

Agenda

Community Focus Scrutiny Committee



Date	Thursday, 12 September 2013 at 6:15 pm
Venue	Town Hall, St Annes
Committee members	<p>Councillor Kiran Mulholland (Chairman) Councillor Christine Akeroyd (Vice-Chairman)</p> <p>Councillors Tim Armit, Julie Brickles, Susanne Cunningham, Tony Ford JP, Gail Goodman JP, Nigel Goodrich, Peter Hardy, Kathleen Harper, Paul Hodgson, Barbara Nash, Linda Nulty, Dawn Prestwich, John Singleton JP, Vivienne M Willder</p>

Public Platform To hear representations from members of the public

Item		Page
1	Declarations of Interest: Any member needing advice on Declarations of Interest should contact the Monitoring Officer before the meeting.	1
2	Confirmation of Minutes: To confirm the minutes of the previous meeting held on 25 July 2013 as a correct record. As attached at the end of the agenda.	1
3	Substitute Members: Details of any substitute members notified in accordance with council procedure rule 24.3.	1
4	Annual Report – Care and Repair (Wyre & Fylde)	3 - 25
5	Report – Supported Events Task and Finish Group	26 - 33
6	Scrap Metal Dealers Act 2013	34 - 38

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REPORT



REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES	COMMUNITY FOCUS SCRUTINY COMMITTEE	12 SEPTEMBER 2013	4

ANNUAL REPORT – CARE AND REPAIR (WYRE & FYLDE)

Public Item

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

Summary

This report is the sixth Annual Report presented to the committee following the conclusions and recommendations of a Task and Finish group in 2007. The Annual report covers the period April 2012 to March 2013

Recommendations

- 1) That members be requested to review the annual report 2013 for the Fylde and Wyre Care and Repair service.
- 2) That Michele Scott, Care and Repair manager be thanked for the report and attending the Committee

Summary of previous decisions

1. The annual report of the Fylde and Wyre Care and repair service has been considered and approved for each of the previous five years

Cabinet Portfolio

The item falls within the following Cabinet portfolio:

Social Wellbeing – Councillor Cheryl Little

Continued....

Report Background

1. The Care & Repair Service (Wyre & Fylde) is administered from Wyre BC on behalf of both Districts.
2. The service is a “not for profit” home improvement agency. It is available to older people and adults with disabilities in Wyre and Fylde, and is delivered in two distinct parts.
3. The first is the “core” service which is designed to facilitate repairs and adaptations to enable someone to stay in their home. Case workers visit people in their homes, and as part of their remit will explore whether any grant or charitable funding may be available to help pay for any works which may need to be undertaken for people who are struggling financially
4. The second is the “handyperson” scheme. The aim of this scheme is to keep people safe in their homes and to prevent the risk of trips and falls, and it provides minor aids and help with small jobs around the house. The cost to the householder is confined to the cost of materials – with a charge for labour for small jobs of 10.00. Neither Fylde nor Wyre contribute to this scheme, but qualifying residents from Fylde and Wyre are eligible to use it. It is funded by Lancashire County Council Supporting People and North Lancs PCT. This is also administered by Wyre BC as part of the Care & Repair Service

Performance 12/13

5. The Care and Repair service operates against a number of performance measures and targets and these are summarised below. These performance measures and targets are set by Lancashire County Council Supporting People Team. This information is provided to Council Officers at the regular Steering Group meeting which meets on a quarterly basis.
6. The report from the Care and Repair manager confirms these targets were met in 2012/13 and comparisons with performance in 2007/8, 2008/9, 2009/10, 2010/11, 2012/13 are outlined in table 1 of this report.
7. A key objective for the service is for users of the service to continue to remain in their own home. The service is meeting this requirement as evidenced in the qualitative and quantitative data on this objective in the quarterly monitoring reports to the Steering Group.
8. Service users are asked in the Customer satisfaction survey whether using the service has helped to maintain their independence, and if so, how. Outcomes from the surveys are outlined in Appendix 2 and 3

Trends and comparisons

9. As part of the evaluation of the service a comparison is shown in the table below between 2007/8, and 12/13 of relevant target outturn.

Description	Target	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13
Enquiries for Advice and Support	3000	2055	4082	5508	6603	5834	4556
Average number of wks between enquiry and first visit	3wks	1.6	0.9	0.72	0.97	1.57	1.45
Average number of wks between first visit and practical completion (for Jobs< £1000)	20 wks	20	13.5	13.25	14.47	9.37	8.63
Average number of wks between first visit and practical completion (for Jobs> £1000)	40wks	33.6	22	24.45	32.27	19.5	22
Handy person target for carrying out works	2 wks	0.5	0.5	0.45	0.55	0.5	0.4
Handy person service – Jobs completed	1500	2027	2246	2510	2411	2134	2960

Funding 2012/13

10. As outlined earlier in this report, and in the Task and Finish group, funding of the service is though several sources
11. Fylde BC currently provides funding on an annual basis to the Core Service alone. The funding provided for in 12/13 was £30,000 and a similar funding requirement for 13/14 has been committed in the 13/14 budget.
12. The Task and Finish group in 2007 looked in detail at the funding requirements of the service and was satisfied that the funding should be continued as it represented good value.
13. It is proposed that funding from Fylde Borough Council of £30,000 in respect of the Fylde and Wyre Care and Repair service be considered as part of the 2014/15 Housing Service budget.

14. Overall funding for the service on an ongoing basis is problematic due to the uncertainty in source funding. Partner budgets are always under pressure and consequently ongoing commitments are difficult to establish. Fylde BC similarly makes a budget commitment on a yearly basis only.
15. It has not been possible to progress a longer term funding commitment as previously recommended by the committee and approved by Cabinet. Cabinet at its meeting in September 2011 approved this approach in principle subject to an appropriate break clause being inserted in a service level agreement to cater for any changes in government funding to the Council, and in line with other service level agreements with the Council
16. It was also agreed that such longer term funding would be subject to the outcome of the Lancashire wide work on the Commissioning Strategy for Home improvement Agencies. However further work on the Strategy is being undertaken on this by LCC. It is suggested that when the conclusions and recommendations are finally presented to the Supporting People commissioning board these are considered by Fylde BC at that time which will in turn enable consideration of a longer term funding commitment and Service level agreement.
17. In so far as LCC funding is concerned two issues have been highlighted in the attached Annual report. In particular LCC Supporting People team has extended its contracts to 10 July 2015. Funding is in place from NHS North Lancashire until March 2014.
18. The public health function is now situated in Lancashire County Council and consequently it is not clear what implications this will have for future funding. The joint commissioning of services has not been agreed and LCC (Adult Social Care) have only confirmed funding to November 2013. Representations have been made to LCC (Adult Social care) by Wyre and Fylde to seek confirmation to future funding.
19. Lancashire County Council (Adult Social Care) stopped funding the Handyperson service in March 2012, when it changed the system to supply and install minor aids and adaptations.
20. The Care and Repair service has been successful in attracting funding from other sources as identified in the Annual report.
21. Wyre BC undertakes overall financial monitoring and risk management audits of the service. At 31st March 2013 the overall financial position of the service was positive and provides for an operating balance equivalent to three months costs.

Conclusion

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

IMPLICATIONS	
Finance	In recent years the Council has provided a grant payment of £30,000 pa in respect of the Fylde and Wyre 'Care and Repair' service. An equivalent sum is also included within the 2013/14 Revenue Budget that was approved by Council on the 4 th March 2013
Legal	None specifically arising from the report
Community Safety	The Care and Repair service provides support to a number of community Safety initiatives
Human Rights and Equalities	The service is provided on an impartial basis and provides support to vulnerable members of the Community
Sustainability	None arising from the report
Health & Safety and Risk Management	None arising from the report

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

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

Attached documents

Annual report from Care and Repair Manager Michele Scott

Appendix 1 – Affordable Warmth/WHHP project summary

Appendix 2 – Analysis of core service customer satisfaction questionnaires

Appendix 3 – Handyperson satisfaction surveys data

Appendix 4 – Handyperson data

Care & Repair (Wyre and Fylde) **Annual Progress Report** **1 April 2012 to 31 March 2013**

Core Service

During the year 1 April 2012 to 31 March 2013, Care & Repair (Wyre and Fylde) dealt with 4556 enquiries for advice and support

The service met its target times for:

Average number of weeks between enquiry and first visit – 1.45 against a target of 3

Average number of weeks between first visit and practical completion for jobs costing less than £1000 – 8.63 against a target of 20

Average number of weeks between first visit and practical completion (jobs costing £1000 or more) – 22.0 against a target of 40

The timescales are often outside our control where there is involvement with charities, as finding this funding can be very time-consuming and often involves waiting for trustees to meet to consider requests 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 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 89

Cases in progress 42

In addition, during the year, at various stages during the process, 25 jobs did not progress for a number of reasons, including:

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

The private grab rail scheme continued with clients paying to have a rail supplied and fitted through the Handyperson Service, at low cost. Regenda meets this cost for its own tenants. The scheme 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 them fitted safely and professionally. 127 grab rails were fitted during the year through this scheme

Care & Repair was also approached by Millercare, a retail provider of minor aids under the Lancashire County Council prescription model, to carry out the fixing of minor aids (grab rails, shower seats, newel rails, etc). This arrangement has proved 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

Charity funding remains scarce and Caseworkers are having to approach a number of charities for every client we help, as the grants awarded are often small in value. Caseworkers and the Technical Officer

continue to encourage clients to carry out work at the time when it is manageable and affordable to prevent the need for more major work at a later date

Caseworkers have carried out 424 visits to people in their homes, assessing their needs, providing support and assisting with benefits claims

Benefits Claims

During the year, Caseworkers have completed applications to support clients with claims for Attendance Allowance, resulting in 150 successful claims, providing additional income of £499,699 per annum. This has resulted in additional annual income for individuals of at least £2756.00 and, for some couples, as much as £8,231.60. In addition, successful claims for other disability-related benefits have brought in additional annual income of £95,567, giving an overall total of £595,266 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, and we are still awaiting the outcome for 49 claims (which could amount to a further £135,000 or more)

Marketing/Promotion

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

- ☐ North Lancs Carers' Conference
- ☐ Fylde Together Showcase Event (St Annes)
- ☐ Senior Drop-in (Carleton)
- ☐ Spiral Bispham Rehabilitation
- ☐ Fylde 50+ Forum
- ☐ Pride in Wyre Event (Poulton)
- ☐ Pride in Wyre Event (Carleton)
- ☐ Amounderness Lifelong Learning Group
- ☐ Wyre Showcase Event (Thornton)
- ☐ Older Persons' Day Event (Lytham)
- ☐ Safe Trader Event (Garstang)
- ☐ Methodist Church, Queensway
- ☐ Fire Station (St Annes)
- ☐ Community Therapy Team (Fleetwood)
- ☐ Poulton Lifelong Learning Group
- ☐ Thornton Hard of Hearing Club
- ☐ Fylde Rural Housing Event (Staining)
- ☐ Fylde Rural Housing Event (Kirkham)
- ☐ Advice Link Event (Kirkham)
- ☐ Fleetwood Fire Crew
- ☐ Advice Link Event (Thornton)
- ☐ Pride in Thornton Event

Supplies of leaflets have been distributed across Wyre and Fylde, to a wide range of venues and organisations, including Blackpool Victoria Hospital, Age UK Lancashire, ARC Community Care, North Lancashire PCT office, CAB, Welfare Rights and Adult & Community Services offices, Bispham Rehabilitation, Regenda, Places for People, Victim Support, British Red Cross, police stations as well as shops, churches, libraries, GP surgeries and businesses who are in contact with the Care & Repair client group. Leaflets have also been delivered door to door in areas which we know are populated predominantly by our target client group

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

- ☐ Wyre Disability Forum
- ☐ Wyre Together Steering Group
- ☐ Fylde Together Steering Group
- ☐ Fylde LSP Health and Wellbeing Theme Group (now ended)
- ☐ Supporting People Older People Strategic Development Group
- ☐ Lancashire Agencies Forum
- ☐ Supporting People North Locality Group

- ☐ Help Direct Steering Group
- ☐ Safe Trader Steering Group
- ☐ Fleetwood Community Workers' Forum
- ☐ Blackpool, Fylde and Wyre Community Advice Strategy Group
- ☐ Advice Link Network Group
- ☐ North West HIA and Stakeholders Meetings
- ☐ EBIT (Everybody's Business Implementation Team)
- ☐ Affordable Warmth Steering Group

The Manager attended the following events during the year:

- ☐ Foundations Home Improvement Agency conference
- ☐ Advice Link Network Advisors' Conference
- ☐ AgeUK Lancashire AGM
- ☐ Wyre Together Conference and Information Events
- ☐ CVS Annual General Meeting
- ☐ Advice Link Strategic Review day
- ☐ Lancashire West CAB Annual General Meeting
- ☐ Wyre Together Volunteer Awards (judge)
- ☐ Dementia Services Consultation
- ☐ Fylde Coast Women's Aid Event

Working with Partners

Sanctuary Scheme work has continued throughout the year with funding from Wyre and Fylde Community Safety Partnerships. During the year, Care & Repair dealt with 41 referrals in Wyre for the Sanctuary and Haven Schemes and 11 referrals in Fylde. Funding has been confirmed from Fylde for 2013-14 to continue with work to support victims of domestic violence, anti-social behaviour and repeat burglary, but there is currently no funding made available for Wyre, resulting in Sanctuary Scheme work in this area having to stop. Lancashire Home Improvement Agencies are currently in joint negotiation with Victim Support to make arrangements to provide services to their clients

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

Of particular note is the work done on the Affordable Warmth/Warm Homes Healthy People projects. Funding for the project was provided by North Lancashire NHS and the Department of Health, with Care & Repair the designated 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. In addition to the funding provided for the project, Care & Repair was successful in securing further charity funding of £3,000.00 towards winter warmth measures and £31,987.30 towards the cost of heating repairs. It is hoped that funding can be secured for the coming Winter to continue this work, which made such a difference to vulnerable people and undoubtedly reduced the impact of fuel poverty and cold homes

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

The whole team has received training in Carers' Awareness. The Handyperson team has undertaken necessary Health and Safety Training and one of the Handyperson team completed his Trusted Assessor training, Caseworkers received training on welfare reform, including Universal Credit and Personal Independence Payments

The Manager and a Caseworker achieved a City & Guilds Level 3 Award in Energy Awareness

The Manager attended the annual Foundations Home Improvement Agency Conference

Handyperson Service (small repairs)

During the year, the small repairs Handyperson Service carried out 2960 jobs

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

The small repairs handyperson service continues 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. Having implemented a charging policy for the small repairs service with effect from 1 April 2012, this brought in £9959.00 contribution towards running costs and even with the charge now in place, 127 clients made voluntary donations, amounting to £759.19, an average donation of £5.98. Requests are monitored to ensure that the service is not being abused. Funding from Supporting People and PCT for the handyperson service is in place to March 2014

Although Lancashire County Council stopped funding the Handyperson Service to deliver and install minor aids and adaptations in March 2012, they have agreed an arrangement whereby Care & Repair supplies and fits key safes to order. The Manager also negotiated an arrangement whereby Care & Repair delivers and installs grab rails and other minor adaptations equipment for Millercare, one of the retailers operating the scheme for County. This arrangement works 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 food parcels and installing draught-proofing and other measures. The Handyperson Service, together with the Care & Repair Core Service, will be crucial to the effective delivery of any future Winter Warmth initiatives

The Agency also dealt with 1431 enquiries during the year for reputable trades-people to carry out small works, which fall outside the remit for the Handyperson Services

Finance and Funding

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

Supporting People has extended contracts which run to March 2014, with the option to extend to 10 July 2015. Funding is in place from NHS North Lancashire until March 2014, but with Public Health function now situated in Lancashire County Council, this could have implications for commissioning and funding of the HIA service

The process for joint commissioning of HIA services still has not been agreed, which puts the Service at risk. Lancashire County has funded only 7 months for 2013-14, to the end of October, pending their review of the funding situation, and with Public Health having transferred to Lancashire County, that element of funding is also at risk. If funding is not forthcoming from these sources, the Core and Handyperson Services are significantly at risk

Care & Repair continues to work as a key partner, delivering services which meet priorities and targets for Lancashire County Council Adult and Community Services, Public Health and Supporting People, Wyre and Fylde District Councils, Lancashire Health and Wellbeing Board, Clinical Commissioning Groups covering Wyre and Fylde, as well as the outcomes of Help Direct. It plays a key role in supporting residents to remain living independently in their homes for as long as they wish, 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
20 June 2013

Affordable Warmth / Warm Homes Healthy People 2012-13

Care & Repair Activity Report

Referrals Received – Total 422

Referring Agencies:

- Care & Repair (Wyre and Fylde)
- Blackpool Care & Repair
- Wyre Council
- Fylde Council
- Help Direct
- YMCA
- Fire Service
- Age UK
- CAB
- Advice Link
- Regenda
- Progress Group
- Carers' Point
- Home Start Fylde
- Lancashire County Council Adult & Community Services
- North Lancashire NHS (PCT)
- GP Surgery

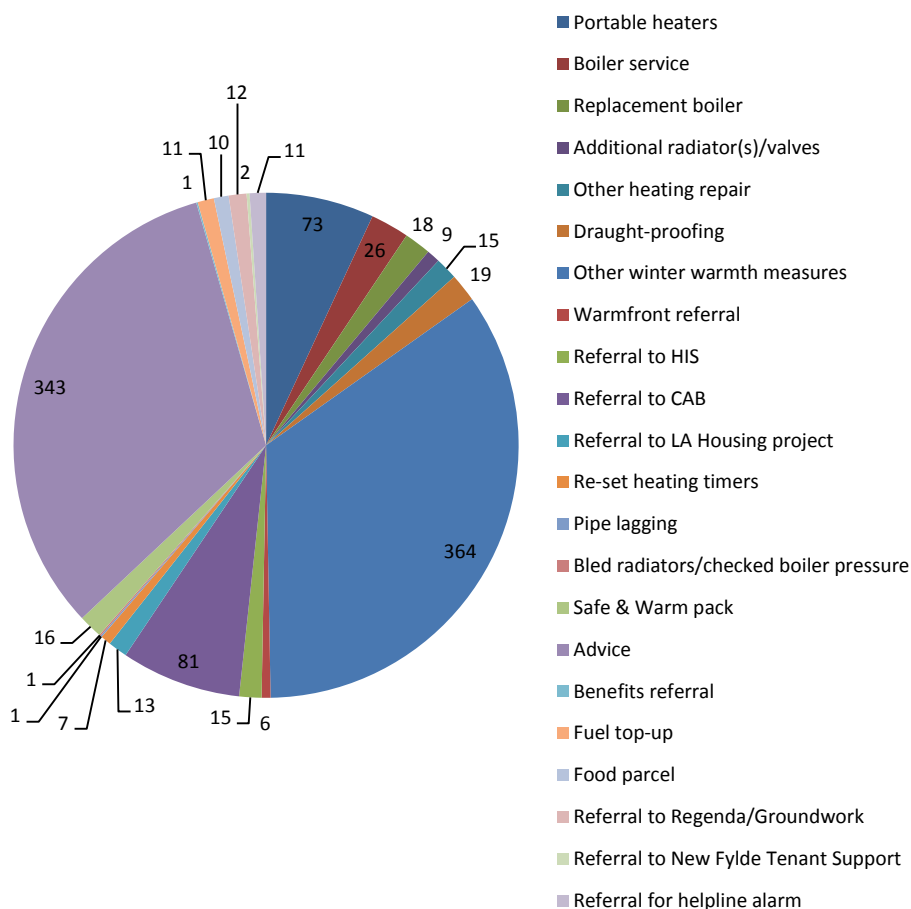
Care & Repair (Wyre and Fylde) was the first point of contact for the project. An assessment was carried out by Care & Repair to confirm eligibility and determine need and measures were then offered, as appropriate, together with referral to partner agencies funded through the scheme for support on affordable warmth related issues, including help with fuel bills, debt advice, energy tariffs and Landlord issues

A wide range of measures was available, including emergency portable heaters, electric blankets, carbon monoxide detector/alarms, Radflek reflective panels, food parcels and Safe & Warm packs, as well as boiler service/repair/replacement, draught-proofing and other heating repairs

356 clients benefited from the project in some way; 54 people who received an assessment had no issues with affordable warmth and 12 of the referrals failed to engage with the project

Measures Provided

Portable heaters	73
Boiler service	26
Replacement boiler	18
Additional radiator(s)/ thermostatic valves	9
Other heating repair	15
Draught-proofing	19
Other winter warmth measures	364
Warmfront referral	6
Referral to HIS	15
Referral to CAB	81
Referral to LA Housing project	13
Re-set heating timers	7
Pipe lagging	1
Bled radiators/checked boiler pressure	1
Safe & Warm pack	16
Advice	343
Benefits referral	1
Fuel top-up	11
Food parcel	10
Referral to Regenda/Groundwork	12
Referral to New Fylde Tenant Support	2
Referral for helpline alarm	11



Financial Information**Expenditure**

	£
Promotional Leaflets	2,216.15
Promotional Keyrings	155.00
Winter Warmth Measures	6,374.38
Boiler service	2,195.00
Heating repairs	24,797.80
Application pending	1,764.00
Total	37,502.32

In addition to the funding provided by the Project, Care & Repair received £3,000.00 from another source for additional winter warmth measures

Care & Repair was also successful in securing £31,987.30 contribution from charities towards the cost of heating repairs, thereby increasing the overall effectiveness of the project and enabling maximum benefit for the funding available

Michele Scott
Care & Repair Manager
June 2013

ANALYSIS OF CUSTOMER SATISFACTION SURVEYS - April 2012 to March 2013

Number of surveys sent	45
Number of surveys returned	29
%age return	64

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

	Excellent	Good	Average	Poor
Courtesy	24	4		
Helpfulness	24	4		
Knowledge	23	5		
Overall Quality of Service	25	4		
Total	96	17	0	0

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

- 1 I have been very impressed with the service
- 2 Excellent says it all
- 3 I think the Care & Repair staff is excellent. I do not know what I would have done if I had not got Sarah and Paul to help me and guide me they were marvellous
- 4 No - always polite and helpful
- 5 Paul very helpful and knowledgeable. I was kept informed throughout
- 6 Everyone I have dealt with has been so very nice. Nothing too much trouble
- 7 I found things confusing regarding estimates containing different angles to the work. I would have liked to see a little more of the overseer instead of start and end
- 8 Good staff
- 9 The staff are so helpful and understanding. I commend them for their faultless service
- 10 Just thank you for all your help
- 11 Superb service

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

	Excellent	Good	Average	Poor
Courtesy / Helpfulness	3	1		
Tidiness and safe working	2	2		
Time kept waiting to start/finish job	2	2		
Overall Quality of Service	2	2		
Total	9	7	0	0

3 Would you recommend this contractor to other people?

Yes	28
No	1

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

- 1 The contractor was very helpful and good quality of work
- 2 Faultless
- 3 The contractors were very good and helpful. Yes I would recommend them
- 4 The work was excellent. But appointments cancelled from Oct 2011. Eventually done in May 2012. I was in hospital. Janet my late son's wife let him in my house (*MS * This was a contractor of the client's choosing, not from C&R list*)
- 5 They made an excellent impression giving me confidence. They did leave some mess but not serious. More care of my possessions would be appreciated but not serious
- 6 Not tidy - paint scrapings all over on plants ground although I supplied a cloth/large sheet. It was a long job for me to sweep etc but the work was good and prompt and that mattered most
- 7 All the work I had done was first class and very efficient
- 8 The contractor was good to explain that the doubts put by British Gas service fitter were only relevant for new boilers. I found this very reassuring
- 9 Left clean and tidy. Little restoration needed when rewiring completed
- 10 Nothing they have not worked out for themselves
- 11 Plumber was great, work excellent. Man that did the floor was good but floor not up to standard of rest of bathroom

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

Yes 27
No

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

- 1 They installed safety measures as we wanted them and helped us to feel more confident
- 2 With help and understanding and information
- 3 Made access to property easy and safer
- 4 From a worrying situation regards repairs to peace of mind
- 5 I know now that if I need help or want to get some advice I know who to ring
- 6 Being house-bound it has helped me a lot
- 7 Yes
- 8 Peace of mind
- 9 Without the help of Care and Repair I would have been in dire straits
- 10 Yes have gained more confidence
- 11 My house is so much warmer, I enjoy my house now. It was so cold
- 12 It helped me get past the first hurdle and get things done. Decisions become harder when you are living alone and it's nice to have someone else's input
- 13 I don't know how I would have managed without the help. I am extremely grateful
- 14 It refrains me from having to browse and select tradesmen who might be COWBOYS
- 15 I feel more secure
- 16 The service enables a discussion of proposals with confidence in an independent second opinion. This is of value at any age. Any concerns over the inevitable niggles of major work can be discussed without irritating and alienating the contractor. Of value at any age
- 17 Yes it has given me peace of mind as I was unable to financially and physically do any of the jobs carried out by Care & Repair
- 18 Shower is great as my disability means I can't use a bath

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

- 1 Various ads in places where people who may need them go, eg doctors and social centres
- 2 Advertising - word of mouth best of all
- 3 Maybe posters in the library

- 4 Perhaps more local publicity
- 5 Perhaps advertise in local newspaper, radio interview, leaflets in doctors surgeries, community centres
- 6 Do not know. I found Care & Repair in a leaflet
- 7 Send leaflets out with Council Tax bills
- 8 Leaflets through their door
- 9 Word of mouth. I found it in the evening paper
- 10 For small jobs you have it about right with providing number, inspection then charging for materials. As for larger projects, I don't feel I'm qualified to make a valued comment
- 11 Talk to members of our lunch club, who meet at the Methodist Church hall in Poulton every Thursday from 10am to 2pm (run by volunteers) Sandra, Jo, Jenny and others
- 12 The best recommendation is word of mouth from satisfied clients like myself
- 13 Unsure. I found you by accosting a van with your name on it. Since then I have told everyone. No-one had heard of you but everyone was interested and given your details
- 14 Leaflets through letterboxes
- 15 Maybe by putting a notice of your service in post offices
- 16 Internet

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 No
- 2 No. Everyone concerned has been most helpful
- 3 N/A
- 4 None
- 5 Not by Care & Repair but I did feel that the subcontractor took advantage of my health situation and the lack of a copy of the detailed quote when requesting extra cash

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

- 1 No
- 2 I found the service satisfactory
- 3 Could get contractors to shorten length of time in which contractors put in estimate and start job
- 4 Why try and make something better that is excellent anyway

- 5 No as I think it is first class
- 6 No I don't think so
- 7 When Care & Repair oversee a project, maybe the contractor could keep a stricter adherence to the plan and leave other suggestions until the basics have been agreed. If I use the service again, I will just keep it more simple such as room or modification to services
- 8 Not at this time
- 9 I have always found the service to be fault free
- 10 It cannot be appropriate to choose the contractor on the basis of a global total cost alone. This is not a choice. May I query the value of quotes from a contractor prepared to discount significant travelling time into the costs
- 11 I can think of none as it is an excellent service
- 12 I can only speak for myself. I had to wait a long time for my shower. Maybe it could be speeded up more but I guess that's down to funds

ANALYSIS OF HANDYPERSON CUSTOMER SATISFACTION QUESTIONNAIRES 2012-13

	April	July	October	January	Total
Number of surveys sent	20	20	20	20	80
Number of surveys received	14	12	12	12	50
Percentage return	70%	60%	60%	60%	63%

Please rate the service you have received

	Excellent	Good	Average	Poor
Courtesy of staff	37	11		
Helpfulness of staff	35	11		
Time kept waiting	29	12	3	
Professional/Technical knowledge	28	15	2	
Quality of service	34	13		

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

Yes	46	92%
No	3	

General comments regarding our Handyperson service

- 1 I think it is first class. I have rheumatoid arthritis and vertigo and cannot climb. It's so annoying when you cannot do jobs
- 2 I was pleased with a very efficient service and have no negative comments
- 3 We were absolutely delighted with the service we recently received. Joe was the person who came - he was most helpful and pleasant and just seems able to quickly identify the problems
- 4 Very satisfied thank you. Would have made cash donation if we knew people did this
- 5 As an older person it's nice to know I can get this sort of help with repairs
What a lovely young man Neil is so helpful and friendly I look forward to seeing him. Nothing is too much for him and the service you give is
- 6 outstanding. He's polite and a very lovely person. I cannot reach the bulbs as always too high so it doesn't bother me now as I can call you and get some help
- 7 I was treated with courtesy and politeness and I was given advice. At all times efficiency and promptness was the order of the day

- 8 Since April I again used the service and as an elderly lady with no family to help I've always used your handyperson service finding it most satisfactory, long may it continue, even with a small cost
- 9 I think it is brilliant and am glad you are charging a small fee
- 10 Excellent service keep it up
- 11 Prompt and efficient
- 12 I have used this service a few times, helps to keep my home in good repair the handypersons have all been excellent
- 13 The two men who came could not have been more helpful
- 14 Most helpful personality and polite manner. Nothing was too much trouble. Made us feel at ease
- 15 Good
- 16 Very efficient and gave helpful advice
- 17 We were very grateful for work done as my husband has dementia
- 18 Very pleased how he help me, my bathroom has been complemented on
- 19 Very pleasant experience from ringing C/R staff to jobs being carried out
- 20 On the 2 occasions I have used this service, both men were all the things I have ticked above (excellent) and I am very grateful for this service
- 21 The 2 men were very kind and helpful and fitted the bannister in 3 sections to help me in the best way to go upstairs, which has made a big difference to me
- 22 Replacement of fire alarm
- 23 Repairing a hinge on wardrobe. The service was perfect
- 24 Fantastic, I could not have managed without Neil
- 25 Very good
- 26 Handyperson very helpful
- 27 I am new to this service. Only two light bulbs replaced - so very little experience of the service. It seems to be a good idea
- 28 Helpful
- 29 An excellent service
- 30 My mother found the service invaluable, however once the price rose to £10 a visit, she could not use it for small things like changing a light bulb (and yet these things cannot be done by an elderly person) Please reconsider your charges for these small jobs - maybe £1 to £2
- 31 The man was helpful. He didn't have to do anything
- 32 Very polite and efficient
- 33 It would be helpful to know the limitations of work that can be done, since it doesn't seem to equate to a commercial 'Handyperson' service
- 34 No complaints whatsoever
- 35 Did a good job very professional
- 36 Efficient and obliging
- 37 Excellent
- 38 Cleared out gutter at front of bungalow

- 39 The two men was very helpful leaving everything tidy and did a very good job. Also fitted a handrail in the shower for my husband who is disabled making it much safer for him. Thank you for all your help
- 40 Work was good and tidy. The £10 charge was more money than the curtain rail I had bought for £7.99. Made me wonder about proces for fitting a light bulb. Would that be £10 also

How might we improve our Handyperson service?

- 1 The Handyman said there would be a small charge next time he came. I don't mind paying for a job to be done. It's finding someone to do a job for you
- 2 No complaints whatsoever - good service
- 3 I don't think you can!
- 4 OK as it is
- 5 I don't think you can, with being on my own I really appreciate the service you give, as being 71 years old it's a worry when things go wrong but I don't worry any more as I know I can call you and you would help me and I don't mind paying £10
- 6 I can think of no way the service could be improved. Though making the general public more aware of the excellent gelp available!!! Might put a smile on the ratepayers!!
- 7 Expand slightly to decorating & electrics but charge more for those services
- 8 Satisfied with the service
- 9 Am well satisfied with the service we were given
- 10 Don't know
- 11 At this moment in time I cannot see or think of any improvement you could make. This service is a life line to the retired
- 12 No areas for improvement can be identified
- 13 Excellent
- 14 Just keep going. The elderly need this service
- 15 Perhaps to help disabled people to keep a garden tidy
- 16 Cannot think of anything - my experience was 100%
- 17 I first heard about it from the local Life Long Learning Group at Kirkham, so I would suggest that local clubs etc where people (OAPs) attend would help to advertise the system
- 18 I wouldn't like to comment as I found it good
- 19 It is always excellent
- 20 N/A
- 21 I don't think you could improve
- 22 I was happy the way you run the Care Repair service
- 23 More of them?

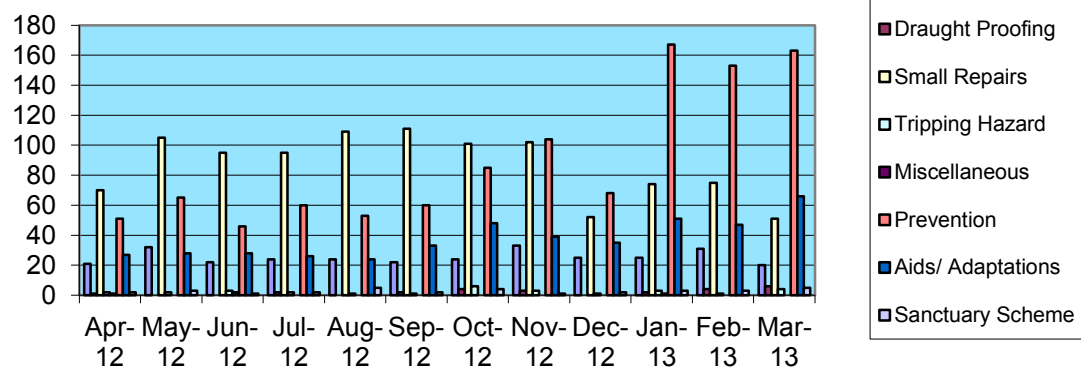
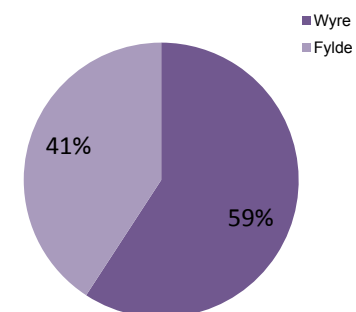
- 24 Have two scales of charge. £10 for larger or time-consuming jobs eg moving furniture, fixing a door. Small charge like £1-£2 for jobs an older person needs frequently, eg changing light bulb, replacing a tap washer etc. If it is £10 every time, most people can't afford it frequently so they would simply try and do it themselves (very dangerous if they are trying to climb on chairs to change a light bulb) £10 for every visit is too much. I hope you can keep this service going as it is a wonderful help to elderly or housebound older people provided it remains affordable
- 25 It is perfect as it is
- 26 Perhaps allow up to two small jobs per visit
- 27 Quite satisfied with how it is now

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 Not applicable
- 2 N/A
- 3 No
- 4 As an old age pensioner I was treated very well
- 5 No comment
- 6 N/A
- 7 No
- 8 No

Handy Person Data 2012-13

	Security	Draught Proofing	Small Repairs	Tripping hazard	Miscellaneous	Prevention	Aids/ Adaptations	Sanctuary Scheme	Wyre	Fylde	Total
Apr-12	21	1	70	2	1	51	27	2	97	78	175
May-12	32	0	105	2	0	65	28	3	148	87	235
Jun-12	22	0	95	3	2	46	28	1	95	102	197
Jul-12	24	2	95	2	0	60	26	2	116	95	211
Aug-12	24	0	109	1	0	53	24	5	122	94	216
Sep-12	22	2	111	1	0	60	33	2	125	106	231
Oct-12	24	4	101	6	0	85	48	4	157	115	272
Nov-12	33	3	102	3	0	104	39	1	166	119	285
Dec-12	25	0	52	1	0	68	35	2	111	72	183
Jan-13	25	2	74	3	1	167	51	3	222	104	326
Feb-13	31	4	75	1	0	153	47	3	201	113	314
Mar-13	20	6	51	4	0	163	66	5	192	123	315
Total	303	24	1040	29	4	1075	452	33	1752	1208	2960

Handy Person Jobs 2012-13**Split of Handy Person Jobs Between Wyre & Fylde**

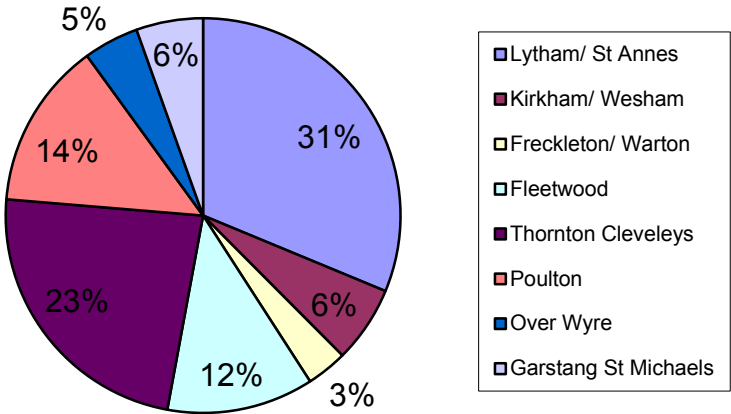
Number of Visits in Each Area

Lytham/ St Annes	Kirkham/ Wesham	Freckleton / Warton	Fleetwood	Thornton Cleveleys	Poulton	Over Wyre	Garstang/ St Michaels
925	186	99	356	693	405	134	162

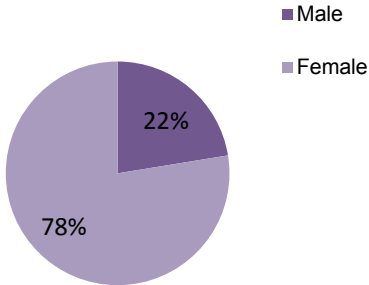
Gender Split of Clients

Male	Female
664	2296

Number of Visits in Each Area



Gender Split of Clients



REPORT



REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE ON BEHALF OF THE VICE-CHAIRMAN OF COMMITTEE	COMMUNITY FOCUS SCRUTINY COMMITTEE	12 SEPTEMBER 2013	5

REPORT – SUPPORTED EVENTS TASK AND FINISH GROUP

Public Item

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

Summary

The report presents the findings of the Supported Events Task and Finish Group appointed by committee at its 4th April meeting.

Recommendations

To seek the views of the Scrutiny Committee and report to the next appropriate Cabinet meeting.

Cabinet Portfolio

The item falls within the following Cabinet portfolio:

Leisure and Culture:

Councillor Sue Fazackerley

Summary of previous decisions

CFSC Committee report/ minutes – 4 April 2013

Report

1. At the previous meeting of the Committee (4 April), a Task and Finish Group was appointed to undertake a review on Supported Events. The appointed Group comprises: Chairman and Vice-Chairman of Committee and Councillors Barbara Nash, Elizabeth Oades and Dawn Prestwich.
2. It was suggested that the review consider how events come forward for financial support, how they are assessed and subsequently reviewed. The first and concluding meeting of the Group was held on 24 July 2013 whereby Councillor Oades (originator of the review) was invited to present her concerns
3. In summary, Councillor Oades suggested that support given to events should be done in a consistent and transparent way thus removing any perception of unfairness. In addition, she considered the use of a robust set criteria for the awarding of funds to be of paramount importance.
4. A robust set criteria for the use of funds or the award of a grant for tourism related events and attractions has been established for a number of years. A copy is attached at appendix A.
5. The Council promotes and supports appropriate events. However, resources are limited and it is important that the use of the funds is targeted towards those events that meet the set criteria. The purpose of the council supporting events is to encourage activities and attractions to locate in Fylde. Any proposed event must demonstrate the following:
 - Generation of tourism income for the benefit of the resident community
 - Projection of a positive image of Fylde and raise awareness of the tourism industry
 - The facilitation of a wide range of facilities and infrastructure than would otherwise be available to the resident community
 - Provision of additional employment opportunities
 - Creation of a sense of pride and identity in the area for the resident community
6. A paper attached at appendix B details the principal tourism related events/attractions held within the borough which are commissioned by or require the support of the borough council.
7. Appendix C details a full schedule of events for 2013 for which the borough council has been notified. Although a number of these are on private land they require licensing and environmental protection responses from the borough council. The 'Visit Lytham St Annes' website also provides a comprehensive overview of all events.
<http://www.visitlythamstannes.co.uk/>
8. Members may also wish to note that events listed on the "Visit Lytham St Annes" and the Fylde.gov "events" websites generate a significant amount of hits daily. Members are also asked to bear in mind that such events generate both national and international media

coverage and are considered to be a valuable source of marketing to the Borough thus generating a significant amount of business / visitors to the area. Within the Fylde district visitor numbers rose 7% from 2.96m in 2011 to 3.15m in 2012 with a corresponding increase of 7% in tourism spend (from £190.34m to £203.44m). Jobs supported stood at 2,942 in 2012, up 7% from 2,747 in the previous year.

9. In conclusion, the Task and Finish Group considered that the current arrangements for awarding grants for tourism related events /attractions to be robust, consistent and transparent and in view of this, concluded the work of the group.
10. The Task and Finish Group recommend to the Community Focus Scrutiny Committee the following:
 - A review/ improvement of the appropriate section of the Council's website relating to tourism related events with a view to making the information more accessible/ transparent and detailing the support and help on offer.
 - To seek the support of the Council's Press Officer in publicising such information every 12 months.

IMPLICATIONS	
Finance	There are no financial implications arising from this report
Legal	None
Community Safety	None
Human Rights and Equalities	None
Sustainability and Environmental Impact	None
Health & Safety and Risk Management	All events organised by the council or held on council property must be reviewed by the Events Group to ensure that all H&S regulations are in place to ensure the safety of the participants and the public.

Report Author	Tel	Date	Doc ID
Lyndsey Lacey/Paul Walker	(01253) 658504/658431	14 August 2013	

List of Background Papers		
Name of document	Date	Where available for inspection
Community Focus Scrutiny Committee	4 th April 2013	http://www.fylde.gov.uk/meetings/details/998

Attached documents

- Appendix A Criteria for the use of funds or the award of a grant for tourism related events/attractions
- Appendix B Principal tourism related events/attractions held within the borough commissioned by or require the support of the borough council
- Appendix C Schedule of events - 2013

CRITERIA FOR THE USE OF FUNDS OR THE AWARD OF A GRANT FOR TOURISM RELATED EVENTS/ATTRACTIONS

1. Fylde Borough Council wishes to promote and support appropriate events. However resources are limited and it is important that the use of funds is targeted towards those events that meet the criteria set out.
2. The purpose of the council supporting events is to encourage activities and attractions to locate in Fylde and to facilitate special events that will:
 - generate tourism income for the benefit of the resident community
 - project a positive image of Fylde and raise awareness of the tourism industry
 - facilitate a wider range of facilities and infrastructure than would otherwise be available to the resident community
 - provide additional employment opportunities
 - create a sense of pride and identity in the area for the resident community
3. Consideration for funding must include a clear understanding and assessment of the nature of the support, the level of grant support required, and overall what percentage this figure is in relation to the overall event/attraction cost. Contributions in kind can be used in the above calculation.
4. The Council is willing to consider funding requests from other organisations which must demonstrate:
 - The number of participators anticipated
 - The number of spectators anticipated
 - The approximate percentage of the above who would be Fylde residents as opposed to Visitors to the Borough
 - The level and type of media coverage planned (local/regional/national/international)
 - The number of participant “bed nights” anticipated (that is the number of participants anticipated to be staying overnight in the borough of Fylde X the number of nights staying).
 - The overall estimated “value to the Borough” of holding the event/attraction (whether this be financial or otherwise)
5. In the event of demand for grants exceeding available resources then the Director of Development Services in consultation with the Portfolio Holder will establish a priority for the allocation of funds.

APPENDIX B

Event - 2013	Duration	Organiser	Cost to FBC	FBC Service Input	Publicity/Mktg by FBC	Participants/Audience
Events commissioned by the Borough Council						
William Rainford Golf Trophy August	4 days	FBC – 82 Couples	Neutral Cost	Tourism	None, word of mouth	200
Lytham 1940s Wartime Festival August	2 days	FBC	£20,000 net Part sponsorship BAe Systems to grow event.	Tourism, Licensing, Parking, Env Protection	Websites, Flyers, posters, programmes, Facebook, twitter	25,000 assessed by Security Company
Lytham Proms Festival Weekend August	3 days	Cuffe & Taylor	Road closure notice, £20,000 of income to be generated in 2013	Tourism, Technical, Licensing, Env Protection, Parking, Legal,	Websites, Facebook, twitter	22,500 Ticketed
Events commissioned by others involving support from the Borough Council						
St Georges Festival April	5 days	St George's Day festival committee	Use of land, * Some minor loss of parking income	Licensing, Env Protection, Tourism, Parking, Technical.	Website	5,000
BVPG – Car Rally September	1 day	BVPG	Use of Land	Licensing, Env Protection, Tourism, Parking,	Website	?
St Annes Kite Festival July	2 days	St Annes TC	Use of Beach Grant of £500 in 2012	Licensing, Env Protection, Tourism, Parking	Website	5,000
St Annes Triathlon May	1 day	Fylde Tri Club	* Loss of parking income which is part offset by a contribution.	Licensing, Env Protection, Road Closure, Parking,	Website	500 participants
Armed Forces Day June	1	Fylde Veterans	£1,400	Licensing, Env Protection, Parks, Tourism	Website	New Event
Club Days – June to July	1 to 2 days	Various Parishes	Road closure notices, Staging, Bunting	Road Closures, Licensing, Parks	Website, posters	Various

* These have been considered and noted by the car parking task and finish review

APPENDIX C

List of events 2013		
Date	Event	Location
17 th March	23 rd Ultrafit St Annes Road Race	St Annes
30 th and 31 st March	Love our Estuary	Old RNLI building, Lytham Green
31 st March	Easter Saturday Church Singing	St Annes Square
1 st April	Egg Rolling and Decorated Egg	Ashton Gardens
7 th April	Make Bridges Brilliant	Bridges Playing Field Warton
23 rd – 28 th April	St Georges Day Festival 2013	Lytham Green
28 th April	Big Beach Clean Up	North Beach, St Annes
2 nd May	Inter Club Grand Prix Road Race	Promenade, St Annes
19 th May	British Cycling North Region Rd 3	Park View 4U
19 th May	St Annes Triathlon	Promenade St Annes
27 th May	Ribble Discovery Centre Spring Fair	Ribble Discovery Centre, Fairhaven
30 th May	North West Air Ambulance	Lytham Green
8 th & 9 th June	Lytham St Annes Art Society	Ashton Gardens
9 th June	Beaverbrooks Bike Ride	Fairhaven Lake Car Park
16 th June	Freckleton Half Marathon / Fun Run	Bush Lane Playing Fields
21 st – 23 rd June	Blackpool Championship Dog Show	Westby Road, Westby
23 rd June	Great British Greyhound Walk	St Annes Promenade & Beach
28 th June	Kirkham Grammar School Sponsored Walk	Squires Gate to Lytham via Promenade
29 th June	Armed Forces Day	Ashton Gardens
29 th & 30 th June	Fylde Vintage Weekend	Salwick Road, Wharles
20 th July	Advanced Driving Publicity Event	Lytham Square
27 th & 28 th July	St Annes Kite Festival	North Promenade beach
28 th July, 4 th , 11 th and 18 th August	St Annes Baptist Church Outreach	St Annes Promenade
11 th August	RNLI Open Day	The Island complex
2 nd , 3 rd & 4 th August	Lytham Proms Festival Weekend	Lytham Green
12 th August	Everything and the Kitchen Sink	Ashton Gardens
17 th and 18 th August	Lytham St Annes Art Society	Memorial Gardens, Lytham
24 th August	Band – (Roadtrip)	St Annes Square
25 th August	Picnic on the Park	Bridges Playing Fields
28 th August	Family Event	Blackpool Road Playing Fields
31 st August	Royal British Legion in the Community	St Annes Square

APPENDIX C

List of events 2013		
Date	Event	Location
26 th August	St Annes Promenart (cancelled)	St Annes promenade
6 th – 8 th September	Marked Generation	Wesham Community Park, Wesham
7 th September	Music and Arts Festival	Ashton Gardens
7 th September	Lansdowne Road Park Ansdell	Lansdowne Road Park Ansdell
8 th September	Static Classic Vehicle Show	Fairhaven Lake Car Park
14 th September	Showcase for Local Bands	St Annes Square
14 th & 15 th September	Pop up beach event	Lytham Foreshore

Club days 2013	
Date	Town
8 th June	Kirkham and Wesham
15 th & 16 th June	Freckleton
16 th June	Singleton
22 nd June	Lytham
29 th June	Wrea Green
6 th & 7 th July	St Annes
6 th July	Newton/Clifton & Salwick
6 th July	Weeton
27 th July	Staining

REPORT

REPORT OF	MEETING	DATE	ITEM NO
Development Services Directorate	Community Focus Scrutiny Committee	12 th September 2013	6

Scrap Metal Dealers Act 2013

PUBLIC ITEM

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

SUMMARY

The purpose of this report is to inform the Committee of recent changes to legislation in relation to the licensing of Scrap Metal Dealers. The new licensing regime will be run and administered by the local authority.

RECOMMENDATIONS

1. To note the requirement to set the application fees, the actual level of which is to be determined in conjunction with the Finance Department.
2. To delegate the appropriate Director for the Licensing Team to approve applications where there are no objections
3. To delegate the Portfolio Holder for Social Wellbeing for those applications where there have been objections and the applicant wishes to make representation.

CABINET PORTFOLIO

This item falls within the following cabinet portfolio(s):

Social Wellbeing

Councillor Cheryl Little

SUMMARY OF PREVIOUS DECISIONS

There are no previous decisions.

REPORT

1. The Scrap Metal Dealers Act 2013 replaces the previous registration system for scrap metal dealers created by the 1964 Scrap Metal Dealers Act. It creates a new licensing regime which will be run and administered by local authorities. The new legislation extends the definition of scrap metal dealers to include motor salvage operators, and the provisions in the Vehicle (Crime) Act 2001 under which they operate will end once the Act comes in to force.

2. Whereas under the 1964 Act local authorities have to register anyone who notifies them that they are operating as a scrap metal dealer, local authorities will be able to refuse to grant a licence where the applicant is judged not to be a 'suitable' person to operate as a scrap metal dealer. The transition requiring dealers to hold a licence rather than merely registering with a local authority provides an opportunity to ensure that dealers who have been operating illegally are not able to do so.
3. Every scrap metal dealer will be required to have a licence, and operating without one will be a criminal offence. These licenses will last for 3 years. There are 2 types of licence; a site licence and a collector's licence.
4. A Site Licence will require all of the sites at which the licensee carries on the business as a scrap metal dealer within the local authority and a site manager to be identified for each site. They will be permitted to operate from those sites as a scrap metal dealer, including transporting scrap metal to and from those sites from any local authority area.
5. A Collectors Licence will authorise the licensee to operate as a mobile collector in the area of the issuing local authority permitting them to collect scrap metal as appropriate. This will include commercial and domestic scrap metal.

The licence does not permit the collector to collect from any other local authority area and a separate licence should be obtained from each local authority from which the individual wishes to collect in.

6. The new licensing regime will commence on 01 October 2013, but with a transition period lasting until 01 November 2013. The transition arrangements will specify that any dealer currently registered under the 1964 Scrap Metal Dealers Act or a motor salvage operator already licensed under the 2001 Vehicles Crime Act will in effect be granted a transitional licence, provided that they submit an application for a licence under the 2013 Act by 1st September 2013. The transitional licence will then last until 1 November 2013, when licences issued under the 2013 Act will come into effect. Dealers will therefore be able to continue to trade without disruption during the transition period without fear of being prosecuted for operating illegally.
7. If an applicant is not registered under the Scrap Metal Dealers Act 1964 or does not hold a licence under the Vehicles Crime Act 2001 then they will not be able to trade legally while they wait for the local authority to decide whether or not to grant a licence. Full enforcement of the provisions in the 2013 Act will commence from 1 December 2013.
8. Schedule 1 of the Act sets out what information must accompany an application for a scrap metal dealers' licence. Local authorities are entitled to request any further information they regard as relevant to considering the application. In the event the applicant does not supply the information that has been requested the local authority can refuse to proceed with the application. This may be of relevance when considering the suitability of the applicant.
9. A local authority must not issue a licence unless it is satisfied the applicant is a suitable person to carry on business as a scrap metal dealer – the 'suitability test'. In the case of a partnership this means assessing the suitability of each of the partners in the partnership, while in the case of a company it means assessing the suitability of any directors, company secretaries or shadow directors.

10. In assessing an applicant's suitability the local authority can consider any information it considers relevant. Evidence of unsuitability can in particular be drawn from the information listed in the legislation that a local authority is specifically allowed to consider. The list includes:
 - ☐ Whether the applicant or site manager has been convicted of a relevant offence, or subject to any relevant enforcement action.
 - ☐ Whether the applicant has previously been refused a scrap metal dealers licence or an application to renew a licence has been refused.
 - ☐ Whether the applicant has previously been refused a relevant environmental permit or registration.
 - ☐ Whether they had previously held a scrap metal dealers licence that had been revoked.
11. Much of this information will be set out in the application form, and it is an offence for the applicant to make a false statement or recklessly make a statement which is false in a material way. However local authorities will undoubtedly want to satisfy themselves that an applicant is a suitable person by checking that they do not have previous relevant convictions, been the subject of any relevant enforcement action or have been refused a licence. There are benefits from the industry's perspective in there being a standardised process when it comes to assessing applicants' suitability, and in having a consistent approach applied to each application.
12. As part of the application process the applicant would be asked to provide a Basic Disclosure certificate, which will reveal any unspent convictions on the Police National Computer (PNC), with the application form. Refusing to provide a Basic Disclosure result would be grounds for the local authority to decline to proceed with the application. It is important to bear in mind when considering any application that even if an applicant has been convicted of a relevant offence this is not automatic grounds for refusing to grant a licence.

The local authority has discretion in this matter and could decide after receiving further information from an applicant or other bodies, and considering the matter further, that they can grant a licence, or grant the licence with conditions. For example the local authority could take into account the nature of the relevant offences and enforcement action; the seriousness of the offence or enforcement action; when the offence was committed or the enforcement action was taken; along with any other relevant information
13. Any application must be accompanied by a fee. The Home Office issued guidance on licence fee charges on the 12th August and the Licensing Team are currently working with Finance to ascertain the appropriate fees. The EU Services Directive states that a licence fee can only be used to pay for the cost associated with the licensing process and we should ensure that the income from the fees charged do not exceed the costs of providing the service.
14. It is regrettable that the information is not available at the time of the agenda publication. However, the late publication of the Guidance and ensuring compliance with the Directive have caused the delay. It is intended to provide the level of fees and the justification of those fees at the meeting and it is requested that consideration be given to the approval of those fees.
15. Where a local authority proposes to reject an application (or revoke it or vary it) the applicant has to be notified what the local authority proposes to do and the reasons for it. If having conducted an initial assessment of an applicant's suitability the local authority is minded to refuse the application it must let the applicant know this.

16. The notice from the local authority has to give the applicant (or licensee) the opportunity to make representations or let the local authority know they wish to. The notice must also specify a period of time in which the applicant does this, which cannot be less than 14 days from the date on which the notice is given to the applicant. If the applicant does not make any representations or does not say that they wish to in that time period then the local authority can refuse the application or revoke or vary the licence. Where the applicant states they want to make representations the local authority has to give them a further period in which to do so, and only if they fail to do so can they refuse the application or revoke or vary the licence.
17. Where the applicant makes representations the local authority has to consider them and if the applicant states they want to make oral representations, the local authority must provide them with the opportunity to appear before a person appointed by the local authority for this purpose.
18. The requirement to allow an applicant to make oral representations means that it may be appropriate to refer relevant applications to the appropriate Portfolio Holder, and those applications where there are no questions about the suitability of the applicant can be delegated to the Director to make the decision on whether to grant the application
19. Alternatively, applications following representation could potentially be determined by the relevant Director and applications without objection by the Head of Environmental Health and Housing.
20. Where a local authority has refused an application, revoked a licence or varied a licence it must give the applicant or licensee notice of the decision, which also sets out the reasons for the decision. The notice also has to inform the applicant or licensee of their right to appeal the decision; the timeframe for making that appeal and where the licence has been revoked or varied the date under which that comes into effect.
21. Appeals against a decision by the local authority to refuse an application, to impose a condition on the licence or to revoke or vary the licence are to the magistrates' court. The dealer has 21 days from the day on which they were given notice of the decision in which to appeal that decision. The magistrates' court then has the power to confirm, vary or reverse the local authority's decision and issue any directions it considers appropriate having regard to the Act.
22. A local authority has the limited ability to impose conditions on a licence. Conditions can only be imposed where the applicant or any site manager has been convicted of a relevant offence. In considering whether to issue a licence where the applicant or a site manager has a relevant conviction, the local authority might decide to do so on the basis that a condition is imposed on the licence.

Local authorities can only impose one or both of two conditions. These conditions specify that the dealer can only receive scrap metal between 9.00am and 5.00pm on any day, in effect limiting the dealer's operating hours; and that any scrap metal received has to be kept in the form the dealer received for a set period of time. That period of time cannot exceed 72 hours.

23. The Scrap Metal Dealers Act also creates a national register of scrap metal dealer licences which will be open to the public. Establishing and maintaining this national register will be the responsibility of the Environment Agency and when local authorities issue a licence they are obliged to pass on information to enter on the register.
24. Member are therefore requested to consider the report and:
- Note the requirement to determine the level of fees to be charged
 - Recommend delegation for the determining of applications.

IMPLICATIONS	
Finance	This new legislation will have financial implications insofar as it will generate income as a result of the introduction of licensing fees but there will be a cost involved with regards to officer time in administering the regime.
Legal	
Community Safety	
Human Rights and Equalities	
Sustainability and Environmental Impact	
Health & Safety and Risk Management	

REPORT AUTHOR	TEL	DATE	DOC ID
Chris Hambly	01253 658422	23 rd August 2013	

LIST OF BACKGROUND PAPAERS		
Name of document	Date	Where available for inspection
Scrap Metal Dealers Act 2013	2013	Town Hall, Lytham St Annes
Home Office Guidance on Licence Fee Charges	12 th August 2013	Town Hall, Lytham St Annes
LGA Guide to the Scrap Metal Dealers Act 2013	5 th August 2013	Town Hall, Lytham St Annes

Attached documents

Community Focus Scrutiny Committee



Date:	Thursday, 25 July 2013
Venue:	Town Hall, St Annes
Committee members:	Councillor Christine Akeroyd (Chairman) Councillors Tim Armit, Julie Brickles, Fabian Craig-Wilson, Susanne Cunningham, Gail Goodman JP, Peter Hardy, Kathleen Harper, Paul Hodgson, Barbara Nash, Elizabeth Oades, Dawn Prestwich, John Singleton JP, Vivienne M Willder
Other Councillors:	Councillor Susan Fazackerley (Portfolio Holder for Leisure and Culture) Councillor Dr Trevor Fiddler (Portfolio Holder for Planning and Development) Councillor Charlie Duffy
Officers:	Allan Oldfield, Tracy Morrison, Clare Platt, Paul Walker, Mark Evans, Darren Bell, Lyndsey Lacey
Other Attendees:	Mrs Kim Cook (Fylde Citizens Advice Bureau) Ms Louise Pope (Fylde Citizens Advice Bureau) Mr Tim Lince (Acting Chair of Lowther Gardens Trust) Mr Mark Alexander (Theatre Manager, Lowther Pavilion) About 12 other members of the public were present at the meeting

Chairman

In the absence of Councillor Mulholland, Councillor Christine Akeroyd acted as Chairman for the purposes of the meeting.

Public Platform

Prior to consideration of item 7 relating to the Planning Improvement Plan, Mr Fred Moor (resident of St Annes) had requested to speak under the public platform arrangements. The Chairman invited Mr Moor to the table to address the committee.

1. Declarations of interest

Members were reminded that any disclosable pecuniary interests should be declared as required by the Localism Act 2011 and that any personal or prejudicial interests should be declared as required by the Council's Code of Conduct. There were no declarations of interest.

2. Confirmation of minutes

RESOLVED: To approve the minutes of the Community Focus Scrutiny Committee meeting held on 13 June 2013 as a correct record for signature by the Chairman.

3. Substitute members

The following substitutions were reported under Council procedure rule 25:

Councillor Fabian Craig-Wilson for Councillor Nigel Goodrich

Councillor Elizabeth Oades for the Mayor, Councillor Linda Nulty

4. Fylde Citizens Advice Bureau – Monitoring Report

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

Kim Cook introduced the report by making reference to the Service Level Agreement that the Council has in place with CAB. In doing so, she provided the committee with an overview of key points arising from her report with particular reference to the various performance measures both quantitative and qualitative that the Council has in place with Fylde Citizens Advice Bureau.

In brief, the full report provided details of the advice service provided and staffing arrangements in place. In addition, it provided an update on partnership working and funding opportunities since the last report to committee and the various funding restraints. It also provided statistical information (required by the Service Level Agreement) including: client/enquiry numbers in 2012/13, classification of types of enquiries made by clients, the percentage of Fylde residents using the CAB service including a breakdown of ward usage and statistics identified as of particular interest to FBC. The report concluded with details of its future proposals to meet the demands of the service.

Mrs Cook then went to further highlight a number of areas including: the successful winter project schemes which were run in conjunction with other key agencies/partners. In addition, she referred to the successful bid for the Transition Fund (designed to assist the development of infrastructure organisations) and Tenancy Support Project which was going well.

Councillor Oades complimented Mrs Cook on the work of CAB. In doing so, she stated that the body provides a wonderful service to the local community and makes good use of the grant provided by the Council. This was endorsed by Councillor Peter Hardy.

Following consideration of this matter it was RESOLVED:

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

5. Annual Report – Lowther Gardens Trust

Darren Bell (Cultural Services Manager) was invited to introduce the Annual Report. In doing so, members were reminded that the Council currently has a five year Service Level Agreement with the operating company of Lowther Gardens Trust, Lowther Gardens (Lytham) Management Ltd, to provide services at Lowther Pavilion. It was reported that as part of this agreement, the Trust provide a report to one of the Council's overview & scrutiny committees at the conclusion of the

financial year, summarising performance over the previous year. A copy of the report was circulated with the agenda.

Mr Tim Lince (Acting Chair of Lowther Gardens Trust) and Mark Alexander (Theatre Manager Lowther Pavilion) attended the committee to present the key points arising from the report.

By way of introduction, Mr Lince made reference to the work undertaken by the Friends of Lowther Group. He then went on to refer to community use of the building and the various projects and programmes put in place to develop Lowther over the last 12 months including: the work undertaken with various local schools/ dance schools and key artists/acts to provide a diverse and balanced programme of performing arts and entertainment.

Councillor Hardy commented that he would like to see more local amateur productions using the theatre. In response, Mr Lince stated that the community use of the building had gone up from 121 to 169 performances thus suggesting improved community usage.

Councillor Brickles asked for further clarification on the use of the council grant and expenditure proposed over the forthcoming months. This was addressed by Mr Alexander.

Councillor Oades enquired about use of the free use of the building for 10 council meetings per year and the AGM. In addition, she sought clarification on the recharging arrangements for staff time. An undertaken was given to Councillor Oades that appropriate officers would confirm the position to her in writing.

Councillor Craig-Wilson asked about improvements being made to the building with particular reference to the sound system and seating arrangements. These questions were addressed in turn by Mr Alexander.

Following detailed consideration of this matter it was RESOLVED:

1. To note the report.
2. To thank Mr Lince and Mr Alexander for the report and their attendance at the meeting.

6. Art Collection Review

Clare Platt (Director of Community Services) was invited to introduce the report on a proposed review of the Art Collection.

In summary, the report provided an overview of the background to the Council's art service collection, activity over the years and the work of the existing Arts Working Group.

Ms Platt stated that in the absence of a defined strategy for the management and development of the collection, it would be prudent to undertake a review process with elected member input. She went on to say that such input would provide valuable direction in developing a strategy/policy framework that would deliver best value from the art collection.

Following consideration of this matter it was RESOLVED to appoint a Task and Finish Group comprising councillors Christine Akeroyd, Tim Armit, Julie Brickles, Fabian Craig-Wilson and Kath Harper to undertake the proposed art service review with a view to reporting back to committee at appropriate intervals.

7. Planning Improvement Plan

Further to reports presented to the 4 April 2013 meeting and subsequent Cabinet, Paul Walker (Director of Development Services) and Mark Evans (Head of Planning and Regeneration) presented an updated report on the Planning Improvement Plan.

In summary, the report addressed the recommendations made as a result of the recent planning peer review and sought agreement to the action planning work which followed. Members were asked to further comment on the proposed action plans for each of the 12 recommendations which had been updated since the last meeting.

The Chairman invited members to consider and comment upon the individual action plans in turn. Various members of the committee commented upon and sought clarification on a number of areas and these were addressed by Mr Walker and Mr Evans.

Following detailed consideration of this matter it was RESOLVED:

1. To note the progress of the 12 action plans detailed in the report.
2. To agree to monitoring reports being presented to scrutiny every four months
3. To seek council representation on the Task and Finish Group appointed by Lancashire County Council set up to look at the planning consultation process between county, borough and statutory bodies.
4. To expand Action Plan 2(12) to incorporate of key utility/organisations.
5. To add to Action Plan 2 an additional training session on the Local Plan and the wider planning process at which all members of the council are invited.
6. To delete the word "Kirkham" and replace with "Lytham" (Action Plan 12 (2) refers).

(Councillor Elizabeth Oades and Peter Hardy wished their names to be recorded as having voted against the above decision)

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