



FYLDE BOROUGH COUNCIL



Meeting Agenda

**Performance Improvement Scrutiny Committee
Town Hall, St Annes
Thursday 25 September 2008 7:00pm**

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

PERFORMANCE IMPROVEMENT SCRUTINY COMMITTEE

MEMBERSHIP

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

Councillors

Craig Halewood

John Singleton

Ken Hopwood

Paul Hayhurst

Cheryl Little

Kathleen Harper

Linda Nulty

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



Our Vision

To establish Fylde Borough Council as a high performing local authority

Our Corporate Objectives

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

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

We will achieve this by:

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



A G E N D A

PART I - MATTERS DELEGATED TO COMMITTEE

PUBLIC PLATFORM	
<i>To hear representations from members of the public in accordance with Committee procedure rules</i>	
ITEM	PAGE
1. DECLARATIONS OF INTEREST: <i>If a member requires advice on Declarations of Interest he/she is advised to contact the Legal Services Executive Manager in advance of the meeting. (For the assistance of Members an extract from the Councils Code of Conduct is attached).</i>	4
2. CONFIRMATION OF MINUTES: <i>To confirm as a correct record the Minutes of the Performance Improvement Scrutiny Committee held on 19 June 2008 Attached at the end of the agenda.</i>	4
3. SUBSTITUTE MEMBERS: <i>Details of any substitute members notified in accordance with council procedure rule 25.3</i>	4
4. LOCAL GOVERNMENT OMBUDSMAN ANNUAL LETTER AND REPORT 2007/08	7-13
5. THE CORPORATE PERFORMANCE REPORT (APRIL 2008 TO SEPT 2008)	14-22
6. REVIEW OF JOINT WORKING - OCCUPATIONAL HEALTH & SAFETY ADVISORY SERVICE	23-38

Personal interests

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

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

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

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

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

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

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

Disclosure of personal interests

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

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

Prejudicial interest generally

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

Prejudicial interests arising in relation to overview and scrutiny committees

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

Effect of prejudicial interests on participation

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

REPORT



REPORT OF	MEETING	DATE	ITEM NO
DEPUTY CHIEF EXECUTIVE	PERFORMANCE IMPROVEMENT SCRUTINY COMMITTEE	25 TH SEPTEMBER 2008	4

LOCAL GOVERNMENT OMBUDSMAN ANNUAL LETTER AND REPORT 2007/08

Public Item

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

Summary

To advise members of the contents of the Annual Letter about complaints relating to the Council for the period 2007/08, that has been received from the Commission for Local Administration in England.

Recommendation

To note the Annual Report and make comments as necessary.

Cabinet Portfolio

The item falls within the following Cabinet portfolio:

Corporate Performance & Development Councillor Paul Rigby

Report

1. The Local Government Ombudsman investigates complaints of injustice arising from maladministration by local authorities and certain other bodies. They investigate complaints about most council matters including housing, planning, education, social services, consumer protection, drainage, council tax etc. The Ombudsman can investigate complaints about how the council has done something but they can not question what a council has done simply because someone does not agree with it.

2. A complainant must give the council concerned an opportunity to deal with a complaint first. It is best to use the council's own complaints procedure, if it has one. If the complainant is not satisfied with the action the council takes, he or she can send a written complaint to the Local Government Ombudsman or ask a Councillor to do so on their behalf.
3. The Ombudsman Annual Letter (attached as Appendix 1) reflects on the complaints made to the Ombudsman about Fylde Borough Council over the last year. It provides comments on the authority's performance and complaint handling arrangements. The letter also includes information on the average time taken by the council to respond to Ombudsman enquiries and includes comments on the effectiveness of the liaison arrangements between the Council and the Ombudsman. Statistical data covering a three year period and a note to help the interpretation of the statistics and suggestion for improvements forms an integral part of this letter.
4. For the year ending 31 March 2008, the Ombudsman received 15 complaints against the Council (3 less than the year before). It is noted that complaints about planning matters make up the single largest group of complaints. There were no findings of maladministration.
5. Previously the main concern for the Council was with regard to the average time taken to respond to Ombudsman complaints. This report notes that the time taken to respond has now dropped from 54.8 days to 29.5 days and the Ombudsman comments favourably on this significant improvement in performance.
6. This year the council expanded the corporate complaints procedure to include protocols for dealing with Unreasonably Persistent Complainants and Unreasonable Complainant Behaviour. These protocols are based on models recommended by the Local Government Ombudsman.
7. The Local Government Ombudsman offers training courses in complaint handling and investigation. A training course on Complaint Handling as been organised for key staff involved in managing the council's complaints procedure. This training is due to take place on 2nd September 2008.
8. Dave Joy, Deputy Chief Executive, who acts as the council's Ombudsman Liaison Officer and Ian Curtis, the council's Monitoring Officer, will be at the meeting to answer questions from the Committee.

IMPLICATIONS	
Finance	No direct implications.
Legal	No direct implications.
Community Safety	No direct implications.
Human Rights and Equalities	No direct implications.
Sustainability	No direct implications.
Health & Safety and Risk	No direct implications.

Management	
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Report Author	Tel	Date	Doc ID
Dave Joy	(01253) 658700	08.09.08.	

List of Background Papers		
Name of document	Date	Where available for inspection
Procedure for dealing with Unreasonably Persistent Complainants and Unreasonable Complainant Behaviour.	September 2007	The council's website: http://www.fylde.gov.uk/Documents/Procedure%20-%20Unreasonable%20Complainants.pdf

Attached documents

1. The Local Government Ombudsman's Annual Letter for the year ended 31st March 2008.

**The Local Government Ombudsman's
Annual Letter**

Fylde Borough Council

for the year ended

31 March 2008

The Local Government Ombudsman (LGO) provides a free, independent and impartial service. We consider complaints about the administrative actions of councils and some other authorities. We cannot question what a council has done simply because someone does not agree with it. If we find something has gone wrong, such as poor service, service failure, delay or bad advice, and that a person has suffered as a result, the Ombudsmen aim to get it put right by recommending a suitable remedy. The LGO also uses the findings from investigation work to help authorities provide better public services through initiatives such as special reports, training and annual letters.

Annual Letter 2007/08 - Introduction

This annual letter provides a summary of the complaints received about Fylde Borough Council and comments on the authority's performance and complaint-handling arrangements.

I hope that the letter will assist you in improving services by providing a useful perspective on how some people who are dissatisfied experience or perceive your services.

Two attachments form an integral part of this letter: statistical data covering a three year period and a note to help the interpretation of the statistics.

Complaints received

I received 15 complaints about the Council in 2007/08. As you can see from the attached statistical summary, these were spread over a range of areas and subjects. The seven planning and building control complaints received accounted for the greatest single type. It is not possible to draw any conclusions from such small numbers.

Liaison with the Local Government Ombudsman

The Council's liaison officer is helpful and the Council has taken effective action to reduce the time taken to respond to complaints which dropped to 29.5 days compared to the 54.8 days in the year before.

I thank the Council for the changes it has made and for its continued cooperation which has clearly made a positive difference. Hopefully 28 days will be achieved in the current year.

Decisions on complaints

Reports and local settlements

We will often discontinue enquires into a complaint when a council takes or agrees to take action that we consider to be a satisfactory response – we call these local settlements. In 2007/08 the Local Government Ombudsmen determined 27% of complaints by local settlement (excluding 'premature' complaints - where councils have not had a proper chance to deal with them - and those outside our jurisdiction). If an investigation is completed I issue a public report.

I did not issue any reports about the Council.

Other findings

In total, I made 21 decisions on complaints about the Council. This number differs slightly from the number of complaints received as it includes complaints received in the previous year. Six of these were premature, two outside jurisdiction and of the 13 substantive decisions, seven resulted in a finding of no maladministration.

While we did not identify any serious issues, two of the complaints we investigated made mention of record keeping and the need to ensure that decisions made by officers are properly recorded.

Your Council's complaints procedure and handling of complaints

None of the complaints I considered highlighted issues with the way in which your Council captures and handles complaints.

Training in complaint handling

Part of our role is to provide advice and guidance about good administrative practice. We offer training courses for all levels of local authority staff in complaints handling and investigation. A detailed evaluation of the training provided to councils over the past three years shows very high levels of

satisfaction. We will customise courses to meet your Council's specific requirements and provide courses for groups of staff from different smaller authorities. Participants benefit from the complaint-handling knowledge and expertise of the experienced investigators who present the courses.

I enclose information on the full range of courses available together with contact details for enquiries and any further bookings.

LGO developments

We launched the LGO Advice Team in April, providing a first contact service for all enquirers and new complainants. Demand for the service has been high. Our team of advisers, trained to provide comprehensive information and advice, has dealt with many thousands of calls since the service started.

The team handles complaints submitted by telephone, email or text, as well as in writing. This new power to accept complaints other than in writing was one of the provisions of the Local Government and Public Involvement in Health Act, which also came into force in April. Our experience of implementing other provisions in the Act, such as complaints about service failure and apparent maladministration, is being kept under review and will be subject to further discussion. Any feedback from your Council would be welcome.

Last year we published two special reports providing advice and guidance on 'applications for prior approval of telecommunications masts' and 'citizen redress in local partnerships'. Feedback on special reports is always welcome. I would particularly appreciate information on complaints protocols in the governance arrangements of partnerships with which your Council is involved.

Conclusions and general observations

I welcome this opportunity to comment on our experience of complaints about the Council over the past year. I hope that you find the information and assessment provided useful when seeking improvements to your Council's services.

Anne Seex
Local Government Ombudsman
Beverley House
17 Shipton Road
YORK
YO30 5FZ

June 2008

Enc: Statistical data
Note on interpretation of statistics
Leaflet on training courses (with posted copy only)

Complaints received by subject area	Benefits	Housing	Other	Planning & building control	Public finance	Transport and highways	Total
01/04/2007 - 31/03/2008	2	1	4	7	1	0	15
2006 / 2007	2	2	0	12	1	1	18
2005 / 2006	0	1	3	7	1	1	13

Note: these figures will include complaints that were made prematurely to the Ombudsman and which we referred back to the authority for consideration.

Decisions	MI reps	LS	M reps	NM reps	No mal	Omb disc	Outside jurisdiction	Premature complaints	Total excl premature	Total
01/04/2007 - 31/03/2008	0	2	0	0	7	4	2	6	15	21
2006 / 2007	0	1	0	0	5	3	2	6	11	17
2005 / 2006	0	0	0	0	5	3	1	3	9	12

See attached notes for an explanation of the headings in this table.

Response times	FIRST ENQUIRIES	
	No. of First Enquiries	Avg no. of days to respond
01/04/2007 - 31/03/2008	6	29.5
2006 / 2007	5	54.8
2005 / 2006	4	45.3

Average local authority response times 01/04/2007 to 31/03/2008

Types of authority	<= 28 days %	29 - 35 days %	>= 36 days %
District Councils	56.4	24.6	19.1
Unitary Authorities	41.3	50.0	8.7
Metropolitan Authorities	58.3	30.6	11.1
County Councils	47.1	38.2	14.7
London Boroughs	45.5	27.3	27.3
National Park Authorities	71.4	28.6	0.0

REPORT

REPORT OF	MEETING	DATE	ITEM NO
PERFORMANCE & IMPROVEMENT	PERFORMANCE IMPROVEMENT	SEPT 25 TH 2008	5

THE CORPORATE PERFORMANCE REPORT (APRIL 2008 TO SEPT 2008)

Public item

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

Summary

The report outlines the performance to date against national and supplementary performance indicators in place at Fylde Borough Council since April 1st 2008. Performance has been reported against the indicators where it is possible to report performance to date and details are provided on any changes to the performance regime at Fylde or any challenges that the authority is experiencing. The purpose of the report is to ensure that the committee has the latest performance information available to make informed decisions on any potential performance shortfalls and areas that may require further scrutiny in order to support performance. This report represents the first performance report since the introduction of the new national performance indicators in April 2008 and the review of local indicators across the authority.

Recommendations

1. That the committee scrutinise the performance against the national and supplementary indicators published in Appendix 1 to this report and make any appropriate recommendations on the performance to date.
2. That the committee agrees the list of supplementary performance indicators included in Appendix 2 to this report and the regularity of performance reporting proposed subject to any additional supplementary indicators the committee may request.

3. That the committee agree to consider a performance report at the start of every meeting that includes an online view of up to date performance using Escendency projected on screen for the committee to interrogate.
4. That the committee agree to have a separate performance report on sickness absence presented to the November meeting with detailed performance by service area.

Portfolio Holder

The Cabinet Portfolio Holder for Corporate Performance and Development is Councillor Paul Rigby.

Report

1. Appendix 1 provides details of the performance to date against the national and local performance indicators. Performance to date is reported against those indicators where it is possible to provide information to date. In many circumstances it is not possible to report the performance to date because of the nature of the indicator e.g. the national indicators that will be drawn from the results of the new Place Survey will not be available until early 2009.
2. The committee is reminded that as a result of the comprehensive changes to the national performance indicators a complete review of the local indicators used at Fylde was carried out. The local indicators have been given a prefix code of FYS (Fylde Supplementary) and referred to as supplementary indicators. The list of supplementary indicators is presented to the committee in full for the first time in Appendix 2 to this report. Members of the committee have been engaged in the development of the supplementary indicators and as the committee responsible for performance matters you are asked to scrutinise the list of supplementary indicators and agree them as the measures for 2008/09. If there are any service areas that members of the committee feel are not appropriately being measured then requests for supplementary indicators to be developed in these areas can be submitted. The list of supplementary indicators will remain under continuous review by the committee.
3. At the request of the committee financial monitoring data will be submitted as part of the performance report in the absence of any specific performance indicators being set to measure financial performance. The format of the new monitoring reports has been agreed and will include details of performance against the agreed savings targets for 2008/09 and highlights of any budget areas that are over or under spent by more than £5000 to date. These reports will be presented to the next meeting of the committee when the profiling of the budgets has been implemented. Without profiles applied to the budgets service areas will be identified as under or over spent when they are not e.g. most services do not spend their allocated budget in 12 equal parts throughout the year. Budget monitoring information has been produced for the first quarter (April to June 2008) that managers are checking and using to set their profiles.
4. The performance to date in Appendix 1 shows that the authority is performing well with the number of hits to the website (FYS09) and the continued increase of online services (FYS10). Members should be aware that a new look and feel to the website has been agreed and will be launched later this year. The percentage of employee

appraisals is significantly up on the 2007/08 figure (FYS11) at 75.42% which is a reflection of the importance the Chief Executive has placed on this in the 'Moving to Excellence' approach.

5. The incidents of crime in the borough are very low and well within the target set for the year further reinforcing the fact that Fylde is one of the safest places in the country.
6. Performance is currently behind target for the payment of invoices within 30 days (FYS02) at 94.35%. The invoice processing system is currently under review and will be subject to close analysis by the Business Process Re-engineering (BPR) group. It is expected that performance will achieve the target of 96% by the end of the financial year.
7. The number of days lost to sickness and absence is still high at 12.91 days per employee. This is actually worse than the 12 months to April 1st 2008 however, the figure is now reported every month against the previous 12 months performance e.g. the figure in Appendix 1 is from August 1st 2007 to July 31st 2008 so it includes several poor months performance before the recent initiative by Blackpool to address long term absence. Since April 1st 2008 the number of long term sick employees has reduced in Operational Services as a direct result of a targeted approach with Blackpool HR. The benefit of this work will start to be seen in the performance data throughout the year. A comprehensive revised Absence Management Policy with supporting procedures has been produced and will be presented to the joint meeting between management and the unions on September 30th 2008.
8. The percentage of sickness absence that is long term is 64.91% which is slightly above average for a small local authority but not significantly above average. A very challenging target of 55% has been set to reduce long term sickness based on the work carried out to date with Blackpool HR. A separate report will be presented to the November meeting of the committee providing full details of performance by service area and detailing the measures taken to date to address the unacceptable levels of sickness absence. The November report will include the revised Absence Management Policy after it has been agreed at the meeting between the unions and management.
9. The time taken to determine planning applications (NI157 a to c) shows a decline in performance against the final out turn for 2007/08 and is significantly below the targets set for the service. In April this year the development control fees went up by on average 25% across the board. This resulted in a glut of applications during March 2008 which meant the number of applications for 2007/08 totaled 1,314 the highest figure yet. These extra applications have had to be determined in the new financial year 2008/09. The Council has agreed as part of the closure of accounts for 2007/08 to allow the income from these additional applications (nearly £150,000) to be used in the current year to recruit help to deal with the backlog. The Planning Advisory Service report carried out in early 2008 noted that Fylde were in the lowest quartile for spending per head of population on planning services. We have recently recruited an additional senior planner who will be starting in December 2008. We have also brought in extra administrative resources in the Development Control team. Recent performance for the month of August has shown an improvement

- NI 157a the % of **major** applications determined against target = 75%

- NI 157b the % of **minor** applications determined against target 47%
 - NI 157c the % of **other** applications determined against target 77%
10. At the time of writing this report there was no data available for the following performance indicators that should be reported on a quarterly basis to this committee:
- FYS15 The number of missed bins per 100,000 collections for the Fylde service
 - FYS16 The number of missed bins per 100,000 collections for the Wyre service
 - NI192 Household waste recycled and composted
 - NI195a Improved street and environmental cleanliness levels of **litter**
 - NI195c Improved street and environmental cleanliness levels of **graffiti**
 - NI195d Improved street and environmental cleanliness levels of **fly posting**
 - NI180 Changes in benefit entitlement during the year (no target set to date)
 - NI181 The time taken to process Housing Benefit and / or Council Tax benefits new claims or change of events (no target set to date)
11. Every effort will be made by the Directors responsible for the service areas listed above to provide the performance data for a verbal update at the meeting.
12. Several performance measures are still being finalised after a period of testing has revealed the need to make changes to the indicator. These indicators are listed below and they will be reported to the committee at the November meeting:
- FYS13 The number of Freedom of Information requests received
 - FYS14 The average number of days taken to respond to all Freedom of Information requests
 - FYS30 The number of enforcement complaints received
 - FYS31 The percentage of enforcement complaints dealt with in agreed time scales
 - FYS32 The total amount of Section 106 contributions **agreed** to date
 - FYS33 The total amount of Section 106 contributions **received** to date
 - FYS34 The total amount of Section 106 contributions **spent** to date
13. Final definitions for the supplementary indicators above may vary slightly from that currently outlined in Appendix 2. Members will receive full updates on any changes to the definitions along with progress to date performance at the meeting of the committee in November 2008.

14. The Place Survey has been commissioned through the Lancashire Consortium that is led by Lancashire County Council and the membership includes every district authority in Lancashire. The Place Survey is being carried out from September to November in accordance with the Audit Commission guidance and initial results are expected early in 2009 after comprehensive validation by the Audit Commission. The successful tender for the survey work on behalf of the consortium was MORI who are one of the largest and most reputable research organisations in the country. This work was secured within budget and copies of the survey will be posted on the website for any resident to complete. The official survey results can only be based on the sample of addresses provided by the Audit Commission.
15. The authority has had the Escendency performance management system in place for almost 18 months and is seeking to maximise the use of the reporting facilities. In an effort to present the committee with more up to date and accurate data for future reports it is proposed that the committee consider for a trial period having performance data projected from the live system as part of the reporting format. This approach will help members to become more familiar with the Escendency system. Alex Scrivens is still working with two members of the committee to prepare for the roll out of the system to all members. Progress to date on this work has been limited because of difficulties in arranging suitable meeting dates.

IMPLICATIONS

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

Report Author	Tel	Date	Doc ID
ALLAN OLDFIELD	(01253) 658576	SEPT 15TH 2008	

List of Background Papers		
Name of document	Date	Where available for inspection
The New National Performance Indicators	January 2008	www.audit-commission.gov.uk/performance

The Library of Local Performance Indicators	March 2004	www.local-pi-library.gov.uk
The New Place Survey	January 2008	www.communities.gov.uk/publications/local-government/newplacesurvey

List of appendices

Appendix 1: The Corporate Performance Report (April – September 2008)

Appendix 2: The Supplementary Performance Indicators

Appendix 1: Corporate Performance Report (To August 31st 2008 unless stated)						
Ref	Title	Target	Progress to Date	Previous Outturn		
FYS01	FYS01 The Level of the Equality standard for Local Government to which authority conforms in respect of gender, race and disability (level 1,2,3,4,5)	3	2	2	Allan	Oldfield
FYS02	FYS02 Percentage of undisputed invoices which were paid within 30 days of receipt or within agreed payment terms 01/03/08 31/03/09	96%	94.35%	93.56%	Greg	Markham
FYS03	FYS03 The number of days sickness absence per employee (all sickness)	10.5 days	12.91 days*	12.53	Allan	Oldfield
FYS04	FYS04 The percentage of long term sickness	55%	64.91%	New	Allan	Oldfield
FYS09	FYS09 The number of unique hits on the council web site www.fylde.gov.uk	155000	67243	148069	Andy	Cain
FYS10	FYS10 The number of customer transactions carried out online	16000	9830	13779	Andy	Cain
FYS11	FYS11 The percentage of employee appraisals completed	90%	75.42%	32%	Allan	Oldfield
FYS15	FYS15 The number of missed bins per 100,000 collections Fylde service	50	No Data provided	New	Kathy	Winstanley
FYS16	FYS16 The number of missed bins per 100,000 collections Wyre service	50	No Data provided	New	Alex	Scrivens
FYS17	FYS17 The percentage of council employees trained in customer care	95%	86%	91%	Allan	Oldfield
FYS18	FYS18 The percentage of phone calls to 01253 658658 answered	84%	78%	88%	Joceline	Greenway
NI 015	NI 15: Serious violent crime	7.3	0.45	New	Bryan	Ward
NI 016	NI 16: Serious acquisitive crime	6.8	2.56	New	Bryan	Ward
NI 020	NI 20: Assault with injury crime rate	New	1.79	New	Bryan	Ward
NI 155	NI 155: Number of affordable homes delivered (gross) - TO JUNE 30TH 2008	50	12	New	Lucy	Edwards
NI 156	NI 156: Number of households living in Temporary Accommodation - TO JUNE 30TH 2008	14	15	19	Lucy	Edwards
NI 157a	NI 157a: Processing of planning applications as measured against targets for ' major ' applications	60%	44.44%	52.94%	Mark	Evans
NI 157b	NI 157b: Processing of planning applications as measured against targets for ' minor ' applications	65%	39.60%	65.91%	Mark	Evans
NI 157c	NI 157c: Processing of planning applications as measured against targets for ' other ' application types	90%	64.44%	79.76%	Mark	Evans
NI180	Changes in benefit entitlement during the year	None Set	No Data provided	New	Lance	Postings

Ref	Title	Target	Progress to Date	Previous Outturn		
NI181	The time taken to process Housing Benefit and / or Council Tax benefit new claims or change of event	None Set	No Data provided	Changed	Lance	Postings
NI 192	NI 192: Household waste recycled and composted	44%	No Data provided	41.79%	Kathy	Winstanley
NI 195a	NI 195a: Improved street and environmental cleanliness levels of litter	8%	No Data provided	9.76%	Kathy	Winstanley
NI 195c	NI 195c: Improved street and environmental cleanliness levels of graffiti 01/04/08 31/04/09	1%	No Data provided	2%	Kathy	Winstanley
NI 195d	NI 195d: Improved street and environmental cleanliness levels of fly posting 01/04/08 31/03/09	0%	No Data provided	0%	Kathy	Winstanley
	* The figure is reported against the previous 12 months so the authority always has a 12 month comparison.					

Appendix 2: Supplementary Performance Indicator List

Title	Reporting
FYS01 The Level (if any) of the Equality standard for Local Government to which the authority conforms in respect of gender, race and disability (level 1,2,3,4,5)	Quarterly
FYS02 Percentage of undisputed invoices which were paid within 30 days of receipt or within agreed payment terms	Quarterly
FYS03 The percentage of days sickness absence per employee (all sickness)	Quarterly
FYS04 The percentage of long term sickness	Quarterly
FYS05 The percentage of employees with a disability	Annual
FYS06 The percentage of employees from ethnic minority communities	Annual
FYS07 Housing Benefit Security - The number of Housing Benefit and Council Tax Benefit fraud investigations per year per 1000 caseload	Annual
FYS08 Housing Benefit Security - The number of Housing Benefit and Council Tax Benefit prosecutions and sanctions per year per 1000 caseload	Annual
FYS09 The number of unique hits on the council web site www.fylde.gov.uk	Quarterly
FYS10 The number of customer transactions carried out online	Quarterly
FYS11 The percentage of employee appraisals completed	Quarterly
FYS12 Percentage of visitors satisfied with the services provided in the local community	Annual
FYS13 The number of overdue Freedom of Information requests	Quarterly
FYS14 The average number of days to respond to all Freedom of Information	Quarterly
FYS15 The number of missed bins per 100,000 collections Fylde service	Quarterly
FYS16 The number of missed bins per 100,000 collections Wyre service	Quarterly
FYS17 The percentage of council employees trained in customer care	Quarterly
FYS18 The percentage of phone calls to 01253 658658 answered	Quarterly
FYS19 The percentage satisfaction with the service delivered by Fylde Borough Council	Annual
FYS20 The cost of recruitment per vacancy	Annual
FYS21 The cost of the HR service per employee	Annual
FYS22 The cost of the HR function as a percentage of organizational expenditure	Annual
FYS23 Leavers in the last 12 months as a percentage of the average total staff	Annual
FYS25 Percentage of employees that are still in post after 12 months service	Annual
FYS28 Percentage of employees aged 50 or over	Annual
FYS30 The number of enforcement complaints received (from April 1st 2008)	Quarterly
FYS31 The percentage of enforcement complaints dealt with in agreed timescale	Quarterly
FYS32 Total amount of Section 106 contributions agreed to date	Quarterly
FYS33 Total amount of Section 106 contributions received to date	Quarterly
FYS34 Total amount of Section 106 contributions spent to date	Quarterly

REPORT



REPORT OF	MEETING	DATE	ITEM NO
CORPORATE RESOURCES	PERFORMANCE IMPROVEMENT SCRUTINY COMMITTEE	25 TH SEPTEMBER 2008	6

REVIEW OF JOINT WORKING – OCCUPATIONAL HEALTH & SAFETY ADVISORY SERVICE –

Public Item

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

Summary

The council has a number of joint working arrangements with different neighbouring authorities. Each of these arrangements should be subject to regular review to ensure that they continue to deliver value for money.

The provision of the council's Occupational Health & Safety Advisory Service is the subject of a Service Level Agreement with Blackpool Borough Council. Members are asked to consider the relative costs and benefits of this service and to comment on its value for money.

Recommendation

Members are asked to consider the relative costs and benefits of this service and to comment on its value for money.

Cabinet Portfolio

The item falls within the following Cabinet portfolio:
Corporate Resources & Finance Councillor Roger Small

Report

1. In the ongoing effort to increase efficiency the council has entered into a number of joint working arrangements with neighbouring councils. To ensure that these joint

working arrangements continue to provide value for money, each will be subject to a periodic review by the council's scrutiny committee. Therefore, this report represents the first in a series of such reviews.

2. In October 2006 the council entered into a service level agreement with Blackpool Council for the provision of an Occupational Health & Safety Advisory Service (OH&SAS). This service is the subject of a service level agreement; the council pays Blackpool Council £40,000 per year indexed from October 2006 and Blackpool Council provide the service as specified at Appendix A.
3. In addition to reactive and routine activity, the OH&SAS team have also completed the following planned work:
 - 40 Occupational Health & Safety Manuals distributed to managers
 - 16 H&S procedures reviewed or introduced
 - Risk Assessment audits in the two largest business units (5 year plan)
4. In July 2007 the OH&SAS team introduced quarterly reports summarising the level of activity, levels of performance and key issues. Copies of the last three reports are included at Appendix B for members' information (NB graphical illustrations have been omitted from these copies).
5. More recently, the team has completed a survey of internal customers at Fylde. The responses to this survey are being collated. These results will form the basis of a service improvement plan.

IMPLICATIONS	
Finance	Financial implications are included in the report.
Legal	This arrangement assists the council in meeting its statutory duties with regard to occupational health & safety.
Community Safety	No direct implications.
Human Rights and Equalities	No direct implications.
Sustainability	No direct implications.
Health & Safety and Risk Management	The health & safety and risk management implications are included in the report.

Report Author	Tel	Date	Doc ID
Dave Joy	(01253) 658700	15.09.08	

List of Background Papers

Name of document	Date	Where available for inspection
Service Level Agreement	October 2006	Deputy Chief Executive's Office

Attached documents

1. Appendix A – Service Specification.
2. Appendix B – Quarterly Newsletters.

Specification Schedule

Description of Service

- Provide advice on the implementation and operational management of Health and Safety management systems
- Provide assistance in delivering the requirements of the Business Plan
- Provide assistance on the implementation of any existing policies and procedures
- Develop future corporate arrangements and provide guidance and support during the production of local section arrangements
- Liaise with Authority's Staff on the coordination of Health and Safety training
- Carry out accident/ incident reporting to external bodies for RIDDOR reportable occurrences
- Carry out accident/incident investigation for RIDDOR reportable occurrences
- Provide assistance and guidance on fire procedures and the execution of fire drills
- Carry out Contractor and tender evaluation regarding health and safety issues
- Provide assistance with health promotion and initiatives in support of workplace wellbeing
- Participate in the Authority's Risk Management Groups
- Develop a system and guidance for carrying out health and safety audits and workplace inspections
- Provide assistance and support with local service planning in relation to health and safety
- Produce quarterly reports on health and safety progress including any relevant supporting statistical data
- Compile the Annual Health and Safety Report
- Outside the Response Times and wherever reasonably possible provide out of hours cover in an emergency where health and safety expertise is required in the event of a dispute as to the term 'reasonable' the Contractors decision shall be final

- Produce and consult on the Business Plan
- Develop a joint risk register between the Contractor, Wyre and the Authority in relation to the Service and to agree a joint risk management protocol

Monitoring and Maintenance of:

- Health and safety management framework
- Corporate health and safety training

Liaison with:

- HSE
- Fire Services
- Trades Union
- Elected Members (including attendance at meetings of Elected Members)

Period for Response

- During the Response Times the Contractor will endeavour to be immediately available by telephone to deal with requests for the Services. In the event of the Contractor not being immediately available by telephone during the Response Times a telephone answering service and an emergency mobile telephone contact number will be made available
- Where attendance is required at the premises in order to deliver the Service the Contractor will attend within 5 working days of a request to attend (except in case of a emergency)
- Where a written response is required in order to deliver Services the Contractor will make such a response within 10 working days
- In the event of an emergency which the Contractor is liable to attend in accordance with the agreement the Contractor will attend the premises as soon as reasonably possible



OCCUPATIONAL HEALTH AND SAFETY REPORT

January - March 2008

OCCUPATIONAL HEALTH AND SAFETY TEAM

OCCUPATIONAL HEALTH AND SAFETY REPORT

January - March 2008

1.0 Introduction

- 1.1 This is the third Quarterly Health and Safety Report produced on behalf of Fylde Borough Council. This report is for the period January - March 2008. Quarterly Health and Safety Reports are presented approximately two months after the period for which they are written, this enables the Occupational Health and Safety Team sufficient time to gather accurate data on which to report.

2.0 New Legislation and Initiatives

- 2.1 There has been no new health and safety legislation introduced in this period.
- 2.2 A Quarterly produced Health and Safety Newsletter was forwarded to the Council in PDF and Word format for adaptation and appropriate use. Articles in the Newsletter included; Accident Reporting, Fire Authority response to false alarms and modular training for those with responsibility for buildings and premises.
- 2.3 A training need was identified for those persons given responsibilities for managing all or part of premises. A modular training programme is being developed and will be available shortly to meet those training needs.

3.0 HSE

- 3.1 During this period, senior members of the Occupational Health and Safety Team visited the Health and Safety Executive headquarters at Preston to discuss the final report following the investigation of road traffic incident during Streetscene operations. Further discussions took place regarding corporate structure and accountability.

4.0 Health and Safety Training

- 4.1 The following training was available during this period:

- IOSH Managing Safely
- Risk Assessment (x4)
- Fire Risk Assessment
- Fire Warden
- Fire Awareness (x2)
- First Aid (x8)
- First Aid refresher (X7)
- Display Screen Equipment
- Manual Handling (x4)

- Display Screen Equipment
- Sharps Awareness (x2)

5.0 Consultation and Arrangements

- 5.1 During this period consultation was undertaken with regard the following Arrangements:
- Manual Handling – consultation completed and awaiting final approval.
 - Control of Contractors – final round of consultation
 - Inspection and Audit - final round of consultation
- 5.2 The following documents were under development:
- Management of Work Related Pressures
 - H&S in Shared Workplaces (guidance)
 - Hot Desking and Mobile Working (guidance)
 - Vulnerable Persons (guidance)

6.0 Health and Safety Advice, Site Visits, Audits and Inspections etc.

- 6.1 Community – advice given on school holiday activities.
- 6.2 Community – advice on risk assessments for Tower Wood visit.
- 6.3 Tourism – advice, assistance and feedback on documentation for triathlon event. (x3)
- 6.4 Corporate – visit to meet with HSE and Council Officers to discuss final report re: Streetscene accident and other issues raised by HSE.
- 6.5 Streetscene – support during HSE visit to recycling depot.
- 6.6 Corporate – advice on Mayoral staff working procedures.
- 6.7 Corporate – advice on risks associated with meeting rooms.
- 6.8 Fairhaven Lake – risk assessment audit.
- 6.9 Corporate – town hall risk assessment audit.
- 6.10 Fylde one-stop-shop - risk assessment audit.
- 6.11 Freedom House - risk assessment audit.

7.0 Accident and Incident Data

- 7.1 During this period there were twelve (12) recorded accidents to employees, **three times more than the previous period**. All 12 accidents occurred in Streetscene Services. One (1) of these accidents was reportable to the Health and Safety Executive (HSE) under the Reporting of Injury, Disease and Dangerous Occurrence Regulations (RIDDOR). The accident was reported as it was a ‘major’ that is it resulted in a fracture to the skull.
- 7.2 Further graphical representations reveal the five (5) differing types of accidents that occurred and the (7) seven resulting adverse outcomes. However the two main types of accident in this period for employees were manual handling and road traffic.

It may be of value to remind line managers that in this period 4 manual handling training courses were available. For further details of h&s related training please contact Employee Development on 477252.

- 7.3 In this period there was a total of one hundred and forty seven (147) days absence recorded as a result of 4 accidents. 63 of these days were as a result of an accident in the previous period.

In January the remaining 15 days were a result of one other accident that has developed into a long term absence.

In February 48 days were lost, 42 of these are accounted for by the previous mentioned 2 long term absences, the remaining 6 days absence are the result of one other accident.

Of the 63 days lost in March 42 were accounted for by the previously mentioned 2 long term absences. The remaining 21 days have been allocated to an accident that allegedly occurred in January, however no previous absences are recorded and no accident form has been received.

Further to this it is again suggested that the importance of accurate and timely reporting of accidents in accordance with the Council's Accident Reporting Arrangements is effectively communicated to line managers and all employees.

- 7.4 There were no reported fire incidents in this period.

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OCCUPATIONAL HEALTH AND SAFETY REPORT

July - September 2007

OCCUPATIONAL HEALTH AND SAFETY TEAM

OCCUPATIONAL HEALTH AND SAFETY REPORT

July - September 2007

1.0 Introduction

- 1.1 This is the first Quarterly Health and Safety Report produced on behalf of Fylde Borough Council. This report is for the period July – September 2007. Quarterly Health and Safety Reports are presented approximately two months after the period for which they are written, this enables the Occupational Health and Safety Team sufficient time to gather accurate data on which to report.

2.0 New Legislation and Initiatives

- 2.1 The Corporate Manslaughter and Homicide Bill was introduced into Parliament and given Royal Assent during this period. The Act will come into force on 6th April 2008. This Act introduces a new offence for prosecuting companies and other organisations (including Local Authorities) where there has been a gross failing, throughout the organisation, in the management of health and safety with fatal consequences.
- 2.2 A Quarterly produced Health and Safety Newsletter was forwarded for adaptation and appropriate use.
- 2.3 During this period ten (10) invites were issued to attend the annual Health and Safety Seminar.

3.0 HSE Intervention

- 3.1 There have been no recorded HSE interventions in this period.

4.0 Health and Safety Training

- 4.1 During this period the following Health and Safety training was available:

Accident Investigation x 1	Fire Risk Assessment x 4
DSE Assessor x 1	Fire Warden x 3
Manual Handling x 2	Fire Safety Awareness x 1
Risk Assessment x 1	First Aid Refresher x 1
IOSH Working Safely x 1	First Aid x 1
IOSH Managing Safely x 1	Asbestos Awareness x 7

5.0 Consultation and Arrangements

- 5.1 Forty (40) Occupational Health and Safety Manuals were produced and distributed to appropriate Fylde Borough Council Managers in this period.

The Manuals contained the following approved documents:-

- Statement of Intent
- Roles and Responsibilities
- Arrangements for:-
 - Risk Assessment
 - Fire Precautions
 - First Aid
 - Display Screen Equipment
 - Personal Safety
 - Accident Reporting
 - Accident Investigation

5.2 Following the distribution of the Occupational Health and Safety Manuals further arrangements were consulted on, agreed and forwarded for distribution to Manual Holders:-
Managing Driving at Work
Bomb Threat and Evacuation
Asbestos Management

5.3 The following Arrangements were also consulted on in this period and await final approval:-
Health and Safety in Construction
Hand Arm Vibration

6.0 Health and Safety Advice, Site Visits, Audits and Inspections etc.

6.1 Site visits, where advice and assistance was provided to Street Scene on two occasions following incidents involving vehicles and or employees.

6.2 Support and assistance was provided following a manual handling incident at Lowther Pavillion.

6.3 Advice was given regarding vehicular access onto the beach by local fishermen.

6.4 Site visit (St Bernadette's) and DSE assessment, followed by advice given regarding alleged work related repetitive strain injury.

6.5 Military pre-event meeting attended and support and advice provided.

6.6 Support provided during Military Event.

6.7 Military Event debrief attended and feedback provided.

6.8 Attendance at Strategic Risk Group meeting.

6.9 Attendance at Operational Risk Management Group meeting.

6.10 Attendance and advice provided at meeting to discuss Health and Safety in Construction Arrangements.

7.0 Accident and Incident Data

7.1 During this period there were five (5) recorded accidents all of which occurred in Streetscene Services. Two (2) of these accidents were reportable to the Health and Safety Executive (HSE) under the Reporting of Injury, Disease and Dangerous Occurrence Regulations.

The following graphical representations provide further detail of the type of accident and injury type.

These 5 recorded accidents accounted for 26.5 days absence in this period.

7.2 Also during this period, Community and Cultural Services registered 51 days accident related absences.

However only 22 of these days can be related to an accident report received in the month prior to this period. This leaves 29 days absence showing as a result of work place accidents but no accident reports to verify this.

7.3 Further to this it is suggested that the importance of accurate and timely reporting of accidents in accordance with the Council's Accident Reporting Arrangements is, again, effectively communicated to all employees.



OCCUPATIONAL HEALTH AND SAFETY REPORT

October - December 2007

OCCUPATIONAL HEALTH AND SAFETY TEAM

OCCUPATIONAL HEALTH AND SAFETY REPORT

October - December 2007

1.0 Introduction

1.1 This is the second Quarterly Health and Safety Report produced on behalf of Fylde Borough Council. This report is for the period October - December 2007. Quarterly Health and Safety Reports are presented approximately two months after the period for which they are written, this enables the Occupational Health and Safety Team sufficient time to gather accurate data on which to report.

2.0 New Legislation and Initiatives

2.1 There has been no new health and safety legislation introduced in this period.

2.2 A Quarterly produced Health and Safety Newsletter was forwarded to the Council for adaptation and appropriate use. Articles included the Annual Seminar, Corporate Manslaughter and health and safety issues relating to photocopiers and toners.

2.3 A training need with regard Sharps Awareness has been identified. Training will commence in 2008, dates will be advertised and places booked via EDS

2.4 The Annual Health and Safety Seminar took place in October at Blackpool Football Club

- 113 people attended from Fylde, Wyre and Blackpool Councils (over double the attendance of the previous year).
- There were 13 exhibitors, displaying a diverse range of Occupational Health and Safety related items.
- Feedback received regarding the seminar from exhibitors, speakers and attendees was extremely positive and very encouraging.
- A full review of the event was undertaken and a full report is available on request.

3.0 HSE Intervention

3.1 The Health and Safety Executive visited Fylde Borough Council in connection with an incident involving refuse and recycling collection. A member of the Occupational Health and Safety Team attended to support and advised the Council, this support is ongoing.

4.0 Health and Safety Training

4.1 The following training was available during this period:

- IOSH Managing Safely
 - 7th, 14th, 21st & 28th November
- IOSH Working Safely
 - 25th Oct
- Risk Assessment
 - 13th November
- Fire Risk Assessment
 - 28th November
 - 6th December
- Fire Warden
 - 1st Nov
 - 2nd Nov

- First Aid
 - 9th – 12th Oct
 - 20th – 23rd Nov
- First Aid refresher
 - 4th&5th Oct
 - 18th & 19th Oct
 - 8th & 9th Nov
 - 29th & 30th Nov
- Asbestos Awareness
 - 2nd Oct x 2
 - 3rd Oct x 2
 - 22nd Oct x 2
 - 23rd Oct x 2
 - 26th Oct x 2
 - 5th Nov x 2
 - 19th Nov x 2
 - 20th Nov x 2

5.0 Consultation and Arrangements

- 5.1 Fylde Occupational Health and Safety Manuals have now been distributed and signed for. The signing sheet will now be forwarded to A Wilsdon.
- 5.2 Hand Arm Vibration Arrangements completed consultation and was submitted to BSG for final approval. Approved documents distributed.
- 5.3 Managing Health and Safety in Construction submitted completed consultation and was submitted to BSG for final approval. Approved documents distributed.
- 5.4 Manual Handling Arrangements 2nd draft completed.
- 5.5 Inspection & Audit commenced first round consultation.
- 5.6 Control of Contractors Arrangements commenced.

6.0 Health and Safety Advice, Site Visits, Audits and Inspections etc.

- 6.1 Attendance at Strategic Risk Management meeting - SL and KM
- 6.2 Accident investigation and follow up support advice and assistance for Fylde Street Scene following accident during recycling collection – KM
- 6.3 Continuing support during HSE investigation into accident– KM
- 6.4 Meeting with Paul Norris to identify Key Managers for Risk Assessment Audit – DS
- 6.5 Meeting with David Jenkinson to identify Key Managers for Risk assessment Audit –DS
- 6.6 Contracts review meeting with Andrew Wilsdon and Tracy Scholes - SL, KM and TH.
- 6.7 Support and advice provided following a complaint regarding the situating of life belts at Fairhaven.
- 6.8 Information and advice provided on the use of vehicles on the beach area (MC)
- 6.9 Spreadsheet provided for Fire Risk Assessment information (AP)

- 6.10 Meeting to discuss the implications and introduction of Health and Safety Construction Arrangements (JL)

7.0 Accident and Incident Data

- 7.1 During this period there were four (4) recorded accidents. All four (4) of these recorded accidents occurred in Streetscene Services. Two (2) of these accidents were reportable to the Health and Safety Executive (HSE) under the Reporting of Injury, Disease and Dangerous Occurrence Regulations (RIDDOR). One was reported as it was a 'major' that is it resulted in a fractured limb and one was reported as it resulted in an absence of over three days.

Further graphical representations reveal the four differing types of accidents that occurred and the four resulting adverse outcomes.

- 7.2 These 4 recorded accidents accounted for thirty nine (39) days absence in this period. However eighty and a half (80.5) days absence were recorded as a result of work place accidents. This leaves forty one and a half days (41.5) of absence showing as a result of work place accidents but no accident reports to verify this information.

Analysis of absence data indicates thirty three days (33) relate to one individual in Community and Cultural Services. Eight and a half (8.5) days relate to four (4) absences in Streetscene.

- 7.3 Further to this it is again suggested that the importance of accurate and timely reporting of accidents in accordance with the Council's Accident Reporting Arrangements is effectively communicated to line managers and all employees.

**Performance
Improvement Scrutiny
Committee**



Date	19 th June 2008
Venue	Reception Room, The Town Hall, Lytham St Annes
Committee members	Keith Hyde (Chairman) Christine Akeroyd (Vice Chairman) Linda Nulty, Kathleen Harper, Ken Hopwood,, Cheryl Little, John Singleton, David Chedd, Craig Halewood
Other Councillors	None
Officers	Ian Curtis, Joceline Greenaway, Paul Norris, Allan Oldfield, Alex Scrivens, Carolyn Whewell
Others	Ruth Fraser (RSPB), Julie Vale (RSPB)

1. Declarations of interest

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

2. Confirmation of minutes

RESOLVED: To approve the minutes of the Performance Improvement Scrutiny Committee meeting held 20th March 2008 as a correct record for signature by the chairman.

3. Substitute members

No substitute members were reported.

4. Freedom of Information 2007

Ian Curtis (Executive Manager, Legal Services) presented a report detailing the Freedom of Information (FOI) requests to the council in 2007.

Mr Curtis reported that the Freedom of Information Act came into effect in 2005. The Act enabled members of the public, including companies and other organisations to access information held by public authorities on request unless the information is covered by a specific exemption under the act. All authorities were required to respond to requests within 20 working days.

There were 105 FOI requests to Fylde Borough Council in 2007 of which 89 requests resulted in full disclosure of the information requested. The council did not have any of the information requested in 7 of the requests. Part of the information was exempt from disclosure and withheld in 4 requests and all of the information was withheld in 5 of the requests. Details of these were provided within the report.

The mean response time was 8.29 days compared with 6.23 days last year. The increase in response time was largely attributed to three requests which took 97, 89 and 42 days respectively. These are outside of the statutory response time and without these requests, the average response time would have been 6.32 days. Three other requests were not met within the statutory deadline.

Mr Curtis further reported a detailed breakdown of the profile of requesters stating that 35 out of 38 requests originating from within the borough of Fylde were from private individuals. The most prolific requestor was one individual resident with 12 requests although Mr Curtis advised that none of these could be perceived as vexatious or repeated requests.

Following the presentation, members queried the details of the cases where the statutory deadline had not been met. In 2 of these cases, the request was for the same information which was refused on grounds of commercial interest. The delay was caused as the Unit Business Manager needed to seek the views of external parties to request whether the information could be divulged or whether it was commercially sensitive. In some cases of late responses, Mr Curtis had reminded the appropriate business units but received no substantive response which was put down to capacity within the unit meaning that FOI requests were lower priority.

Members also questioned what mechanisms were in place to monitor overdue responses to requests. Mr Curtis advised that he had a spreadsheet to advise when requests are overdue and reminders were sent to officers at the appropriate times. Members queried whether the Escendency system could be used to monitor FOI requests. It was advised that this could be explored.

Following the discussion, it was RESOLVED:

1. To note the report
2. To endorse Fylde's commitment to making all information available unless there is a specific legitimate reason why it should not be disclosed.
3. To recommend that all business units ensure priority is given to Freedom of Information requests accordingly and that requests should be answered as soon as possible.
4. To recommend that officers investigate the feasibility of using the Escendency system to monitor and manage Freedom of Information requests, that reminders are set to prompt officers after 3 days of receiving the request and that Mr Curtis report back to a future meeting of the committee on whether this is successful.

5. The 2007/08 End of Year Performance Indicator Report

Allan Oldfield (Executive Manager, Corporate Policy and Performance) and Alex Scrivens (Performance and Efficiency Officer) presented a report detailing the final outturn performance report for the municipal year 2007/08. The report also detailed the additional local performance indicators selected by councillors to be monitored as part of the new national framework.

Mr Oldfield reported that the overall performance against the national indicators for 2007/08 had been very good with several key priority services such as waste recycling, street cleansing, benefits and community safety showing strong top quartile performance. 58% of indicators had shown an improvement on last year's figures and 27% had shown a slip on last years performance.

The planning service had shown a significant improvement against the 2006/07 performance however the outturns were still in the bottom quartile performance when compared against all English local authorities. The committee and officers had already explored the reasons for this dip in performance and actions are being taken to address this.

Members were reminded that they should consider the local context of Fylde and take account of the dedicated resources to a particular service when considering performance. The audit commission website sets out the value for money profiles for service areas as reported to a previous committee meeting. Fylde consistently provide low spending, high value services in many areas.

Mr Oldfield further reported that the new national framework was now in place and many of the indicators were to be reported annually. Members were also advised that local indicators set for the new national framework were based on feedback from the committee, cabinet members and officers. Local indicators will be reported quarterly along with some of the new national framework indicators. The requested indicators around financial monitoring were not included in the list although the budget position will be reported quarterly and members will be able to request different information of needed.

Following the presentation, members questioned which were indicators which ha seen a drop in performance since the previous year. Members were advised that these indicators were spread over a number of service areas and a number of them were designated as low priority by the Council.

Members also questioned how the Electoral Commission performance indicators would be reported. Mr Oldfield advised that Peter Welsh (Principal democratic Services Officer) was currently working with the Electoral Commission to gain a full understanding of which of the indicators were meaningful to be reported back to the committee.

Members questioned why the average number of sick days lost per employee (BVPI 12) was so high. Mr Oldfield reported that this was higher than last year but was similar to increases in other authorities across Lancashire. The Blackpool HR service was currently working on an intervention to resolve this problem. A particular issue was highlighted in that where a long term sick employee was referred to occupational therapy, there were frequent occurrences of the employee not showing up for the appointment not showing up but the council was still charged £125 for the appointment. Mr Oldfield advised that the HR

Service can put a hold on sick pay for employees where they did not show up for appointments

A number of suggestions were raised for new local performance indicators including the number of planning enforcement case investigated and how much income is raised from section 106 monies. Mr Oldfield advised that Members were invited to consider additional indicators during the course of the year.

Following the debate, it was RESOLVED:

1. To agree and sign off the final performance indicator outturns for the 2007/08 financial year.
2. To approve the proposed supplementary performance indicators for the 2008/09 financial included in Appendix 2.
3. To review the supplementary performance indicators after the first full year of collation and reporting.
4. To agree to have quarterly performance reporting against the supplementary indicators included in Appendix 2 and the new national indicators where it is possible to report on a quarterly basis highlighted in Appendix 3.
5. To request that additional local performance indicators be added to monitor the number of planning enforcement cases investigated and to monitor the section 106 monies raised by the Council.

6. Customer Services Update

Paul Norris (Executive Manager, Community and Cultural Services) and Joceline Greenaway (Customer Services Manager) presented a report detailing the current position with regard to the implementation of the recommendations of the Customer Services Review undertaken by the committee in January 2007.

Mr Norris reported that the review of Customer Services, undertaken by Councillors Fabian Craig-Wilson and Christine Akeroyd resulted in 10 recommendations being put forward. The recommendations arising which were implemented in the last 12 months and included:

- Purchasing additional functionality for the telephone system allowing the caller to be directed to specific service areas and receive the option of a call back during busy times.
- Additional staff training
- Meetings between customer services and service managers
- Staffing geared for peak times at the end of the financial year.

The evidence from the call centre monitoring that there has been a dramatic increase in call handling performance over the past year. The committee were provided with several graphs (appended) to illustrate the performance of the telephone, counter and email services provided by the Contact Centre.

The percentage of calls answered this year (Graph P1) so far had decreased slightly to 74% although the number of overall calls answered was more than April the previous year and the total number of calls received had increased significantly. The lower percentage

of calls answered can be explained through the increased number and complexity of the calls. More calls are now being dealt with at the first port of call rather than being referred to departments. The Contact Centre had also recently recruited a new member of staff and it has taken some time for the m to bed in, due to the complexity of the job.

The average call waiting time (graph P2) was approximately 2 minutes 6 seconds for May 2008. Members queried the message system that stated the length of waiting time to customers and quoted incidents where customers had been quoted "20 minutes". Mr Norris advised that the estimated wait time was calculated on a complex formula and the time quoted was an estimate and individual to each customer. Customers quoted 20 minutes might be answered in a much shorter time than stated. Members were also reminded that the call centre had very limited resources and it was inevitable that there would be some long queues at times. The message system gives customers information to make the decision whether to call back at a later date.

Members queried whether there was a direct number for councillors to get through to the contact centre and were advised that a direct line was available and would take them directly to one of three extension numbers in the One Stop Shop. Members were reminded that these extension numbers were only available when the operator was not already on a call.

Members questioned whether a member of the Corporate Administration Team had been trained to cover busy periods. Ms Greenway advised that 2 CAT team members were trained on the meet and greet desk and provided cover for lunchtimes and very busy periods.

The average wait and serve times (graph P3) at the counter had seen an increase over the April/May period this year. This was attributed partly to the closure of the Kirkham office and the Now card applications.

Members queried the impact of the closure of the Kirkham office on the St Annes contact centre. Ms Greenaway advised that the average number of visitors in Kirkham was 150 per week and these had been absorbed into the St Annes branch. The committee requested that the Customer Services Team collate the figures for the spread of locations across the borough and report back to the committee at a future meeting.

The number of electronic enquiries (graph P4) had also increased significantly and the graph showed that all of them were actioned within 24 hours. The number of transactions taking place over the council's website had also increased significantly.

Members were concerned that not all residents had access to the internet and as such, what actions would be taken to address access to services in Kirkham. Ms Greenaway advised that the Customer Services Team were exploring the possibility of providing outreach surgeries to Kirkham although nothing had yet been agreed.

Members questioned whether the contact centre staff had any problems with contacting officers in the back office services. Mr Norris advised that the council had undertaken a full review of staff voicemails and identified staff who were not answering their phones. This issue had therefore been addressed but may require an update. The committee be requested that the review of staff voicemails be revisited.

Ms Greenaway further reported that the council had secured funding to train key members of staff in Business Process Re-Engineering leading to a nationally recognised qualification in this area. This would result in significant savings in terms of staff time through redesigning processes to ensure maximum efficiency. The team were currently working on redesigning the process of housing benefit claims to reduce the whole process to three days.

The Customer Services Team had also entered into a project with four other leading local authorities to look at Customer Insight and Customer Need. This work enabled the team to look at the needs of the customers rather than services provided by the individual authorities. Nationally this pilot project which was fully supported by the North West E-Government Group (Nwegg) was recognised by Cabinet Office as the way forward for developing service provision around the needs of customers

Following the discussion, it was RESOLVED

1. To note progress since the last report in July 2007.
2. That Mr Norris send a reminder to all Councillors of the direct line number to the Customer Services Team
3. The Customer Services Team collates the figures of the spread of locations from across the borough from which residents visit the One Stop Shop.
4. The council should revisit the review of identifying staff who did not answer their phone and take appropriate action to address this.
5. That a further report on the performance of the OSS be brought back to the committee in November 2008.

7. Partnership with RSPB - Performance Report

Paul Norris (Executive Manager, Community and Cultural Services) reported that it had been 4 years since the Royal Society for the Protection of Birds (RSPB) had reported to the Community and Performance Scrutiny Committee in 2004. Mr Norris then introduced Ruth Fraser and Julie Vale, managers at the RSPB to present their Annual Report outlining their performance at the Ribble Discovery Centre for the past year.

Ms Fraser and Mrs Vale reported that the Ribble Discovery Centre was first opened in 1993 and was situated at Fairhaven Lake. The Centre provided a focus for promoting understanding and enjoyment of the Ribble Estuary, the Fylde peninsula, the waterfowl of Fairhaven Lake and the birds of Lytham St Annes.

The Centre is managed through a strategic partnership of Fylde Borough Council, the RSPB and United Utilities (UU). Revenue funding of £15,000 per annum was provided by UU with the Council providing the building. The centre was refurbished in 1997-98 by United Utilities, who spent £60,000, providing the centre with interpretation panels and building on a changing room and toilet block.

Ms Fraser and Mrs Vale further reported that the RSPB was staffed by 2 members of paid staff and over 30 dedicated volunteers providing valuable support to the Centre. The Centre also employed a number of Field Teachers on a casual basis to assist groups of school children visiting the Centre and with family fun days.

In 2007/08, the Centre had beaten its target of 2000 school children visitors with a grand total of 2198 children visiting the centre or being visited at their school by a Field Teacher. The centre provides several educational programmes for school age children. "Investigating Coasts", "Investigating Rivers and "Contrasting Locations" were the most popular programmes for Key stage 2 (Ages 7-11) and "Going to the Seaside" for key stage 1 (age 4-7). Water Safety and Conservation were always included in all of the visits.

The Centre also had a retail shop enabling visitors to purchase souvenirs. The takings for the year were £73,624.75 (excluding VAT) which was an increase of £9352.47 on the previous year. The shop was also regularly included in Birds magazine adverts and the RSPB website to promote trade.

The number of volunteer hours had declined slightly on the previous year to 3,111 hours although the Centre had recruited 8 new volunteers bringing the total number to 30. Many of the volunteers had been with the Centre for many years and provided valuable support to the daily running of the Centre.

The number of visitors to the Centre was 59, 547 which fell short of the target of 60,000 which is largely attributed to poor weather. Despite the weather, the number of visitors had increased on the previous year. Feedback comments were particularly positive and were included in the annual report.

Following the presentation, members questioned how far schools travel to visit the Centre. Members were advised that most of the schools come from urban parts of Lancashire e.g. Blackburn and Burnley although visitors had come from as far away as Yorkshire. The Centre was promoted as part of a scheme run by the Country Trust to encourage school visits from inner city schools. The Centre had also recently taken part in the "Big Green Envelope Scheme" in Sefton and Merseyside area. The envelope contained a pack of local environmental information, organizational activities, offers, activities and events and was sent to schools once per term.

Members questioned whether the funding from United Utilities was a flat rate of £15,000 or whether this had been increased year on year. It was reported that £10,000 was flat rate funding toward education and was used to pay Field Teachers and monitor the water cycle. £5000 of the funding was from the corporate resources and was also a fixed fee. It was unlikely that these funds would be increased due to a number of internal changes at United Utilities however the funding received provided a valuable resource to the Centre.

Members also questioned whether the council had explored other funding opportunities to support the Centre, particularly through the The Local Gateway Grants scheme which aimed to open up funding for activities by voluntary, community and faith sector (VCFS) groups across the County. . Mr. Norris advised that this had not yet been looked at but it was a possible opportunity to be explored.

Following the debate, it was RESOLVED:

1. To thank Ruth Fraser and Julie Vale for their presentation
2. To note the progress of the partnership since the partnership review in 2004

3. To recommend that council officers work with the RSPB to explore further funding opportunities for the Ribble Discovery Centre, paying particular attention to the Local Gateway Grant Scheme

5. Joint Scrutiny Review of Waste Management - Update Report

Carolyn Whewell (Scrutiny and Improvement Officer) presented a brief update on the work of the Joint Scrutiny Review with Wyre Borough Council on the performance of the Waste Management Service.

Miss Whewell advised that the task and finish group was set up as a result of concerns raised at the Joint Committee with Wyre and Fylde about the increase in the number of missed bins and associated complaints. The last meeting of the task and finish group was held on Monday 12th May where officers updated the group on a number of issues including side waste, assisted collections and missed bins. The minutes of this meeting were attached to the report for consideration.

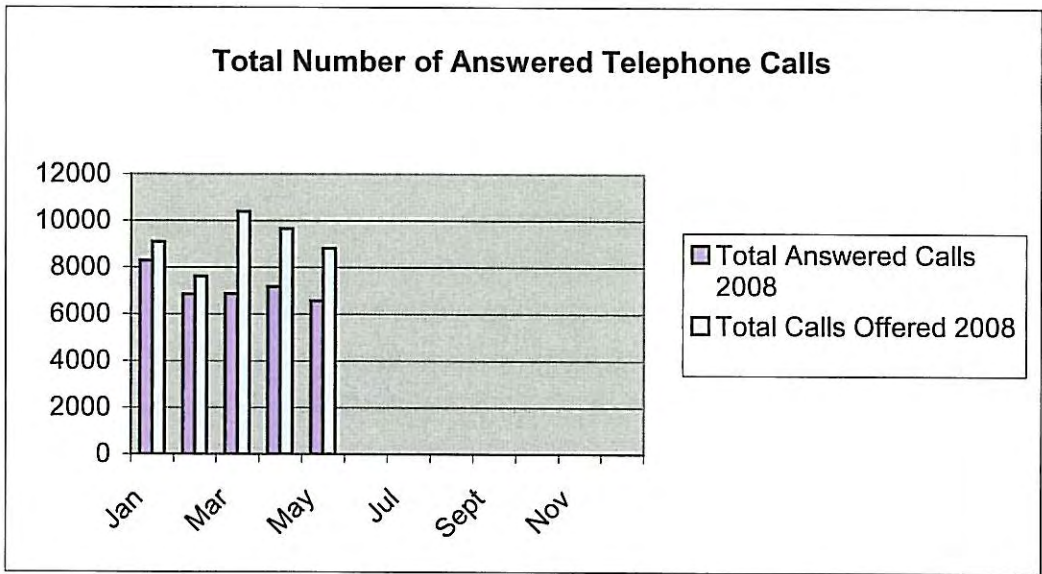
Miss Whewell further reported that the review was an ongoing piece of work where progress on all of the issues raised will be monitored by the group. The committee were reminded that any associated issues with waste collection in a specific area should be reported directly to Streetscene for immediate action.

Following the debate, it was RESOLVED:

1. To note the progress of the task and finish group

	<u>Total Calls</u> <u>06/07</u>	<u>Total Calls</u> <u>07/08</u>	<u>Total Calls</u> <u>08/09</u>	<u>Calls</u> <u>Answered</u> <u>06/07</u>	<u>Calls</u> <u>Answered</u> <u>07/08</u>	<u>Calls</u> <u>Answered</u> <u>08/09</u>	<u>% Answered</u> <u>06/07</u>	<u>% Answered</u> <u>07/08</u>	<u>% Answered</u> <u>08/09</u>
<u>April</u>	12895	6970	9652	8339	6507	7158	65	93	74
<u>May</u>	12694	8203	8813	9264	7196	6549	73	87	74
<u>June</u>	11835	8380		9607	7572		81	90	
<u>July</u>	11101	8843		8938	7895		81	89	
<u>August</u>	8729	8584		6956	7714		80	90	
<u>September</u>	9919	7462		8584	6815		87	91	
<u>October</u>	9493	7529		8097	6768		85	91	
<u>November</u>	10199	7228		8427	6742		83	93	
<u>December</u>	6205	4834		5310	4518		86	93	
<u>January</u>	11890	9091		9704	8285		82	91	
<u>February</u>	9284	7603		7496	6848		81	90	
<u>March</u>	12357	10380		9630	6862		78	66	

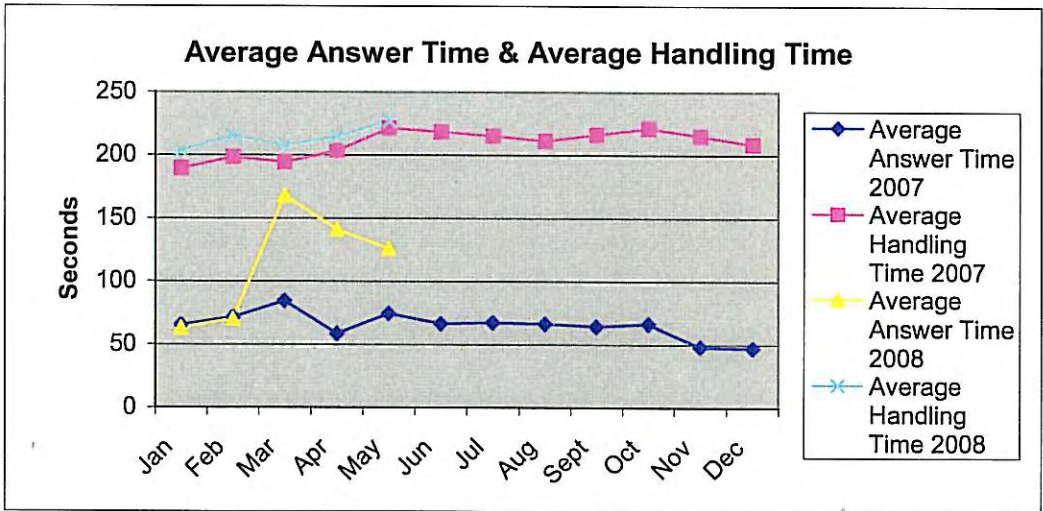
Telephone Statistics May 2008



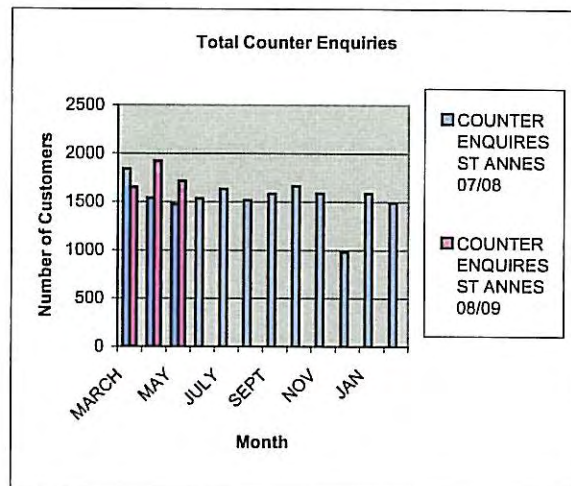
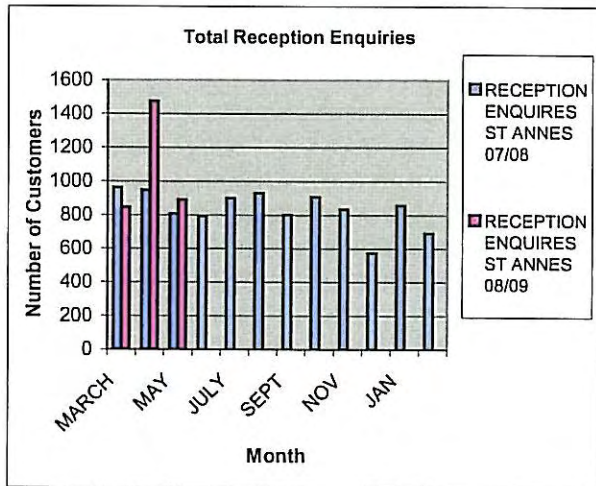
Analysis of Telephone Enquiries Received this Month

Call Centre	Calls Answered	Calls Offered	% Calls Answered	Average Answered Time	Average Handling Time
w/e 2.5.08	603	811	74	2.05	3.17
w/e 9.5.08	1289	1551	83	1.29	3.35
w/e 16.5.08	1680	2041	82	1.38	3.35
w/e 23.5.08	1607	2432	66	2.44	4.15
w/e 30.5.08	1370	1978	69	2.34	3.55
Total	6549	8813	74	2.06	3.47

* 2 days
* 4 days
* 4 days

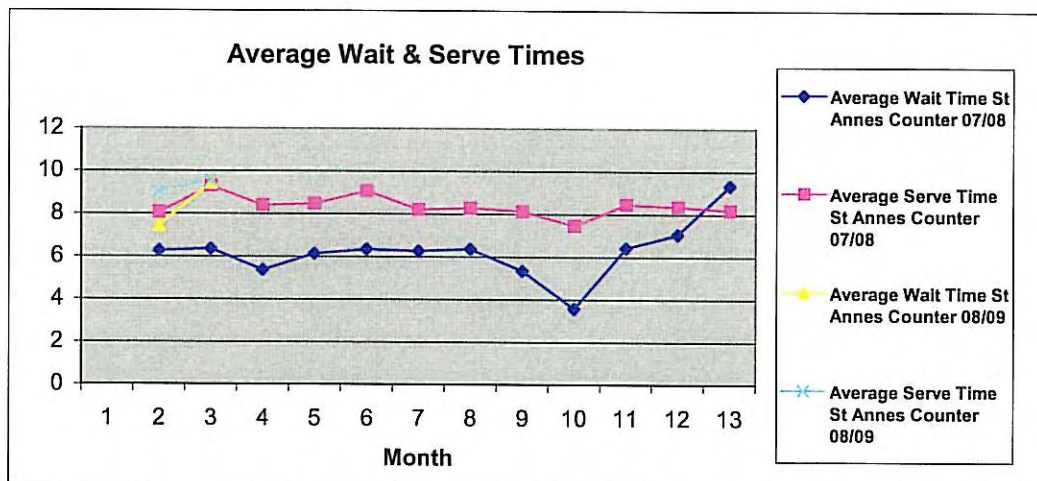


St Annes Counter Enquiries May 2008



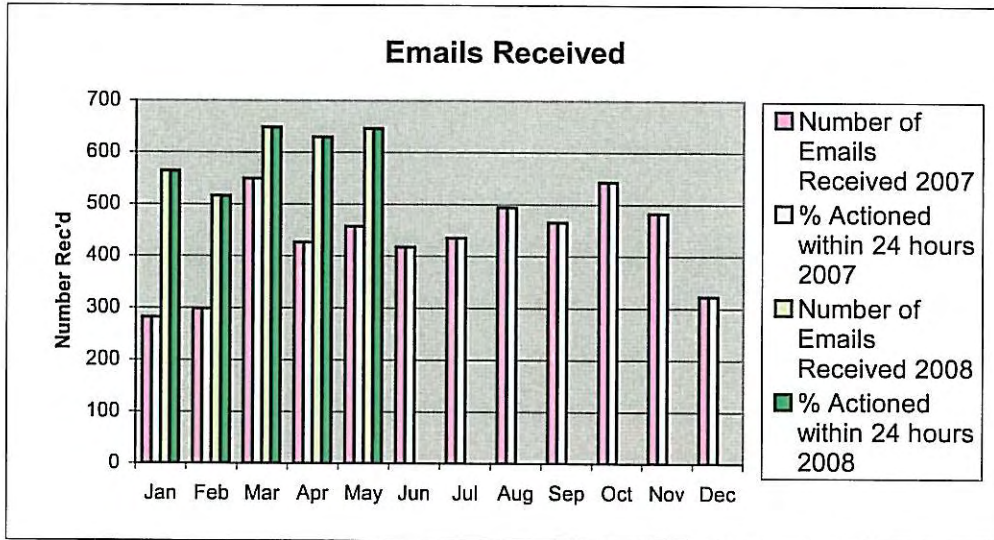
Week	Reception Enquiries St Annes	Counter Enquiries St Annes	Average Wait Time St Annes	Average Serve Time St Annes
w/e 2.5.08	92	191	8.02	9.29
w/e 9.5.08	214	396	7.15	8.25
w/e 16.5.08	191	421	6.38	9.38
w/e 23.5.08	193	391	13.06	11.26
w/e 30.5.08	198	315	12.47	11.28
TOTAL	888	1714	9.42	9.53

* 2 days
* 4 days
* 4 days

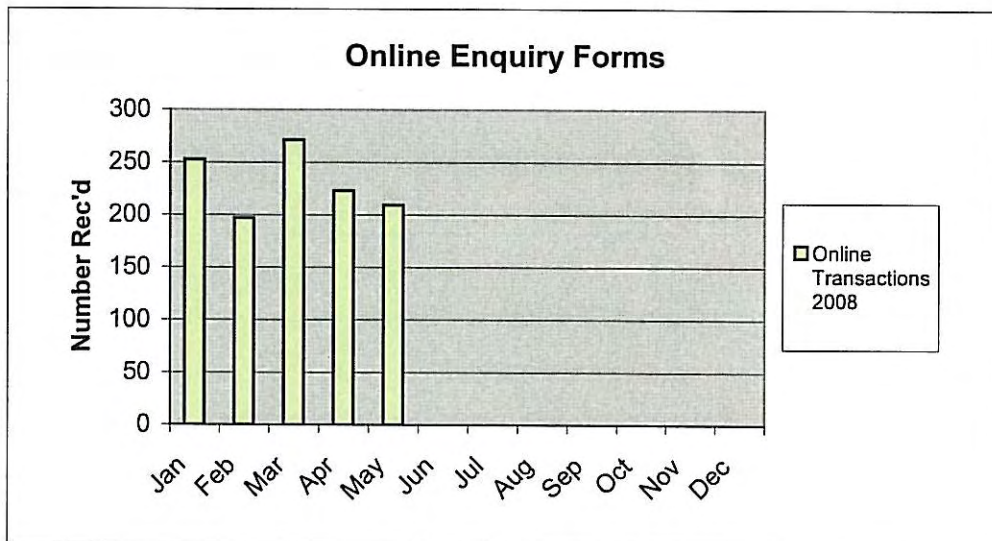


Electronic Enquiries

Analysis of Electronic Enquiries



Analysis of Online Forms



* Please note the target response for all online enquires is 24 working hours

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