still have grab rails fitted safely and professionally.

Care & Repair has continued to deliver and install minor aids (grab rails, shower seats, newel rails, etc) for Millercare and Cairns Chemist who are retail providers of minor aids under the Lancashire County Council retail prescription scheme. The arrangement has continued to be beneficial to all, especially the clients, who have their equipment delivered and fitted quickly and safely, as well as getting the opportunity to access other services provided by Care & Repair.

22 clients have been supported to access in excess of £30,000 charity funding to carry out essential work to their property, with another 29 clients having heating-related work carried out with Affordable Warmth funding, totaling £21,500

Caseworkers carried out 323 visits to people in their homes, assessing their needs and providing support, including assisting with benefits claims for Attendance Allowance, Disability Living Allowance and Personal Independence Payments

Benefits Claims

During the year, Caseworkers have completed applications to support clients with claims for Attendance Allowance, resulting in 117 successful claims, providing additional income of £364,202 per annum. This has resulted in additional annual income for individuals of at least £2865.20 and, for some couples, as much as £8559.20. In addition, successful claims for other disability-related benefits have brought in additional annual income of £35,278, giving an overall total of £399,481 extra annual income for older and disabled residents in Wyre and Fylde

We rely on clients letting us know whether or not their claims have been successful, as there is no other way we can get this information. We are still awaiting the outcome for 73 claims (which could amount to a further £209,000 or more). Claims for Disability Living Allowance (DLA) and Personal Independence Payments (PIP) have been very slow in being assessed and we have received very little information from clients as to whether or not their claims have been successful, with many still not having received a decision

Marketing/Promotion

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

- Age UK - St Annes
- Wyre Together Showcase Event – Marine Hall Fleetwood
- Fylde Day Services – Kirkham
- Clifton Hospital Ward 1 Open Day
- West View Community Centre – Fleetwood
- Age UK – Fleetwood
- Volunteer Bus – Calder Vale
- Stroke Awareness Event – Rossall School
- Lytham Hospital Memory Services
- Volunteer Bus – Scorton
- Age UK event – Warton
- British Red Cross
- St Annes Fire Service
- Kirkham Adult Day Centre
- Clifton Hospital Garden Fete
- Volunteer bus – Fleetwood
- Blackpool Hospital – Patient relations
- Fun Café – Marine Hall
- Tea Dance – North Euston Hotel
- Fylde Coast Health Mela – Fleetwood High School
- Dementia Group – Glendower Hotel, St Annes
- Flu clinic – Queensway Medical Centre, Poulton
- Ladies' Pleasant Hour Group – Knott End
- NHS Winter Planning event – Ribby Hall
- Wyre Care & Support in the Community – Thornton Little Theatre
- Staining and Normoss Older Citizens Group
- Alzheimer's Support Group – Fleetwood
- Fylde Community Showcase – Lowther Pavilion
- Memory Festival – St Annes Library
- The Willows Community Group – Preesall
- Rotary Club of Lytham – Clifton Hotel
- Volunteer bus – Fleetwood
- North Lancashire Carers Conference
- PPG Workshop
- Older Person Event – North Euston Hotel, Fleetwood

Supplies of leaflets have been distributed across Wyre and Fylde, to a wide range of venues and organisations, including Help Direct, Blackpool Victoria Hospital, Lytham Primary Care Centre, Age UK Lancashire, St Annes Fire Station, LCC Adult & Community Services offices, Bispham Rehabilitation, Regenda, as well as shops, churches, libraries, GP surgeries and businesses who are in contact with people who would be eligible for our service. Leaflets have also been delivered door to door in areas which we know are populated predominantly by our target client group

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

- Wyre Disability Partnership
- Affordable Warmth Steering Group
- EBIT (Everybody's Business Implementation Team)
- Fylde Together Steering Group (Chair)
- Advice Link Partnership (Chair)
- Lancashire Agencies Forum
- Foundations HIA Managers' Meeting
- Fylde Key Partners Meeting
- Wyre Together Steering Group
- Big Lottery Bid Thematic Groups
- Home Improvement Agency Consultation Group Events
- Supporting People North Locality Group
- North West HIA and Stakeholders Meetings
- DWP Lancashire Customer Representatives Group

The Manager attended the following events during the year:

- Innovation in Health and Social Care
- Wyre Together Awards presentation
- Dementia Champion Training
- Lead Professionals Event
- UR Potential Celebration event
- DFG Task Group Review
- Integrated Wellbeing Consultation
- Blackpool, Wyre and Fylde CVS Anniversary event
- Progress Housing Group Community Safety Launch
- Cross-sector workshop
- Homestart Fylde AGM
- Fylde Drug Awareness event
- Wyre Together Information event
- Dementia Friends Champions Engagement event
- Dementia Community Meeting

Working with Partners

Funding was in place from Fylde Community Safety Partnership for the whole of 2013-14 to continue with Sanctuary Scheme work in Fylde to support victims of domestic violence, anti-social behaviour and repeat burglary. During the year, Care & Repair dealt with 12 referrals to the Sanctuary Scheme in Fylde

Wyre also funded the Sanctuary Scheme and during the year, Care & Repair dealt with 32 referrals in Wyre for the Sanctuary and Haven Schemes.

Care & Repair has continued to work in partnership with Lancashire Fire and Rescue Service, fitting smoke alarms and making referrals to the Fire Service for Home Fire Safety Checks and winter safe and warm packs

Funding for Affordable Warmth initiatives was provided by Lancashire County Council Public Health, with Care & Repair the lead Agency for this work in Wyre and Fylde, acting as first point of contact and assessing referrals for eligibility and appropriate support. A separate report is attached (Appendix 1) which details work undertaken and outcomes achieved by Care & Repair. In addition to the funding provided for the project, Care & Repair received funds from the Electrical Safety Council to fund the cost of minor electrical safety works. Care & Repair also raised a further £22,135.90 from charities towards the cost of heating repairs. Affordable warmth work will continue to be provided through the summer to support clients who are eligible

Quality Assurance and Monitoring

Surveys were sent out quarterly to all clients who had core service work completed during the year. A summary of the surveys is attached (Appendix 2), together with a summary of the Handyperson satisfaction surveys (Appendix 3)

Staff

There have been no staff changed during the year

Handyperson Service

During the year, the Handyperson Service carried out 2546 jobs

A breakdown of work carried out is provided with this report (Appendix 4)

The small repairs handyperson service has continued to provide help for clients with works which would not be viable for a contractor but which clients are not able to carry out themselves. Charges for the Handyperson small repairs service brought in £5690.00 contribution towards running costs and 62 clients made voluntary donations, amounting to £481.01, an average donation of £7.75.

Care & Repair has continued to supply and fit keysafes, to order, from Lancashire County Council. The arrangement to deliver and install grab rails and other minor adaptations equipment for Millercare and Cairns Chemist, retailers operating the scheme for County, has also continued. These arrangement work well for both parties and clients benefit from gaining direct access to Care & Repair services via the Handyperson visit

The Handyperson Service carried out valuable work on the Affordable Warmth/Warm Homes Healthy People project, delivering heaters and other measures and installing draught-proofing. The Handyperson Service, together with the Care & Repair Core Service, is key in the effective delivery, by Care & Repair, of any affordable warmth initiatives

The Agency also dealt with 1152 enquiries during the year for reputable trades-people to carry out works which are not appropriate for the Handyperson Service for clients who are able to arrange works themselves, without support from the Care & Repair core service

Finance and Funding

Care & Repair has operated within budget and retains a contingency fund of 3 months operating costs

Lancashire County Council Adult and Community Services and Supporting People have extended the Care & Repair contracts, which run to March 2015. Funding is also in place from Lancashire County Council Public Health, until March 2015

Lancashire County Council has undertaken a review of Home Improvement Agency provision across the County, with a view to funding only specific Home Improvement Services for a limited client group, in place of the current full Home Improvement Agency provision which is currently available in Wyre and Fylde for any resident aged 60 and over or adults with a disability. Representatives from both Fylde and Wyre Districts have been involved in the consultation process. The commissioned service for Fylde and Wyre will continue to be delivered by Wyre Council, on behalf of Wyre and Fylde under the revised commissioning arrangement and a collaboration agreement is being drawn up to finalise the arrangement. The new services will include minor adaptations work and the initial collaboration agreement will be for 3 years, with the option to extend for a further two years.

The funding provided by Wyre and Fylde Districts will enable a broader client base to receive the service that is the case under the County contract

Care & Repair continues to work as a key partner, delivering services which meet priorities and targets for Lancashire County Council Adult and Community Services and Public Health, Wyre and Fylde District Councils, Lancashire Health and Wellbeing Board and the Clinical Commissioning Groups covering Wyre and Fylde. It plays a key role in supporting residents to remain living independently in their homes for as long as they wish, preventing hospital admissions and reducing the need for social care interventions, with the service adapting to meet specific needs and priorities, as demonstrated through the Affordable Warmth partnership project

Michele Scott
Manager
October 2015

Appendix 1

Affordable Warmth Initiative 2014-15

Care & Repair Activity Report

Referrals Received – Total 259

Referring Agencies:

Care & Repair (Wyre and Fylde)
Wyre Council
Fylde Council
Help Direct
Fire Service
Age UK
CAB
Lancashire County Council Adult & Community Services
Occupational Therapist
Community Nurse
Fleetwood Hospital
N-Compass
LESS
DISC
Alzheimer's Society
Thornton Primary School
Re-Enablement Team
Mount View Surgery
Rapid Response Team
Integrated Care Team
Rossall Hospital
Early Support Discharge Team
CHiL

The scheme for 2014-15 started in the summer months with preventative work and repairs to prepare vulnerable residents for the coming winter.

As in previous years, Care & Repair (Wyre and Fylde) was the first point of contact for the project. On receipt of the referral, Care & Repair carried out an assessment to confirm eligibility and determine need and measures were then offered, as appropriate, together with referral to partner agencies funded

through the scheme for support on affordable warmth related issues, including help with fuel bills, debt advice, energy tariffs, home energy surveys and Landlord issues.

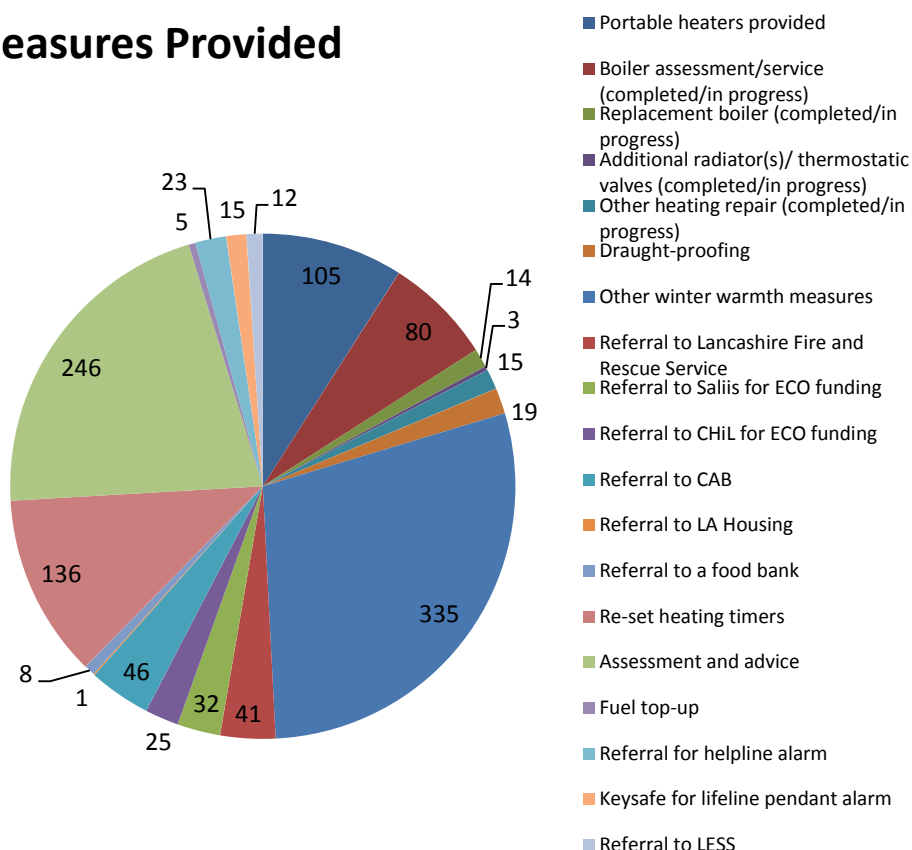
A wide range of measures was available, including emergency portable heaters, electric blankets, carbon monoxide detector/alarms and radiator reflective panels, as well as boiler and gas fire service/repair/replacement, draught-proofing and other heating repairs

249 clients benefited from the project in some way; 8 people who received an assessment had no issues with affordable warmth and 2 of the referrals failed to engage with the project

Measures Provided

Portable heaters provided	105
Boiler assessment/service (completed/in progress)	80
Replacement boiler (completed/in progress)	14
Additional radiator(s)/ thermostatic valves (completed/in progress)	3
Other heating repair (completed/in progress)	15
Draught-proofing	19
Other winter warmth measures	335
Referral to Lancashire Fire and Rescue Service	41
Referral to Saliis for ECO funding	32
Referral to CHiL for ECO funding	25
Referral to CAB	46
Referral to LA Housing	1
Referral to a food bank	8
Re-set heating timers	136
Assessment and advice	246
Fuel top-up	5
Referral for helpline alarm	23
Keysafe for lifeline pendant alarm	15
Referral to LESS	12

Measures Provided



Care & Repair was also successful in securing £22135.90 contribution from charities towards the cost of heating repairs, which increased the overall effectiveness of the project, enabling maximum benefit for the funding available.

Feedback from clients on the work done has demonstrated the value to clients of the affordable warmth project with regard to supporting them to maintain their independence:

“Thank you so much for the ongoing help and support you have shown me during what I can only report as trying times.

Please can you pass on my gratitude to all sponsors who have contributed to both the replacement boiler and also the gas fire and surround along with the contractors who were so good.

I can move back into my house and be at least warm and comfortable thanks to everyone’s generosity, without which my house would have remained cold and a bleak outlook to return to.”

“Our house was so cold and draughty we had to use blankets and hot water bottles during the day, our heating bills were high. We have found a big difference.”

“Excellent staff very conscientious and kind especially when one has severe disability.”

Appendix 2

ANALYSIS OF CUSTOMER SATISFACTION SURVEYS - April 2014 to March 2015

Number of surveys sent	52
Number of surveys returned	28
%age return	54%

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

	Excellent	Good	Average	Poor
Courtesy	23	5		
Helpfulness	21	4		
Knowledge	22	4		
Overall Quality of Service	24	3		
Total	90	16	0	0

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

- 1 I have been tret wonderful
- 2 Everyone has been very helpful, I don't think you can improve in any way
- 3 Carry on with the good work
- 4 Excellent service
- 5 Excellent service provided
- 6 We think all the staff that have helped us have been brilliant
- 7 Brilliant

- It was a shame that when issues were raised our contact Paul was too ill to attend and my son had to deal with the problems. I know this can't be helped but surely another member of your team could have attended (*This was not the case. The son raised issues before the work was complete. A member of staff attended whenever was necessary MS*)
- 8
 - 9 Thank you all

- 10 Yes, I wrote to Council about another matter (porch & dimensions & permission). 'Cos I mentioned it was drafty & cold (Knott End) I was contacted by a lady who enabled me to access your services. I was surprised but delighted
- 11 They were all considerate and helpful would recommend them most highly
- 12 Very helpful
- 13 I enclose postal order for sum of £30 for courtesy and helpfulness to me
- 14 They were very helpful and got the work done for us. Thank you
- 15 Gave 100% of their time & very helpful with any query made. Can't fault them at all
- 16 The Care staff have been so kind and helpful and it is very much appreciated. With thanks
- 17 Excellent staff very courteous and kind especially when one has severe disability
- 18 I am very thankful for the help, dedication and overall support particularly of Louise, without her going the extra mile for me I would have had no heating at all. I am still in a 22 month house insurance claim but we have warmth, bless you

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

	Excellent	Good	Average	Poor
Courtesy / Helpfulness	19	7		
Tidiness and safe working	17	7		
Time kept waiting to start/finish job	16	5		
Overall Quality of Service	18	6		
Total	70	25	0	0

3 Would you recommend this contractor to other people?

Yes	27
No	1

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

- 1 They were nice and friendly
- 2 No
- 3 Highly satisfied with the work you have done

- 4 Very pleasant and good hard worker. Great
- 5 Found them to be clumsy at times. Damaged a few things though they did replace
- 6 Found him very pleasant and helpful
- 7 Very pleasant electrician and listened to your concerns
- 8 Work was done with a few hickups along the way plumbers had to return a couple of times to fix problems occurring during and after completion
- 9 Very very pleased with service
- 10 Had several issues with the contractor and although the work was completed in the end the amount of time it took and the at times rudeness of the workers means I would not recommend them or have them carry out future work on my house (*We are not aware of any times the contractor was rude to our client, who was challenging, to say the least MS*)
- 11 No
- 12 Contractor came back finishing work to our satisfaction (Full marks)
- 13 No
- 14 Would give them 5 stars for all the work completed
- 15 Very helpful
- 16 He was very efficient and did a really good job. Thank you
- 17 The contractors did have to come back and re-do the work. On the whole they were courteous and polite
- 18 None
- 19 I was very apprehensive of having a boiler in my bedroom but this contractor got me the quietest boiler ever and it is no issue at all. The local fitter was exceptionally good, helpful and tidy and I would be very pleased to recommend this company to anyone in the future

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

Yes	25
No	1

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

- 1 I would not have the feeling of being safer
- 2 No
- 3 It is good to know your help is only a phone call away
- 4 Yes. Having constant hot water and not having to call out an engineer every so often to repair the old boiler

- 5 Great to phone and get help from someone on the other end of the phone
- 6 Would have been unable to afford to get these repairs done ourselves
- 7 Was overwhelmed with the service and help we have received and it has helped us immensely
- 8 Helped us financially as it was impossible for us to afford having the new plumbing fitted
- 9 Had no heating or hot water
- 10 I could not have carried on living by myself because the kitchen floor was sinking
- 11 YES It has given myself confidence to go down my back and front doors
- 12 Yes! Confidence with outside workers (unknown) (That's a main factor)
- 13 Definitely - service on boiler and sheets on the back of outside wall radiators - I knew nothing about this service, it has made a difference
- 14 Have helped my independence immensely as I have difficulty with all movement
- 15 By knowing I can ring anytime for help and advice
- 16 Our house was so cold and draughty we had to use blankets and hot water bottles during the day, our heating bills were high. We have found a big difference since new windows and I would like to thank you again
- 17 Yes as I don't have to go in a nursing home just yet
- 18 Trusted people coming to the house
- 19 I am now warm and although waiting for further work to be done, it is my insurance company which is holding up everything now

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

- 1 Please they should do. I feel not humble and help is here for us oldies
- 2 N/A
- 3 All the people I am in contact with do know about Care & Repair service
- 4 Word of mouth is the best way of advertising. My father having been in business for 40 yrs proved it
- 5 We did not know this service was available until we phoned enquiring. More advertising and leaflets letting people know what services you can provide
- 6 We only found out about the service through enquiring, might be beneficial to advertise with leaflets etc of services
- 7 In green book
- 8 Maybe leaflets advertising what you do
- 9 I think you should as the service will help many people
- 10 Information packs at CAB offices
- 11 Perhaps pop a booklet in with Council Tax

- 12 Libraries, Age Concern groups & make sure people are genuinely needy. Care assistants would know genuine people who would benefit
- 13 Perhaps with more advertisement, after looking at the cost of it
- 14 Definitely
- 15 I would recommend the service
- 16 Send more leaflets through doors. I was told about Care & Repair by word of mouth when I used to go to Garstang Day Centre
- 17 Facebook or advertising in Doctors surgery
- 18 Advertising
- 19 Local paper
- 20 I am not sure how you advertise as I already knew about Care & Repair Blackpool when dealing with Ray's mum's need for a shower many years ago. Maybe supermarket notice boards and doctors surgeries

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

- 1 Only as a human being
- 2 Not necessarily treated less favourably but got impression if you work (regardless of age etc) you do the wrong thing
- 3 N/A
- 4 No
- 5 I had the feeling that the contractor was at first treating me like I was stupid at times but my son was at hand to help deal with them
- 6 N/A
- 7 N/A

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

- 1 Yes! Realise that you wouldn't be asked for help if it could be afforded by the person concerned - everyone who works - at times do need help - as much as the non-workers
- 2 Just keep up with the good work. Don't forget to say a 'BIG THANK YOU' for the TWO LOTS DONATIONS. THANKS AGAIN
- 3 Excellent service that we did not know was available for all this help. Information made available explaining all services that can be provided
- 4 No
- 5 No. Thank you so much for everything

- 6 I think more in progress visits may help more instead of me (the customer) having to phone when issue arises
- 7 No. Everything was tickety boo. Thanks to Louise & co
- 8 If the service is the same to other people it was to myself then the treatment can not improve (but all the public are not alike)
- 9 Continue with your courtesy/helpfulness. Remember we are elderly persons still wise, kept our house in repair 50 yrs. Us? Still (great workers but) (Body now in need of repair) xx Cheers
- 10 Yes my name was passed to Care & Repair, but I never did get my question answered - "Do you need permission to put a side porch on; are there dimensions issues"?
- 11 If it is possible to achieve more funding from the Government or private companies, BNFL, BAE Systems, BT, National Savings
- 12 Well satisfied
- 13 For now we can't think of any and we are very pleased with everything
- 14 To hopefully achieve more funding from the Government or local Council
- 15 Already good service
- 16 For me everything was very smoothly done, the hold ups were not of your making and all dealings have been good and very helpful. Thank you

APPENDIX 3

ANALYSIS OF HANDYPERSON CUSTOMER SATISFACTION QUESTIONNAIRES 2014-15

	April	July	October	January	Total
Number of surveys sent	20	20	20	20	80
Number of surveys received	13	10	11	12	46
Percentage return	65%	50%	55%	60%	58%

Please rate the service you have received

	Excellent	Good	Average	Poor
Courtesy of staff	32	10	1	1
Helpfulness of staff	32	10	1	1
Time kept waiting	29	13	2	
Professional/Technical knowledge	31	14		1
Quality of service	32	11	2	

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

Yes	38	83%
No	1	

General comments regarding our Handyperson service

- 1 By & large it is a very useful service mainly fixing things which once we did. I am really quite happy as the service is
- 2 As I live alone, the Handyperson Service is a lifeline for me. Your staff are all friendly, helpful and cheerful young men
- 3 I am 90 they are very good workers and very helpful as I have nobody. Thank you
- 4 Very professional
- 5 Quick and pleasant
- 6 Handyperson inspected our shower and told us he was unable to fit grabrails as the walls were plasterboard and would not safely stand my weight
- 7 Very pleasant handyman - unable to fix dripping tap because of type of tap. Mended knob on cupboard in hall (good job made)
- 8 Excellent

- 9 What a great service. I didn't really know about it. I will make sure I give a donation next time
- 10 The service is a great help to elderly people, especially those with poor DIY skills. We sincerely hope it continues as we will, most likely, need to use it again
- 11 I have been using your handyperson service since 2009. I have always found your staff excellent and professional in every way. I have recommended your service to many of my friends
- 12 Kevin is very helpful, I couldn't ask for more - thank you
- 13 I found the person concerned to be very kind & helpful and a proper gentleman
- 14 Friendly and helpful
- 15 Very pleased, here on day & time promised
- 16 Could not be any better
- 17 Very helpful
- 18 Very good I was really pleased
- 19 Wonderful service couldn't be more friendly polite and caring
- 20 Superb, I would have struggled without it. Staff have always done a good job, with no fuss. Clean, tidy, helpful without exception
- 21 Very good
- 22 A good service for elderly people
- 23 Very good and helpful
- 24 All is very well done. Thank you
- 25 V happy with the service - thank you
- 26 The job was simply to fix a new washing line
- 27 Very pleased with the competence of the handyman and the work he did. Would be happy to pay more (eg £10 per hour) instead of feeling as if I was getting more than I should and taking advantage
- 28 Great man and so courteous and helpful
- 29 Excellent service
- 30 We have always got good service and advice and regularly recommend the service to our friends and neighbours
- 31 V Good/excellent. You would be better doing this survey just after the job was done
- 32 The gentleman who came to do the work was abrupt and not very co-operative. He said they were only supposed to change light bulb etc
- 33 Made my safe and secure

How might we improve our Handyperson service?

1 It would help to have the service extended to electrics, there are lots of small jobs which earlier in life one dealt with oneself and fuses, the odd wonky
plug or switch which only require fairly basic skills and knowledge

2 I had a toilet seat fitted but did not purchase the seat before the handyman came as I needed advice. In future if I get a call before they come telling
me what I will need- as the handyman was not too pleased I had not purchased the seat (he did the job well tho)

3 It is already excellent

4 To try to keep them to help people all the time. THANK YOU

5 Always been satisfied with the service you give. We also had some work done in our garden from a list you sent us. Home Services NW did a very
good job & cleaned everything away

6 Maybe you could get a handyperson who can do painting and decorating and electrical works

7 First class

8 I don't really know. I was so pleased with it as it is

9 No improvement is needed if it is continued to be run as it is at present

10 There is no room for improvement as far as the excellent service that I have experienced over the years

11 I would find it helpful if they could do small decorating jobs

12 In my experience you could not improve on the particular handyman who came to my house. I think that the service could be advertised more as I
don't think everyone is aware of these handymen who do jobs like mine

13 Often more than one task needs doing because of the needs of the individual. Perhaps more time could be allocated to allow for this?

14 Cannot imagine

15 Always efficient and helpful

16 Sorry I don't know. I was very pleased with my service

17 It was very good. Explained everything

18 Make it more widely known to elderly people

19 No improvement necessary

20 No complaint from me

21 It's not necessary

22 No need

23 By being helpful and friendly

24 It seems pretty good to me. James who answered the phone was kind and patient and your workmen did a good job. THANK YOU. I am enclosing a
small donation £30

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

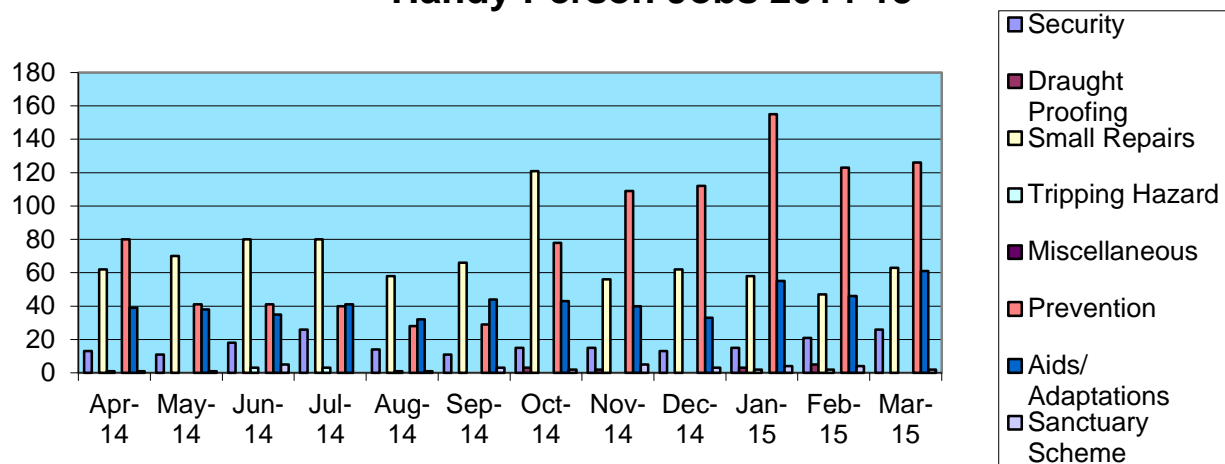
- 1 No problem
- 2 No
- 3 91 years old aged pensioner
- 4 I had a vague feeling that perhaps the handyman thought I could have done this job myself, though he did not say this. From our bits of conversation, I thought he felt that only people about 80+ were truly deserving cases in need of his help
- 5 I just felt he didn't really want to help me. He couldn't be bothered, because it was more than changing a light bulb

APPENDIX 4

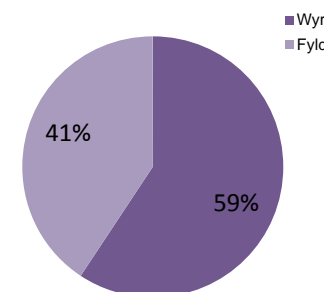
Handy Person Data 2014-15

	<u>Security</u>	<u>Draught Proofing</u>	<u>Small Repairs</u>	<u>Tripping Hazard</u>	<u>Miscellaneous</u>	<u>Prevention</u>	<u>Aids/ Adaptations</u>	<u>Sanctuary Scheme</u>	<u>Wyre</u>	<u>Fylde</u>	<u>Total</u>
Apr-14	13	0	62	1	0	80	39	1	130	66	196
May-14	11	0	70	0	0	41	38	1	101	60	161
Jun-14	18	0	80	3	0	41	35	5	122	60	182
Jul-14	26	0	80	3	0	40	41	0	107	83	190
Aug-14	14	0	58	1	0	28	32	1	82	52	134
Sep-14	11	0	66	0	0	29	44	3	86	67	153
Oct-14	15	3	121	0	0	78	43	2	147	115	262
Nov-14	15	2	56	0	0	109	40	5	137	90	227
Dec-14	13	0	62	0	0	112	33	3	121	102	223
Jan-15	15	3	58	2	0	155	55	4	165	127	292
Feb-15	21	5	47	2	0	123	46	4	144	104	248
Mar-15	26	0	63	0	0	126	61	2	168	110	278
Total	198	13	823	12	0	962	507	31	1510	1036	2546

Handy Person Jobs 2014-15



Split of Handy Person Jobs Between Wyre & Fylde



INFORMATION ITEM



REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	5 JANUARY 2016	12

AGE UK LANCASHIRE– ANNUAL REPORT

PUBLIC ITEM

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

SUMMARY OF INFORMATION

The Council has a Service Level Agreement in place with Age UK Lancashire to provide an information and advice service in Fylde. As part of this agreement, Age UK provides a report to committee each year, summarising its performance over the previous year.

The report (available in the Members' Room) covers the period April 2014 to March 2015.

SOURCE OF INFORMATION

<http://www.ageuk.org.uk/lancashire>

LINK TO INFORMATION

[AGE UK LANCASHIRE ANNUAL REPORT](#)

A paper copy of the Annual Review and the Statement of Accounts is also available in the Members' Room, Town Hall.

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

Age UK Lancashire is identified as one of the Council's key formal partnerships. There is a service level agreement in place where the Council pays a grant of £12,000 per annum for the information and advice service. The annual report produced by Age UK Lancashire provides an opportunity for councillors to ensure that the council is receiving value for money. Previous annual reports were scrutinised by the Community Focus Scrutiny committee.

FURTHER INFORMATION

Contact Tracy Morrison (658521) or Alison Read, Age UK Lancashire (01257 479017)

AGE UK LANCASHIRE
FYLDE INFORMATION AND ADVICE SERVICE
ANNUAL REPORT APRIL 2014– MARCH 2015

INTRODUCTION

Established in 1941, Age UK Lancashire has over 50 years' experience of working with and for the older people of Lancashire and their carers. The organisation has a strong track record of delivering a broad range of quality, outcomes-focused services based on evidence of need in the local area, across the whole county. Our services are co-designed and co-produced with and for local older people, based on their needs, aspirations and requirements and are delivered by our locally recruited staff and volunteers who are grounded in the communities that they serve.

Age UK Lancashire (AUKL) is the leading organisation in the county providing support & services to enable vulnerable people and their carers to live independently in the way they choose. We promote & facilitate social inclusion and improve health and wellbeing through a variety of delivery models. These include group and peer activities befriending and mentoring and one-to-one tailored and person-centred support. Services vary across areas according to local need.

In Fylde Borough we have the following services:

- Information & Advice including case work
- Personal Advisor Service – providing holistic assessments to older people
- Coping Alone - bereavement support project
- End of Life support for terminally ill people and their families
- Discharge Aftercare – practical support for people discharged from hospital
- Community Links – befriending scheme
- Rural Outreach social groups
- Falls Assessment service for those identified as being at risk of falling
- Fit For the Future – supporting older people to remain healthy and well.
- Home Help service

Information & Advice Service

Information and Advice is Age UK's flagship service and we are proud to be delivering this service to older people across Fylde borough.

Age UK Lancashire provides a comprehensive Information & Advice service to older people and their carers throughout the Fylde area. This is a free, one-to-one service supporting, informing and advising older people and their carers, often at the most vulnerable times in their life. Our services include: signposting and referral to other agencies, providing information and advice, form filling and casework. There is high need for the home visiting element of our service, particularly to support older people who are housebound to claim their welfare benefit entitlements.

We aim to support all enquiries as far as possible and actively refer to specialist advice services where appropriate such as Citizen’s Advice Bureau for debt advice and Welfare Rights for benefit appeals. We work in close partnership with other advice agencies to ensure that we are providing cohesive, seamless, high quality services for older people across the borough. We are active members of the Advice Network steering group that co-ordinates I&A activity across Fylde, Wyre and Blackpool.

Our most common enquiries are focused on:

- Welfare Benefits
- Health and Social Care
- Help at home
- Bereavement
- Housing
- Consumer Rights
- Loneliness and Isolation
- Health Issues
- Other Money Matters
- Local Services
- Social Activities

The service can be accessed by calling in to the Age UK Lancashire office in St George’s Rd, St Annes, telephone, email, letter, referral from other community services or via one of Age UK Lancashire’s outreach services. Home visits are provided for people unable to access the office, complex cases and lengthy form-filling. The office is open Monday to Friday 9.00 – 5.00pm with a telephone and email service operating Monday – Friday 9 – 5pm with an out of hours answerphone facility.

The service works in partnership with a number of local key partners, including the Department for Work and Pensions, Police, Welfare Rights, Citizens Advice Bureau, Disability Information, Advice Link, Community Mental Health Team, CCG, New Fylde Housing, Fylde CAB, Care & Repair, Lancashire Fire and Rescue Service, Hospital Discharge Team, Trinity Hospice, Rosemere Cancer Unit, Social Services, Stroke Association, Alzheimer’s Association, Parkinson’s Society and Lytham Hospital Dementia services.

Eligibility criteria

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

PROFILE OF SERVICE USERS

Total number of contacts	1,304
Total number of issues presented	821

Age UK Lancashire
61-63 St Thomas's Rd
Chorley
Lancashire PR7 1JE

t 0300 303 1234
f 01257 479017
e admin@ageuklancls.org.uk
www.ageuklancls.org.uk



**INVESTORS
IN PEOPLE**

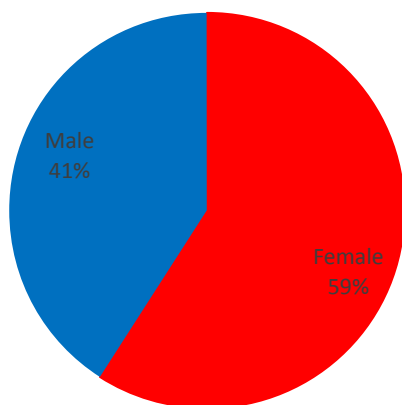
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Age Group	%
Under 65	6
65-74	19
75-84	39
85-94	28
Over 95	5
Not known	3

Topic of enquiry	No.
Benefits	377
Social care	47
Consumer	25
Education	10
Family & personal	55
Finding help at home	49
Health	64
Housing	65
Legal	53
Residential care	29
Transport	47

Gender



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Lancashire PR7 1JE

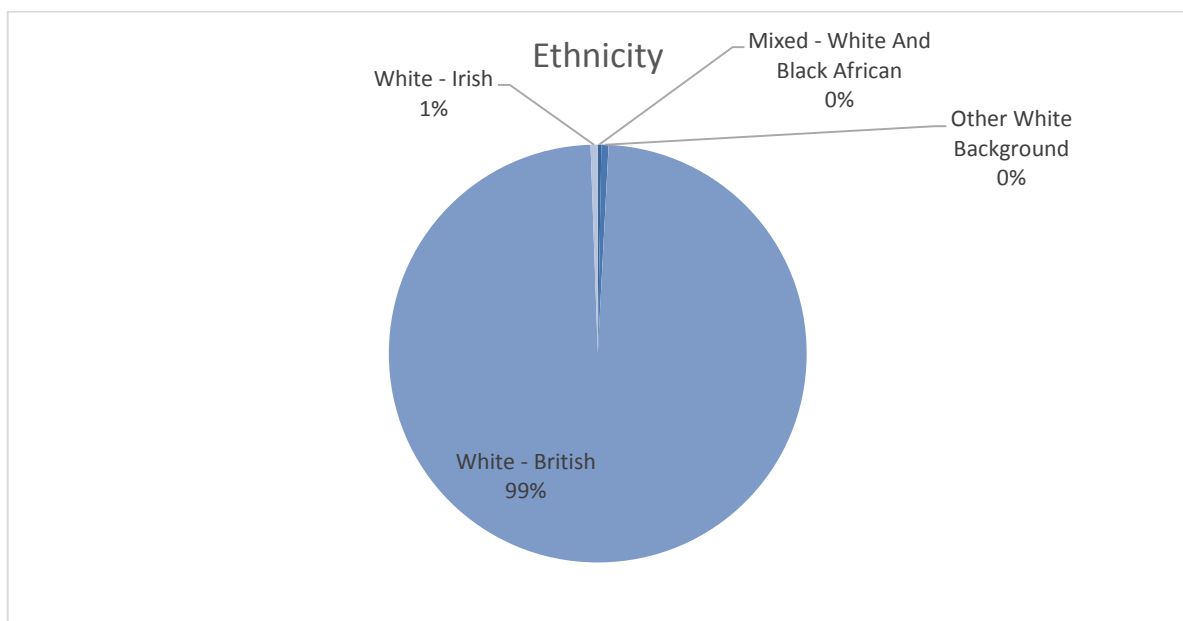
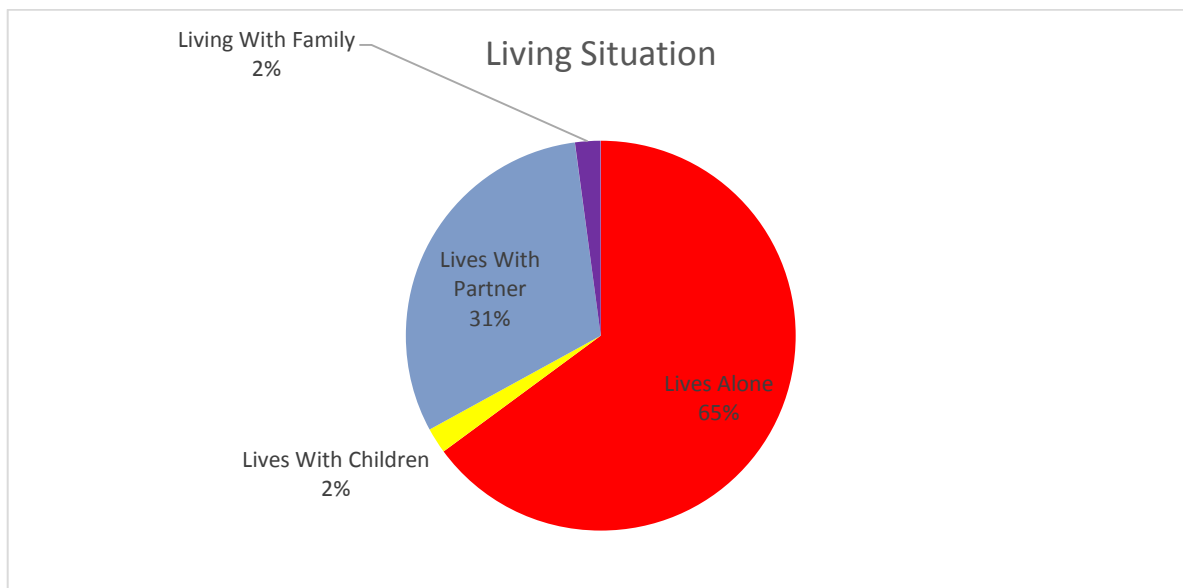
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www.ageuklancs.org.uk



**INVESTORS
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319 people attended the Information and advice surgeries and we provided **134** home visits throughout the Fylde area.

The service provided by Age UK Lancashire has led to an increase in older peoples' incomes of over £310,092 per annum via successful benefit applications.

Age UK Lancashire
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Chorley
Lancashire PR7 1JE

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STAFFING/VOLUNTEERS

The team consists of:

- 1 Part Time Information & Advice Officer
Providing office appointments and home visits for those clients who are unable to come to us.
- 2 I&A Volunteers
Supporting the information and advice officer to undertake home visits and complete welfare benefit claim forms, particularly attendance allowance.
- 6 Volunteer Meeters and Greeters
These volunteers cover most of the office opening hours and deal with callers coming in to the office by signposting, providing information or active referral appropriate to the client's enquiry.

STAFF/VOLUNTEER TRAINING

Age UK Lancashire has a comprehensive training plan for both staff and volunteers; mandatory training includes Safeguarding, Dementia awareness and General Health and Safety Awareness.

The Information and Advice officer has attended training courses on:

- AA/DLA form filling
- Benefit calculator
- The Care Act
- Pension Credit
- Safeguarding Adults
- Personal Independence Payment

Regular meetings are held with all the volunteers to update them and provide general support.

QUALITY

Quality is a high priority for the organisation and we strive to continually improve our service provision. We have recently achieved the bronze Investors in People Award, alongside maintaining our ISO quality standards and the Age UK organisational standard

PROMOTION AND ENGAGEMENT

During 2014-15 Age UK Lancashire has developed a dedicated community engagement and promotions teams. We use our charitable funds to support community groups of older people, actively promote our services to older people through a variety of media, social media and events. Community Radio, such as Radio Lancashire, is an excellent way to reach older people and to help connect them with their local community.

Some of the Fylde groups that we have supported over the last year include:

- Fylde over 55s forum
- Stroke Association support group
- MS Society support group
- Andsell and Fairhaven WI
- Sheltered housing residents at Oxford Court
- Just Good friends group

Some of the most vulnerable members of the community don't access services easily and often don't become known to us until they are in a crisis. Our Personal Advisor in Fylde undertakes holistic assessments with older people and supports them to access local services, relieving social isolation and loneliness. Referrals from the Personal Advisor into our Information and Advice Service to help maximise the income of an individual is essential to help that individual feel that they can afford to take part in community activities and maintain their independence at home.

CAMPAIGNS

Age UK Lancashire has supported the following national campaigns:

- Let's talk money
- Care in Crisis
- Winter Health
- Warm Homes
- General Election

DEVELOPMENT PLANS for 2015-16

- To employ a full time I&A Support Worker in Fylde, with which we will accompany with a re-launch of the office and a renewed promotion of the service across the borough
- Recruit, train, maintain and manage more I&A and Meet and Greet volunteers to support the service and manage the high demand for home visits to complete welfare benefits claim forms.
- Continue to seek funding to expand our service provision in Fylde, particularly in the areas of information and advice and Engagement – both essential services that are difficult to find sustainable funding for.
- To continue to be actively involved in the Advice Network steering group for Fylde, Wyre and Blackpool
- To continue to develop our range of wrap around services to support the older population in Fylde, based on demand and need.



CASE STUDY 1: CLIENT A

Client A, aged 79, was referred to Information & Advice by her daughter who was concerned about her deteriorating health. At the time the client was dealing with the death of her husband & was seeing a Mental Health Nurse for counselling.

This client was struggling to cope physically due to health problems & financially. The client had one daughter living in the local area but no care package in place.

On discussion it became apparent that the client was not in receipt of any disability benefits when she quite clearly would be eligible for Attendance Allowance. She had terrible arthritis in her spine, knees & hands & was prone to falls. Client A was also hard of hearing. I ordered an Attendance Allowance form from DWP & helped her to complete the form which she said she would have been unable to do alone. I then completed a blue badge application form for her as she was struggling to get out & about due to her mobility problems, etc.

I was concerned about the clients' safety in the home, especially in the bathroom. I referred the client to Social Services & arranged for an OT assessment to get some aids & adaptations in place to help make things easier.

The client was also dealing with losing her husband. I referred her to our internal Coping Alone bereavement service. I thought this may also relieve the pressure on the clients' daughter as she would begin to socialise & attend social groups.

Results for the client:

The client was successful with her claim for Attendance Allowance and was awarded the Higher rate of £81.30 per week. She was also successful in obtaining a blue badge which allows her to get out & about a lot more. With the extra money she now has help coming into the home several times a week which has had a positive impact on her daughters' life as the pressures on her have been reduced.

The client has said that her quality of life has improved. She now attends an Age UK social group once a week that she really enjoys & benefits from too.

Client's feedback:

The client has said that she felt we were the only people who were really interested & wanted to help her at a difficult time. She also stated that she felt she would not have been able to complete all of the benefit forms on her own as they are so complicated. She has expressed how grateful she is for the help we have given her & the difference it has made to her income which has taken away a lot of her worries.

Outcomes/Values Achieved for Client Identify which of the following outcomes have been achieved for/by this client.			
Identified Outcome/Value	Please ✓	Identified Outcome/Value	Please ✓
1. Improved health and emotional well-being	x	2. Improved quality of life	x
3. Making a positive contribution	x	4. Choice and control	
5. Freedom from discrimination		6. Economic well-being	x
7. Personal dignity			

CASE STUDY 2: CLIENT B

Client B, aged 80, referred herself to Information & Advice originally in February 2015 having previously used a different Age UK service. At the time the client was struggling with very poor health & mobility. She lived alone & had no family support, she didn't know where to turn. She knew that she needed help around the home but was extremely concerned that she could not afford to pay for it in her current financial position.

On discussion it became apparent that the client was not in receipt of any disability benefits when she quite clearly would be eligible for Attendance Allowance. She had spinal problems and had two discs removed. This had resulted in her not being able to lift her head. I ordered an Attendance Allowance form from DWP & helped her to complete the form which she said she would have been unable to do alone. Client was also referred to the Age UK Lancashire home help service to get her some assistance around the home with cleaning, shopping etc.

Results for the client:

The client was successful with her claim for Attendance Allowance and was awarded the Higher rate of £81.30 per week. With the extra money she now has help coming into the home several times a week which has had a positive impact on quality of life.

Client's feedback:

The client thanked me for all of my help. She has stated that she doesn't know what she would of done without the help of Age UK Lancashire.

Outcomes/Values Achieved for Client Identify which of the following outcomes have been achieved for/by this client.			
Identified Outcome/Value	Please ✓	Identified Outcome/Value	Please ✓
Improved health and emotional well-being	x	Improved quality of life	x
Making a positive contribution	x	Choice and control	
Freedom from discrimination		Economic well-being	x
8. Personal dignity			

INFORMATION ITEM



REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES	ENVIRONMENT HEALTH AND HOUSING COMMITTEE	5 JANUARY 2016	13

HOME OFFICE ASYLUM PROGRAMME

PUBLIC ITEM

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

SUMMARY OF INFORMATION

To outline for member's information the Home Office programme for the procurement of property to accommodate asylum dispersal.

SOURCE OF INFORMATION

The Home Office
UK Immigration and Visas
North West Regional Strategic Migration Partnership

LINK TO INFORMATION

[Information Note - Home Office Asylum Programme](#)

<https://www.gov.uk/government/publications/immigration-statistics-july-to-september-2015/asylum#key-facts>

<http://www.local.gov.uk/refugees>

<http://www.unhcr.org.uk/about-us/the-uk-and-asylum.html>

<http://asylumhelpuk.org/>

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

To make members aware of the process regionally/locally by the Home Office/Serco to procure suitable accommodation for asylum dispersal.

FURTHER INFORMATION

Contact: Paul Walker/Kirstine Riding- 01253 658431/658569

INFORMATION NOTE

Home Office Asylum Programme

1. Home Office duties/responsibilities

- 1.1 The Home Office is responsible for fulfilling the United Kingdom's obligations under the 1951 United Nations Convention relating to the Status of Refugees (the Geneva Convention) and ensuring that those genuinely fleeing persecution are given the protection they need.
- 1.2 To achieve this, UK Visas and Immigration (UKVI) currently provides a suite of statutory and elective support services for asylum seekers, failed asylum seekers and refugees. Statutory provision is in accordance with the Immigration Asylum Act 1999, the Asylum Support Regulations 2000 and the EC Reception Conditions Directive 2003/9/EC.
- 1.3 Destitute asylum seekers are provided with accommodation, transportation and cash/subsistence support, funded by Home Office, whilst their application for asylum is being considered. All asylum seekers can access independent advice and guidance and translation services, including community outreach: to ensure they meet the conditions of their temporary admission in the UK and requirements associated with their receipt of Home Office financial assistance:
- 1.4 The Home Office provider of accommodation and transport for destitute asylum seekers in the North West is Serco. Serco Housing and Welfare Officers have safeguarding duties and are in regular contact with clients they accommodate.
- 1.5 Migrant Help, a non-governmental organization (NGO), deliver independent advice and guidance through a national Asylum Help service which includes outreach and community development work in the North West.
- 1.6 Serco run an initial accommodation facility in Liverpool, at which Migrant Help staff are permanently based.

2 Key facts

- 2.1 Nationally asylum applications from main applicants increased by 19% to 29,024 in the year ending September 2015, the highest number of applications since the year ending June 2005 (30,314). The largest number of applications for asylum came from nationals of Eritrea (3,726), followed by Sudan (2,842), Iran (2,407) and Syria (2,402). Grant rates vary between nationalities; for example, at initial decision, the grant rate for nationals of Sudan was 84%, compared with 21% for Pakistani nationals.
- 2.2 Most applications for asylum are made by people already in the country (91% of applications in the year ending September 2015) rather than on arrival in the UK at a port. The majority of applicants tend to be young and male.
- 2.3 In the year ending September 2015, the number of initial decisions on asylum applications increased by 87% to 29,246, following a reallocation of case-working resources to this area, slightly more than the total number of applications received. Of these decisions, 41% (12,011) were grants of asylum or an alternative form of protection, compared with 38% in the previous year. This is the highest number of grants since the year ending September 2003 (15,556).

2.4	In addition, a total of 776 people were resettled in the UK in the year ending September 2015. Of these, 162 (252 since the scheme began) were granted humanitarian protection under the Syrian Vulnerable Persons Relocation Scheme. On 7 September, the Prime Minister announced an expansion to the existing Syrian Vulnerable Persons Relocation Scheme. Through this expansion, it is expected that 20,000 Syrians in need of protection will be resettled in the UK by 2020.
2.5	Estimated figures show the UK had the seventh highest number (36,000) of asylum applications within the EU in the year ending September 2015, including dependants. Germany (318,000), Hungary (190,000) and Sweden (94,000) were the top 3 receiving EU countries.
3	Definitions
3.1	An asylum seeker is someone who has applied for asylum and is waiting for a decision as to whether or not they are a refugee. In other words, in the UK an asylum seeker is someone who has asked the Government for refugee status and is waiting to hear the outcome of their application.
3.2	The 1951 United Nations Convention Relating to the Status of Refugees defines a refugee as <i>“A person who owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country; or who, not having a nationality and being outside the country of his former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it.”</i>
3.3	In the UK, a person is officially a refugee when they have their claim for asylum accepted by the government.
4	Recent developments
4.1	Local authorities across the North West have been approached by the Home Office and the North West Regional Strategic Migration Partnership in relation to the dispersal of asylum seekers. The government’s approach previously has been to work with a number of larger metropolitan local authorities to secure suitable accommodation to procure asylum dispersal accommodation. The North West Strategic Migration Partnership has been leading a consultation with UK Visas and Immigration across Lancashire / Cheshire on agreements to widen asylum dispersal across the region.
4.2	Asylum seekers are dealt with and processed through the Home Office contractor in the North West who is Serco. If they receive a positive decision on their asylum application they will then receive refugee status. If not they can appeal and if they lose it can lead to deportation.
4.3	The provider for the North West, Serco, is required to consult with local authorities on its procurement of dispersal accommodation. Temporary dispersal accommodation and accommodation procured under contingency arrangements fall outside the scope of the requirement to consult.
4.4	In 2012 the Strategic Migration Partnership (SMP) developed a protocol for the purpose of supporting the transition from the previous asylum accommodation contracts to the current contract. This protocol has been adapted and refined and has been agreed with Serco, and

endorsed by the Home Office as the vehicle for procurement consultation across all local authorities in the North West to whose areas asylum seekers are dispersed. Under this protocol Serco submits a request on a standard proforma for the relevant local authority to undertake a Postcode Check (PCC) in respect of every property it wishes to procure as dispersal accommodation.

4.5 Local authorities have no privity in the contract between the Home Office and Serco, and are under no statutory obligation to co-operate with either the Home Office or Serco. However, they are required to deliver a range of statutory services to asylum seekers, as well as ensuring that community resilience and service delivery is not materially tested.

4.6 Engagement with the procurement process allows local authorities to maintain a degree of influence over asylum dispersal. The influence that the process affords can be used to limit and mitigate the adverse impacts of dispersal, and can ensure that local authorities can extract a benefit where possible (e.g. considerable investment in private rented sector stock, and bringing empty homes back into use).

5 Postcode Checks

5.1 Under the agreed protocol Serco submits a request on a standard proforma for the relevant local authority to undertake a Postcode Check (PCC) in respect of every property it wishes to procure as dispersed accommodation. Serco employs a dedicated team, whose primary function is to procure properties within the agreed dispersal areas.

5.2 Having identified a suitable property Serco carries out an initial check in order to establish whether the property meets its requirements.

5.3 If a property passes the initial check Serco submits a Postcode Check Request by email to a nominated officer in the relevant local authority containing details of the property to be procured.

5.4 The recipient consults with colleagues within the authority, as established by each local authority. This consultation may involve specialists in:

- Planning
- HMO licensing
- Social Cohesion
- Housing strategy/private rented sector management.

The PCC form includes sections which are used to record the results of consultations.

5.5 In two tier authorities Serco will contact the upper tier authority in relation to Education and Health Care Services.

5.6 The local authority will also, in all cases, consult with the relevant police force in order to establish whether there are high levels of crime (especially hate crime) and antisocial behaviour in the vicinity of the property, or whether there are any other reasons known to the Police that would result in advice being provided not to proceed with the proposed procurement. There is no prescribed format for the consultation with the Police: it is for each local authority to establish with the Police the scope of the checks the Police undertake and the officers or teams with whom they should consult. The format of the Police consultation in terms of information to be provided, and tolerance thresholds for crime, ASB etc, are determined at a local level, and will vary between local authorities, and between Police forces.

- 5.7 Having concluded the consultation with internal colleagues and the Police, the nominated local authority officer will reach a conclusion on whether the Postcode check should be rejected or approved, and in the latter case, whether any conditions or cautions should be attached.
- 5.8 Serco has the right to appeal to the Home Office against a local authority consultation decision. However, this right of appeal has to date not been utilised.
- 5.9 Both Serco and the Home Office have agreed with local authorities that a realistic target is five working days to respond to procurement consultations is 5 working days.
- 5.10 If a property passes the Postcode check, Serco will carry out a full survey, and will negotiate with the landlord/agent on the terms of the lease,). If the property reaches, or can be brought to, the Home Office prescribed standard, and terms can be agreed with the landlord such that the procurement meets Serco's test of feasibility, the property will enter Serco's pipeline, and will be brought into the asylum estate when its condition reaches the required standard.
- 5.11 All properties to be used to accommodate asylum seekers must meet the standard set out in the Home Office Statement of Requirements (SoR). This standard covers the physical condition of the property, as well as minimum requirements for fixtures, fittings, furniture and equipment. The statement of Requirements is publicly available via the undernoted link. It is understood that some prospective properties may fall below this standard, but that either Serco or the owner will undertake the work necessary to render them fully compliant. The Home Office compliance team monitors the asylum estate to ensure compliance with the SoR, whilst it remains in use for asylum dispersal.
- 5.12 Serco are responsible for housing management of the properties procured which covers: accommodation standards, contact management of clients, client safeguarding, links to Home Office caseworkers, supporting clients to access health and other services. Also there is a requirement to have a close working relationship with Local Authorities, Voluntary Sector, health and other agencies through a Strategic Migration Partnership
- 5.13 Additional support to asylum applicants is provided by Migrant Help (which covers asylum advice services including translation and outreach).
- 5.14 Postcode Check requests have begun to be received by Fylde Borough Council and will be processed through the Housing Team. In Fylde Serco are focussing on the private rented sector and do not have any intentions at present to use the social rented sector.

FURTHER INFORMATION AVAILABLE FROM

Contact Kirstine Riding, 01253 658569 or kirstine.riding@fylde.gov.uk

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	5 JANUARY 2016	14

MID-YEAR PERFORMANCE 2015/16

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 first half of the financial year 2015/16. Performance is reported against the targets set for the year and commentary is provided by performance exception.

SOURCE OF INFORMATION

Environment, Health and Housing teams input data into the InPhase corporate online system from service based performance data.

LINK TO INFORMATION

www.fylde.gov.uk/performance - Full Corporate Performance 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 Officer.

Mid-Year Commentary by Performance Exception for the Environment, Health and Housing Committee

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

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

PM25: % of premises scoring 3 or higher on the food hygiene rating scheme (quarterly) is 73%, the target is 85%.

The compliance for the premises scoring 3 or above and included within the food hygiene rating scheme is currently 73%. The overall level of compliance, inclusive of all food businesses is currently 87%.

PM27: % of high risk food hygiene inspections completed - Category A to C (quarterly) was 54%, the yearend target is 90%.

The team carry out food hygiene inspections using a risk based approach to tackling non-compliance, the high risk ones are prioritised resources will be dedicated to complete all necessary inspections by the end of the Councils financial year.

PM28: Number of households living in temporary accommodation is 13, the target is 6.

The council is seeing an increase in the number of homeless applications who are in a priority need category to whom there is a duty to provide temporary accommodation, while the homeless application is investigated.

PM32: Average time accommodated in B&B - all homeless households (days) is 59, the target is 0 and last year's comparison figure was 18 days.

The council is seeing an increase in the number of homeless applications who are in a priority need category to whom there is a duty to provide temporary accommodation, while the application is investigated. There is a finite resource of 9 interim units of accommodation available and as a result B&B accommodation must be used until an interim unit becomes available.

PM73: Percentage of high risk "A" rated health and safety premise inspections completed (quarterly) is 0, the target is 100% and last year's comparison figure was 100%.

All the A rated health and safety premise inspections are scheduled to be carried out in the second half of the financial year with the 100% target expected to be achieved.

PM97a: The length of time for applicants on the waiting list for a Disabled facility grant (weeks) was 78, the target is 0, and last year's comparison figure was 68.

The target of 0 is unachievable (this will be reviewed) as the demand for the mandatory disabled facilities grant continues to exceed the resources available to the council to undertake DFGs. The grant is focussed on meeting the needs of high priority DFG and where possible DFG applicants with lower needs are taken off the waiting list. Corrective action is dependent on resources availability.

PM97b: The number of applicants on the waiting list for a Disabled facilities grant was 78, the target is 0, and last year's comparison figure was 68.

The target of 0 is unachievable (this will be reviewed) as the demand for the mandatory disabled facilities grant continues to exceed the resources available to the council to undertake DFGs. The

grant is focussed on meeting the needs of high priority DFG and where possible DFG applicants with lower needs are taken off the waiting list.

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

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

PM29a: Total number of housing advice cases was 151, the target is 57. No comparison data, new indicator for 2015.

151 is a cumulative figure for the year that has far exceeded the target, this is a new indicator and as such the target figure will be reviewed.






PM29b Total number of housing advice enquiries where homelessness has been prevented was 40, the target was 11. No comparison data, new indicator for 2015.

40 is a cumulative figure for the year that has far exceeded the target, this is a new indicator and as such the target figure will be reviewed.

















PM98: Number of households in mortgage difficulty approaching the LA that received appropriate advice to date is 6, the target is 20, and last year's comparison figure was 9.

The target of 20 is too high following Government's withdrawal of funding support for households in mortgage difficulties. Since Mortgage Rescue ended we have seen less households approaching the local authority for housing advice related to mortgage arrears.

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.
N/A	Not Applicable – no comparable data available. This could be due to the methodology being change or being a new measure created.
	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.

MID-YEAR PERFORMANCE SCORECARD APRIL 2015 TO SEPTEMBER 2015

Environment, Health and Housing						
Local Key Performance Indicators	Frequency	Good Performance Is	APR'14-SEP'14	APR'15-SEP'15	Target To Date	Status
PM19: All Recorded Crime in Fylde Per 1,000 population	Monthly	Smaller is Better	21.13	20.96	20	
PM25: % of premises scoring 3 or higher on the food hygiene rating scheme (quarterly)	Quarterly	Bigger is Better	89	73	85	
PM27: Percentage of high risk food hygiene inspections completed - Category A to C (quarterly)	Quarterly	Bigger is Better	86	54	90	
PM28: Number of households living in temporary accommodation	Quarterly	Smaller is Better	8	13	6	
PM29a: Total number of housing advice cases	Quarterly	Bigger is Better	N/A	151	57	
PM29b: Total number of housing advice enquiries where homelessness has been prevented	Quarterly	Bigger is Better	N/A	40	11	
PM31: Average time accommodated in B&B - family only (weeks)	Quarterly	Smaller is Better	1	0	0	
PM32: Average time accommodated in B&B - all homeless households (days)	Quarterly	Smaller is Better	18	59	0	
PM33: Average time accommodated in interim facilities (inc holiday flats, leased properties)(weeks)	Quarterly	Smaller is Better	12	6	7	
PM70: % of Licensing Act 2003 certificates issued within 3 working days of statutory time scale (Q)	Quarterly	Bigger is Better	100	100	100	
PM71c: Total % of hackney carriage/private hire vehicle & driver licenses issued within 3 days	Quarterly	Bigger is Better	100	100	100	
PM72: Percentage of statutory EPA Permitted process inspections completed (quarterly)	Quarterly	Bigger is Better	0	50	50	
PM73: Percentage of high risk "A" rated health and safety premise inspections completed (quarterly)	Quarterly	Bigger is Better	100	0	100	
PM97a: The length of time for applicants on the waiting list for a Disabled facility grant (weeks)	Quarterly	Smaller is Better	68	78	0	
PM97b: The number of applicants on the waiting list for a Disabled facilities grant	Quarterly	Smaller is Better	68	78	0	
PM98: Number of households in mortgage difficulty approaching the LA received appropriate advice	Quarterly	Smaller is Better	9	2	20	
PM99: Number households received financial assistance from the council to prevent repossession	Quarterly	Bigger is Better	0	1	2	