

Cabinet



Date	Wednesday 17 January 2007
Venue	Town Hall, St Annes
Committee members	John Coombes (Leader of the Council) Tim Ashton, Susan Fazackerley, Patricia Fieldhouse, Albert Pounder, Simon Renwick, Paul Rigby, Roger Small
Other Councillors	Maxine Chew, Howard Henshaw, Kiran Mulholland, Barbara Pagett, Fabian Wilson
Officers	Philip Woodward, Dave Joy, Paul Norris, Allan Oldfield, Tracy Scholes, Paul Walker, Brian White, Andy Cain, Christopher Kitchin

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 Cabinet meeting held on 15 November 2006 as a correct record for signature by the chairman.

3. Special urgency (Rule 16 Procedure Rules) Cabinet procedure rules - Possible Closure of County Information Centre, Lytham

The Chairman reported that the following item had been received after the publication of the Agenda and it was agreed that the report should be considered by the Cabinet as a matter of urgency, in accordance with Section 100 of the Local Government 1972 (as amended) by reason of the need to seek an early decision thereon.

Councillor Albert Pounder, Cabinet Portfolio for Customer Relations and Partnerships reported that Lancashire County Council was considering the closure of several information centres in various parts of the County, including Lytham, as part of its budgetary considerations for 2007/08. Councillor Pounder informed the Cabinet that it was requested to consider the implications of this proposal and make any appropriate comments to Lancashire County Council.

Councillor Timothy Ashton, Cabinet Portfolio for Streetscene, declared that it was imperative that the Borough, in particular the coastal resorts, had a County Information Centre and suggested that discussions should be entered into with the County Council exploring the opportunity of joint working on this matter.

It was also noted that there had been a large public outcry on this matter and the Cabinet acknowledged the efforts of the petition organiser in compiling the petition.

In reaching the decision set out below, the Cabinet considered the details set out in the report before it at the meeting and RESOLVED that Fylde Borough Council opposes the proposed closure of the County Information Centre in Lytham and that the Borough Council engages in active discussions with the County Council to look at the potential for further joint working on this matter between the two Councils to continue the current services provided at the County Information Centre.

4. Performance Exception Report

Councillor Susan Fazackerley, Cabinet Portfolio for Corporate Performance and Development presented the report of the Executive Manager for Policy and Performance, which identified and provided details of, any exceptions in the performance against key indicators. Exceptions included where performance was significantly below the target set for the current financial year or where factors that would have a detrimental impact on performance had been identified. The report outlined what was being done to address the performance and who was responsible for the actions.

In particular, Councillor Small reported that the latest figures for the planning service were now beginning to show an improvement following the team being back to full strength in terms of staffing levels. This improvement was welcomed.

In reaching the decision set out below, the Cabinet considered the details set out in the report before it at the meeting and RESOLVED-

1. That the Cabinet supports the actions being taken to address performance issues and that the respective Portfolio Holders also monitor progress through their briefing meetings.
2. That the Portfolio Holder for Corporate Performance and Development provides updated figures against the indicators identified as exceptions as part of the next exception report to confirm that progress has been achieved.

5. Corporate Equality Policy

Councillor Susan Fazackerley, Cabinet Portfolio for Corporate Performance and Development presented the report of the Executive Manager for Policy and Performance, which detailed the Councils commitment to deliver equality in employment and service delivery through Corporate Equality Policy, and how this policy complied with the statutory requirement of Race Equality and Disability Equality. The report outlined the process of how Fylde Borough Council intended to mainstream equalities by working through the Local Government Equality Standard.

In reaching the decision set out below, the Cabinet considered the details set out in the report before it at the meeting and RESOLVED-

1. That the Cabinet supports the draft Corporate Equality Policy, which incorporates the Council's Race Equality Scheme and the Disability Equality Scheme.
2. That the Cabinet supports the Councils commitment to achieving the Local Government Equality Standard.

3. That the Cabinet supports the action plan and timetable for achieving the Local Government Equality Standard as outlined in the policy.

5. Scrutiny Final Report on Customer Services Review

Councillor Fabian Wilson presented a report on the work that had been undertaken by the Performance Improvement Scrutiny Committee's Task and Finish Group examining customer services and the proposed recommendations made by the Task and Finish Group. Paul Norris (Community and Cultural Services Executive Manager) was also in attendance for this item.

Councillor Mrs Wilson detailed that Customer Services was identified in an IDeA training session for Cabinet and Scrutiny Members as an area of concern, which needed to be addressed as a priority through an in-depth review.

A Task and Finish Group was selected by the Performance Improvement Scrutiny Committee to undertake the review, within the terms of reference identified on the scoping document. Councillor Fabian Wilson informed the Cabinet on the work undertaken by the Task and Finish group which included interviews with Customer Service Manager and Supervisor to establish current working practices; identification of priorities and achievements; barriers to progress; observing members of the Contact Centre Staff whilst they answered calls; conducting of telephone interviews with the Customer Services Managers from Canterbury and Arun Authorities together with a visit to the Customer Services Section of West Lancashire District Council.

A series of recommendations were presented to the Cabinet for consideration. Mr. Norris reported that some of the recommendations were already being acted upon but others might be more difficult to achieve and proposed that the Management Team be requested to consider the recommendations in further detail and prepare an Action Plan in response.

The Cabinet wished its thanks to go on record to Councillor Mrs. Wilson and the other scrutiny members for an excellent piece of analysis.

In reaching the decision set out below, the Cabinet considered the details set out in the report before it at the meeting and RESOLVED-

1. That the Cabinet consider the recommendations contained within the body of the report:
 - To consider purchasing a messaging system for the telephone service in the contact centre
 - To establish processes which ensure that at least one member of back-office staff in each department is always available to take calls from contact centre staff
 - To regularise meetings between contact centre manager and service managers to highlight and act upon issues affecting service provision.
 - To establish processes which ensure that every service provides at least an annual timetable of actual or potential operational activities which could impact upon customer contact centre - this to be cross-referenced between all services.

- To explore ways of fostering co-operation and a sense of unity between all Council departments, leading to optimal service delivery to the citizens of Fylde.
 - To increase the provision of service-specific training for contact centre staff to underpin skill routing - or as a necessary stand-alone option.
 - To explore the use of Skill Routing for the customer contact centre to better utilise the skills of the staff.
 - To consider the employment of one additional staff in the contact centre - also to consider whether remote working should be investigated as a possible resolution to accommodation issues
 - To consider the use of a wider pay Scale than 3-5 currently used by Fylde.
 - To explore commissioning Business Process Re-engineering
2. That Management Team considers the implications of recommendations and develops an Action Plan in response.

7. Scrutiny Final Report on the Local Strategic Partnership Task and Finish Group

Councillor Kiran Mulholland, (Chairman of Community Outlook Scrutiny Committee) presented a report which highlighted the work that had been undertaken by a Task and Finish Group appointed by the Community Outlook Scrutiny Committee.

The need for examination of the Local Strategic Partnership was identified in an IDeA training session for Cabinet and Scrutiny Members as an area of concern, which needed to be addressed as a priority through an in-depth review in response to issues raised by Members that they knew little of the Local Strategic Partnership or how they could get involved.

The report detailed findings and recommendations of the Task and Finish Group.

The Cabinet wished its thanks to go on record to Councillor Mulholland and the other scrutiny members for an excellent piece of analysis.

In reaching the decision set out below, the Cabinet considered the details set out in the report before it at the meeting and RESOLVED to note and endorse the recommendations of the Task and Finish Group, which were contained in the main body of the report:

- The Task and Finish group support the proposal to develop a constitution for the LSP detailing specific terms of reference for the LSP and the selection of members for the Executive.
- The Task and Finish Group recommends that the LSP review its membership structure to enable a core membership of each of the thematic groups.

- The Task and Finish Group recommends that the LSP thematic groups publish a meeting schedule with set dates and times for all groups on a quarterly basis in advance.
- At least one member of the Community Outlook Scrutiny Committee should attend each meeting of the LSP Forum.
- That the Committee supports the principle that all content of Fylde in Focus should be driven by LSP Partners with clear branding to identify and publicise the relevant thematic group.
- Fylde Borough Council representation is amended to reflect the changes in Table 2.
- The Committee supports the development and implementation of a Performance Management Framework for the LSP.
- The Task and Finish Group recommends that the Performance Management framework for the Local Strategic Partnership sets out specific performance indicators measuring targets against the thematic group actions plans. Once this framework is in place, the Task and Finish Group recommends that the Community Outlook Scrutiny Committee receive updates on these performance indicators on a 6 monthly basis. If there is cause for concern regarding performance of a specific area the Community Outlook Scrutiny Committee will present an exceptions report to Cabinet/Council.

8. LGA/IDeA Reputation Campaign

Dave Joy (Deputy Chief Executive) and Paul Norris (Community and Cultural Services Executive Manager) presented a joint report that indicated the Council's current position with regard to the LGA's Reputation measurement framework.

Included in the Council's Corporate Plan for 2006-07 was the key action: 'To enhance the reputation of the Council through the Local Government Association/Improvement and Development Agency (LGA/IDeA) 'Reputation' toolkit (4 year action)'. This report and its appendices described the local government Reputation Campaign and the Council's current position with regard to meeting the objectives of the campaign together with a proposed Action Plan to improve that position. These matters had been considered by the Community Outlook Scrutiny Committee.

The Cabinet voiced concerns regarding Fly Tipping and Dog Fouling. The Cabinet discussed this issue and wished to see a reduction in the number of fly tipping and dog fouling incidents. A major problem highlighted was that there was not enough advertisement of a hotline number for these issues. One suggestion was to advertise this number on the side of all the Council vehicles and waste disposal bins.

It was also suggested that enforcement might be better organised within existing resources with a more robust publicity campaign to highlight how members of the public could alert the council about potential incidents.

In reaching the decision set out below, the Cabinet considered the details set out in the report before it at the meeting and RESOLVED-

1. That the Cabinet endorse the action of the Chief Executive in consultation with the Leader of Council to commit the Council's support for the Local Government Reputation Campaign.
2. That the Cabinet notes the Council's current position with regard to the LGA's Reputation measurement framework.
3. That the Deputy Chief Executive and Portfolio Holder consider the comments of the Cabinet on this issue and make adjustments to the Action Plan as necessary.

9. "SaferSands" - Response to Consultants Report

Councillor Timothy Ashton, Cabinet Portfolio for Streetscene and Paul Norris (Community and Cultural Services Executive Manager) presented a report that detailed a proposed response to the consultants report.

Following the development of the SaferSands project undertaken on behalf of the Council by Atkins Consultants Ltd in association with the Royal Society for the Prevention of Accidents (RoSPA) and the RNLI, the Executive Manager for Community and Cultural Services had developed a proposed response for consideration by Cabinet. The response proposed a number of actions, which presented a management framework for beach and foreshore activities.

In reaching the decision set out below, the Cabinet considered the details set out in the report before it at the meeting and RESOLVED to endorse the proposed Action Plan and consider the associated financial implications in future budget allocations.

10. Budget Monitoring Report

Councillor Paul Rigby, portfolio holder for Finance and Efficiency presented the report of the Executive Manager for Finance, which provided details of the revised budget for the current year, 2006/07, and the potential impact on the 2007/08 draft budget.

In reaching the decision set out below, the Cabinet considered the details set out in the report before it at the meeting and RESOLVED-

1. To note the variations indicated and approve a revised estimate budget for 2006/07 of £10,096,340.
2. That unavoidable, additional expenditure in 2006/07 be supported from balances in 2006/07, and to note the potential impact on the 2007/8 budget.
3. That, in light of projected variance, officers seek to ensure that all controllable expenditure is critically examined during the remainder of the financial year.

11. Prudential Indicators and Treasury Management Out-turn for 2005/06

Councillor Paul Rigby, Portfolio Holder for Finance and Efficiency presented the report of the Executive Manager for Finance which provided information in respect of the

performance of Treasury Management function of the Council for 2005/06 financial year and comparisons with anticipated prudential code for indicators.

In reaching the decision set out below, the Cabinet considered the details set out in the report before it at the meeting and RESOLVED to note the position for the year 2005/06.

12. Lancashire Local Area Agreements and "Every Child Matters"

Councillor Simon Renwick, portfolio holder for Culture and Tourism presented the report of the Chief Executive which outlined the current situation regarding the Lancashire Local Area Agreement together with the background of the involvement of the Borough Council in the future delivery of services for young people.

The "Every Child Matters" agenda set out the Government's vision for securing the wellbeing of young people aged 0 - 19 in the wake of the Victoria Climbié inquiry in 2004. This prompted the enactment of the Children Act 2004, which placed new duties on both Education & Social Care Authorities and District Council (duty to cooperate)

The report outlined these duties and describes the current work being undertaken by the Audit Commission to review these arrangements in Lancashire.

A paper was also attached to the agenda report outlining the most up-to-date picture with regard to the Local Area Agreement (LAA).

In reaching the decision set out below, the Cabinet considered the details set out in the report before it at the meeting and RESOLVED-

1. To note the current situation regarding the Lancashire Local Area Agreement (LAA).
2. That the Council's approach to the implementation of its obligations under the Children Act 2004 be referred for detailed consideration by the appropriate Overview and Scrutiny Committee as part of the review of the LAA.
3. That the relevant Overview and Scrutiny Committee be asked to have regard to the following issues in their review of the LAA:
 - a. Any comments noted and agreed during the forthcoming Members Choice Debate at Council,
 - b. Any relevant recommendations made to the Council by the Audit Commission in its final report on arrangements for children's services in Lancashire.
4. That, the Portfolio Holder seeks the views of Fylde Vision (LSP) on comments made by the Council/Overview and Scrutiny Committee prior to the implementation of any relevant arrangements in Fylde.

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