



# Agenda

## Operational Management Committee

Date:	Tuesday, 16 January 2018 at 6:30 pm
Venue:	Town Hall, St Annes, FY8 1LW
Committee members:	<p>Councillor David Eaves (Chairman) Councillor Sandra Pitman (Vice-Chairman)</p> <p>Councillors Frank Andrews, Julie Brickles, Alan Clayton, Richard Fradley, Karen Henshaw JP, Paul Hodgson, John Kirkham, Kiran Mulholland, Jayne Nixon, Thomas Threlfall.</p>

### Public Platform

To hear representations from members of the public in accordance with council procedure rule 11.

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

	PROCEDURAL ITEMS:	PAGE
1	<b>Declarations of Interest:</b> Declarations of interest, and the responsibility for declaring the same, are matters for elected members. Members are able to obtain advice, in writing, in advance of meetings. This should only be sought via the Council's Monitoring Officer. However, it should be noted that no advice on interests sought less than one working day prior to any meeting will be provided.	1
2	<b>Confirmation of Minutes:</b> To confirm the minutes, as previously circulated, of the meeting held on <a href="#">14 November 2017</a> as a correct record.	1
3	<b>Substitute Members:</b> Details of any substitute members notified in accordance with council procedure rule 24(c).	1
	DECISION ITEMS:	
4	Borough Wide Treatment of Weeds	3 - 5
5	Budget Setting – Fees and Charges 2018/19	6 - 19
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6	Budget Setting – Revenue Budget 2018/19 - First Draft	20
7	Revenue Budget Monitoring Report 2017/18 - Position as at 30 <sup>th</sup> November 2017	21 - 25
8	Capital Programme Monitoring Report 2017/18 - Position as at 30 <sup>th</sup> November 2017	26 - 33

<b>9</b>	<b>Mid-Year Performance 2017/18</b>	<b>34 - 38</b>
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Contact: Sharon Wadsworth - Telephone: (01253) 658546 – Email: [democracy@fylde.gov.uk](mailto:democracy@fylde.gov.uk)

The code of conduct for members can be found in the council's constitution at  
<http://fylde.cmis.uk.com/fylde/DocumentsandInformation/PublicDocumentsandInformation.aspx>

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## DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	16 JANUARY 2018	4
<b>BOROUGH WIDE TREATMENT OF WEEDS</b>			

### PUBLIC ITEM

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

### SUMMARY

This report proposes the reinstatement of the borough wide weed spraying programme to include 3 sprays per annum to take place in May, July and September, subject to availability and weather conditions. This is in response to LCC's confirmation of an increase in public realm payments back to the 2014 level guaranteed for a period of 3 years.

### RECOMMENDATION

1. The Operational Management Committee is requested to consider and approve the reinstatement of the borough wide weed spraying programme, the cost of which will be contained within existing approved revenue budgets.

### SUMMARY OF PREVIOUS DECISIONS

The Chairman of the Operational Management Committee, Councillor David Eaves, wrote to the Cabinet Member for Highways and Transport, County Councillor John Fillis, requesting that LCC reconsider their plans for a further reduction to the public realm payments however the response was unfavourable. At the committee meeting on the 8<sup>th</sup> March 2016 officers were tasked with considering the detailed implications of the budget reductions and investigating alternative means of service delivery. It was also agreed to undertake an initial spring spray of weeds in the interim.

At the Operational Management Committee in May 2016 Members voted in favour of a proposal to introduce an in-house borough wide weed treatment process using mechanical removal as an alternative to chemical spraying.

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

## REPORT

1. By virtue of Section 1(2) of the Highways Act 1980 the County Council are the Highway Authority for highways other than trunk roads in the County of Lancashire. Section 101 of the Local Government Act 1972 and Section 19 of the Local Government Act 2000 enable a local authority to arrange for the discharge of their functions by any other local authority.
2. The County Council and the Borough Council (the Council) have historically agreed to make arrangements for the undertaking of certain highway authority functions by the Council and have reached an understanding on various highway related matters on the terms and conditions of this agreement. In return the County Council has agreed to reimburse the Council for carrying out these duties by means of an annual payment. The County Council makes this annual payment to the Council in respect of the following public realm activities: verge maintenance, leaf clearance, weed control and windblown sand clearance.
3. In response to financial challenges facing local authorities the County Council found it necessary to review all service provision to meet required target reductions in spending which resulted in a subsequent reduction of 25% to the public realm payments over a 3 year period (2014 – 2017)
4. The agreed three year reduction was profiled in the Council's Medium Term Financial Strategy however in February 2016 LCC informed the Council that a further reduction of 10% would be made for the 2016/17 financial year.
5. The delegated services delivered on behalf of the County Council are part of the cleansing and grounds maintenance services carried out directly by the Council and the reduction will have a corresponding adverse effect upon the Council's own service provision and resource requirements. These are high profile services maintaining the cleanliness and amenity of the borough that deliver the 'clean and green' priority.
7. A request was made that LCC reconsider their plans for a further reduction to the public realm payments however the response was unfavourable. Officers were subsequently tasked with considering the detailed implications of the budget reductions and investigating alternative means of service delivery that would meet the cleansing requirements and provide options for weed control.
8. At the Operational Management Committee in May 2016 Members voted in favour of a proposal to introduce an in-house borough wide weed treatment process using mechanical removal as an alternative to chemical spraying. A final chemical spray took place in June 2016 and mechanical weed removal commenced in January 2017.
9. The new service option experienced some operational challenges that resulted in progress being slower than anticipated. The warm weather in early spring together with wet and humid conditions provided an ideal climate for weed growth over the summer which also hampered the mechanical removal program. As a result a decision was taken to carry out a supplementary borough wide weed spray in July/August; with a second spray commissioned in September 2017.
10. Lancashire County Council have subsequently committed to reinstating the public realm grant to its original value for a period of 3 years making it possible to return to a three spray program of weed treatment with the Committee's approval. This will be supplemented with mechanical removal in suitable areas and hand spraying as required. The cost of the reinstated level of service will be contained within existing approved revenue budgets.

IMPLICATIONS	
Finance	The cost of the reinstated level of the weed-spraying service will be contained within existing approved revenue budgets.
Legal	There are no direct legal implications arising from the report.
Community Safety	There are no direct legal implications arising from the report.
Human Rights and Equalities	There are no direct legal implications arising from the report.
Sustainability and Environmental Impact	A return to 3 sprays per annum will have a positive impact on the overall cleanliness and amenity of the borough.
Health & Safety and Risk Management	There are no direct legal implications arising from the report.

LEAD AUTHOR	CONTACT DETAILS	DATE
Kathy Winstanley	<a href="mailto:kathyw@fylde.gov.uk">kathyw@fylde.gov.uk</a> 01253 658634	15 <sup>th</sup> Dec 2017

BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
REDUCTION OF LANCASHIRE COUNTY COUNCIL PUBLIC REALM PAYMENTS	15/12/2016	<a href="https://fylde.cmis.uk.com">https://fylde.cmis.uk.com</a>
UPDATE ON THE REDUCTION OF LANCASHIRE COUNTY COUNCIL PUBLIC REALM PAYMENTS	31/03/2016	<a href="https://fylde.cmis.uk.com">https://fylde.cmis.uk.com</a>
PROPOSAL TO CONSIDER BOROUGH WIDE WEED TREATMENT USING MECHANICAL REMOVAL	31/05/2016	<a href="https://fylde.cmis.uk.com">https://fylde.cmis.uk.com</a>

## DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
MANAGEMENT TEAM	OPERATIONAL MANAGEMENT COMMITTEE	16 JANUARY 2018	5
<b>BUDGET SETTING – FEES AND CHARGES 2018/19</b>			

### PUBLIC ITEM

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

### SUMMARY

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

Each Programme Committee is required to recommend to the Council for approval a schedule of fees and charges for those activities within the remit of the Committee.

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

Note: A full schedule of proposed fees and charges for all Council services for 2018/19 is accessible at the link below:

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

### RECOMMENDATIONS

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

1. To recommend to Council a proposed schedule of fees and charges applicable for 2018/19; and
2. To note that the final fees and charges for 2018/19 will be approved by the Budget Council in March 2018.

### SUMMARY OF PREVIOUS DECISIONS

The proposed fees and charges for services that are within the terms of reference of each programme committee are recommended to Council for approval as part of the annual budget-setting process. There have been no previous decisions in respect of these fees and charges for 2018/19.

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

## REPORT

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

IMPLICATIONS	
Finance	The recommendation to Council of a schedule of proposed fees and charges for services within the remit of each Programme Committee is a key part of the budget-setting process for the coming year. This report requests that Members consider the schedule of fees and charges as detailed at Appendix A and provide a recommendation to Council as appropriate. Any financial implications from proposed changes to fees and charges will be quantified and reflected in the financial forecast contained in the final Medium Term Financial Strategy report to be considered by Budget Council in March 2018.
Legal	None arising from this report
Community Safety	None arising from this report
Human Rights and Equalities	None arising from this report
Sustainability and Environmental Impact	None arising from this report
Health & Safety and Risk Management	None arising from this report

LEAD AUTHOR	CONTACT DETAILS	DATE
Management Team	paul.o'donoghue@fylde.gov.uk	20 December 2017

BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
n/a	n/a	n/a

#### Attached documents

Appendix A – Fees and Charges Schedule – Operational Management Committee



OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2017/18 Fees & Charges £	DRAFT 2018/19 Fees & Charges £
<b><u>Waste Operations</u></b>					
<b>Bulky Household Waste Collections</b>					
- Up to 3 Items	d	Up to 3 Items	D	19.65	<b>19.65</b>
- 4 to 10 Items	d	4 to 10 Items	D	39.30	<b>39.30</b>
- Over 10 Items (Charge per hour)	d	Over 10 Items (Per hour)	D	73.60	<b>73.60</b>
- Collection of a single fridge or single freezer or single unit combined fridge/freezer	d	Per Unit	D	39.30	<b>39.30</b>
- Garden shed (max size 6" X 6" / 1.83m x 1.83m )	d	Per Shed	D	N/A	<b>45.00</b>
<b>Commercial Waste:</b>					
- Grey Sacks	d	Per 50 Sacks	D	74.70	<b>77.51</b>
- 660L Bulk Bin (Collection Charges)	d	Per Empty	D	3.43	<b>3.50</b>
- 660L Bulk Bin (Disposal Charges)	d	Per Empty	D	6.65	<b>6.96</b>
- 1100L Bulk Bin (Collection Charge)	d	Per Empty	D	5.41	<b>5.52</b>
- 1100L Bulk Bin (Disposal Charge)	d	Per Empty	D	11.08	<b>11.60</b>
- Bulk Bin Lease	d	Per Year	D	125.12	<b>127.62</b>
- Bulk Bin Sale	d	Per Bulk Bin	D	500.00	<b>500</b>
<b>Commercial Waste Replacement Bin Parts (if purchased bin)</b>					
- Lid	d	Per lid	D	88.11	<b>90.00</b>
- Lock	d	Per lock	D	49.28	<b>50.50</b>
- Wheels X 1	d	Per 1 x wheel	D	60.66	<b>62.00</b>
- Wheels X 2	d	Per 2 x wheel	D	78.13	<b>80.00</b>
- Wheels X 3	d	Per 3 x wheel	D	95.59	<b>97.50</b>
- Wheels X 4	d	Per 4 x wheel	D	112.95	<b>115.50</b>

**VAT Codes:**

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

OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2017/18 Fees & Charges £	DRAFT 2018/19 Fees & Charges £
<b>Schedule 2 Waste</b>					
- Grey Sacks	d	Per 50 Sacks	D	39.44	<b>40.61</b>
- 660L Bulk Bin	d	Per Empty	D	3.43	<b>3.50</b>
- 1100L Bulk Bin	d	Per Empty	D	5.41	<b>5.52</b>
- Bulk Bin Lease	d	Per Year	D	125.12	<b>127.62</b>
- Bulk Bin Sale	d	Per Bulk Bin	D	500.00	<b>500.00</b>
<b>Recycling 4 Business:</b>					
- Blue Sacks –Paper/Card	d	Per 50 Sacks	D	44.00	<b>44.88</b>
<b>Wheeled Bin Rates:</b>					
- Provision of Green Box to household still on original recycling scheme	N/A		D	Free	<b>Free</b>
- Provision of Blue Bag to household still on original recycling scheme	N/A		D	Free	<b>Free</b>
- Provision of one Wheeled bin (grey, green, blue or brown) at new build properties	d	Per Bin	D	32.50	<b>32.50</b>
- Provision of full set of wheeled bins (grey, green, blue and brown) at a new build property	d	Per Set	D	100.00	<b>100.00</b>
- Provision of full set of three wheeled bins (grey, blue and brown) at a new build property	d	Per Set	D	75.00	<b>75.00</b>
- Provision of lost, stolen, damaged or additional (if eligible) wheeled bin including delivery	d	Per Bin	D	32.50	<b>32.50</b>
- Provision of lost, stolen, damaged grey and green wheeled bins lid or wheels (including delivery and fitting)	d	Per Bin	D	13.00	<b>13.00</b>
- Provision of second hand replacement bin (grey, green, blue or brown) where available	d	Per Bin	D	16:25	<b>16:25</b>
- Provision of a bulk bin to multiple-occupancy properties for recycling	d	Per bin	D	500.00	<b>500.00</b>
- Provision of a bulk bin to multiple-occupancy properties for the collection of residual waste	d	Per bin	D	500.00	<b>500.00</b>
- Provision of two black sacks per week to properties unsuitable for wheeled bins for collection of residual waste.	N/A	Per 2 Sacks	D	Free	<b>Free</b>

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OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2017/18 Fees & Charges £	DRAFT 2018/19 Fees & Charges £
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<b>Green Waste Subscription Service:</b>					
Annual Subscription Fee	d	Per 240L bin	D	30.00	<b>30.00</b>
Charges for replacement subscription sticker	d	Per sticker	D	-	<b>5.00</b>
<b>Fleet Management Services:</b>					
- MOT Class 1 – One off customer	d	Per MOT	P	£25.00	<b>25.00</b>
- MOT Class 1 - Motor Trade Customers	d	Per MOT	P	£25.00	<b>25.00</b>
- MOT Class 1 - FBC Staff, relatives, members	d	Per MOT	P	£25.00	<b>25.00</b>
- MOT Class 2 – One off customer	d	Per MOT	P	£25.00	<b>25.00</b>
- MOT Class 2 - Motor Trade Customers	d	Per MOT	P	£25.00	<b>25.00</b>
- MOT Class 2 - FBC Staff, relatives, members	d	Per MOT	P	£25.00	<b>25.00</b>
- MOT Class 3 - One off customer	d	Per MOT	P	£35.00	<b>35.00</b>
- MOT Class 3 - Motor Trade Customers	d	Per MOT	P	£35.00	<b>35.00</b>
- MOT Class 3 - FBC Staff, relatives, members	d	Per MOT	P	£35.00	<b>35.00</b>
- MOT Class 4 – One off Customer	d	Per MOT	p	£40.00	<b>40.00</b>
- MOT Class 4 – Motor Trade Customers	d	Per MOT	P	£35.00	<b>35.00</b>
- MOT Class 4 – FBC Staff, relatives, members	d	Per MOT	P	£35.00	<b>35.00</b>
- MOT Class 4 – Repeat customers (5 or more tests in 12 months)	d	Per MOT	P	£35.00	<b>35.00</b>
- MOT Class 4 – Fylde Licenced Taxi-drivers (must be FBC registered)	d	Per MOT	P	£35.00	<b>35.00</b>
- MOT Class 5 – One off customer	d	Per MOT	P	£55.00	<b>55.00</b>

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OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	<u>Approved</u> 2017/18 Fees & Charges £	DRAFT 2018/19 Fees & Charges £
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- MOT Class 5 – Motor Trade Customers	d	Per MOT	P	50.00	<b>50.00</b>
- MOT Class 5 – FBC Staff, relatives, members	d	Per MOT	P	50.00	<b>50.00</b>
- MOT Class 5 – Repeat customers (5 or more tests in 12 months)	d	Per MOT	P	50.00	<b>50.00</b>
- MOT Class 7 – One off customer	d	Per MOT	P	55.00	<b>55.00</b>
- MOT Class 7 – Motor Trade Customer	d	Per MOT	P	50.00	<b>50.00</b>
- MOT Class 7 – FBC Staff, relatives, members	d	Per MOT	P	50.00	<b>50.00</b>
- MOT Class 7 – Repeat Customers	d	Per MOT	P	50.00	<b>50.00</b>
Taxi Test – Retest (If applicable)	d	Per MOT	D	17.50	<b>17.50</b>
Minor Repairs – Labour Per hour (Plus parts)	a	Per hour labour	D	35.00	<b>35.00</b>
Use of Diagnostics	a	Per Use	D	40.00	<b>40.00</b>
<b>Dog Control Charges:</b>					
Cost of collection and kennelling	a	Per Day	D	19.00	<b>20.00</b>
Cost to collect stray dog from Kennels	a	Per Collection of Stray	D	69.00	<b>70.00</b>
Cost of return of stray dog by dog warden	a	Per Return of Stray	D	30.00	<b>30.00</b>
Fixed Penalty Notice for PSPO Breach	d	Per Fixed Penalty Notice	P	100.00	<b>100.00</b>
<b>Land Charges</b>					
Note: Land Charges Fees will be in accordance with Local Authority Property Search Services Costing and Guidance and Guidance for Registering Authorities on setting fees for Local Land Charge Services in England and the current fees came into effect on the 1 <sup>st</sup> January 2017.					
<a href="http://www.fylde.gov.uk/business/landcharges/">http://www.fylde.gov.uk/business/landcharges/</a>					

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OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2017/18 Fees & Charges £	DRAFT 2018/19 Fees & Charges £
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<b><u>Car Parks</u></b>					
<b><u>St Annes</u></b>					
<b>St. Annes Square:</b>					
9:00 a.m. to 6:00 p.m. (All Days)					
- Cars etc. – up to 0.5 Hours	a	Per Session	D	0.80	<b>0.80</b>
- Cars etc. – 0.5 to 1 hour	a	Per Session	D	1.40	<b>1.40</b>
- Cars etc. – 1 to 2 hours	a	Per session	D	2.50	<b>2.50</b>
- Car etc. – 2 to 3 hours	a	Per session	D	3.80	<b>3.80</b>
- At other times	N/A	Free	D	Free	<b>Free</b>
<b>St. Annes Swimming Pool:</b>					
9:00 a.m. to 6:00 p.m.					
- Cars etc. - up to 1 hour	a	Per Session	D	1.20	<b>1.20</b>
- Cars etc. - 1 to 2 hours	a	Per Session	D	2.20	<b>2.20</b>
- Cars etc. - 2 to 3 hours	a	Per Session	D	2.90	<b>2.90</b>
- Cars etc. - 3 to 4 hours	a	Per Session	D	3.40	<b>3.40</b>
- Cars etc. - over 4 hours	a	Per Session	D	4.50	<b>4.50</b>
- At Other times for passenger vehicles:	N/A	Free	D	Free	<b>Free</b>
- Overnight Motorhome Parking (per vehicle 6 p.m. to 10 a.m. following day)	a	Per Session	D	5.30	<b>5.30</b>
- Motorhome 1 day tariff (up to 10 a.m. following day)	a	Per Session	D	8.40	<b>8.40</b>
- Motorhome 2 day tariff	a	Per Session	D	15.80	<b>15.80</b>
- Motorhome 3 day tariff	a	Per Session	D	22.00	<b>22.00</b>
- YMCA staff permit	a	Annual	D	100.00	<b>100.00</b>

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**DRAFT - Fees and Charges Schedule 2018/19****Appendix A**

OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	<u>Approved</u> 2017/18 Fees & Charges £	<b>DRAFT 2018/19 Fees &amp; Charges £</b>
<b>Wood Street:</b>					
9:00 a.m. to 6:00 p.m. (All Days)					
- Cars etc. –up to 0.5 hour	a	Per Session	D	0.80	<b>0.80</b>
- Cars etc. - 0.5 to 1 hour	a	Per Session	D	1.40	<b>1.40</b>
- Cars etc. – 1 to 2 hours	a	Per Session	D	2.50	<b>2.50</b>
- Cars etc. – 2 to 3 hours	a	Per Session	D	3.80	<b>3.80</b>
- At Other times	N/A	Free	D	Free	<b>Free</b>
<b>North Beach:</b>					
9:00 a.m. to 6 p.m. (All Days)					
- Cars etc. - up to 1 hour	a	Per Session	D	1.20	<b>0.90</b>
- Cars etc. - 1 to 2 hours	a	Per Session	D	2.20	<b>1.50</b>
- Cars etc.- 2 to 3 hours	a	Per Session	D	2.90	-
- Cars etc.- 2 to 4 hours	a	Per Session	D	-	<b>2.30</b>
- Cars etc.- 3 to 4 hours	a	Per Session	D	3.40	-
- Cars etc.- Over 4 hours	a	Per Session	D	4.50	<b>4.00</b>
- At other times for passenger vehicles	N/A	Free	D	Free	<b>Free</b>
- Overnight Motorhome Parking (per vehicle 6 p.m. to 10 a.m. following day)	a	Per Session	D	-	<b>4.00</b>
- Motorhome 1 day tariff ( up to 10 a.m. following day)	a	Per Session	D	-	<b>7.00</b>
- Motorhome 2 day tariff	a	Per Session	D	-	<b>14.00</b>
- Motorhome 3 day tariff	a	Per Session	D	-	<b>20.00</b>

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OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2017/18 Fees & Charges £	DRAFT 2018/19 Fees & Charges £
<b>North Promenade:</b>					
9:00 a.m. to 6:00 p.m.					
- Cars etc. - up to 1 hour	a	Per Session	D	1.20	<b>1.20</b>
- Cars etc. - 1 to 2 hours	a	Per Session	D	2.20	<b>2.20</b>
- Cars etc.- 2 to 3 hours	a	Per Session	D	2.90	<b>2.90</b>
- Cars etc.- 3 to 4 hours	a	Per Session	D	3.40	<b>3.40</b>
- Cars etc.- Over 4 hours	a	Per Session	D	4.50	<b>4.50</b>
- At other times	N/A	Free	D	Free	<b>Free</b>
<b>Fairhaven Road:</b>					
9:00 a.m. to 6:00 p.m. (All Days)					
- Cars etc. - up to 1 hour	a	Per Session	D	1.20	<b>1.20</b>
- Cars etc. - 1 to 2 hours	a	Per Session	D	2.20	<b>2.20</b>
- Cars etc.- 2 to 3 hours	a	Per Session	D	2.90	<b>2.90</b>
- Cars etc.- 3 to 4 hours	a	Per Session	D	3.40	<b>3.40</b>
- Cars etc.- Over 4 hours	a	Per Session	D	4.50	<b>4.50</b>
- At other times	N/A	Free	D	Free	<b>Free</b>
- Coaches	N/A	Free	D	Free	<b>Free</b>
<b>St. Albans Road</b>	N/A	Free	D	Free	<b>Free</b>
<b><u>Fairhaven</u></b>					
<b>St. Pauls Avenue:</b>					
9:00 a.m. to 6:00 p.m. (All Days)					
- Cars etc. - up to 1 hour	a	Per Session	D	1.20	<b>1.20</b>
- Cars etc. - 1 to 2 hours	a	Per Session	D	2.20	<b>2.20</b>
- Cars etc.- 2 to 3 hours	a	Per Session	D	2.90	<b>2.90</b>

**VAT Codes:**

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

OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2017/18 Fees & Charges £	DRAFT 2018/19 Fees & Charges £
<b>St. Pauls Avenue continued:</b>					
- Cars etc.- 3 to 4 hours	a	Per Session	D	3.40	<b>3.40</b>
- Cars etc.- Over 4 hours	a	Per Session	D	4.50	<b>4.50</b>
- At other times	N/A	Free	D	Free	<b>Free</b>
<b>Fairhaven Lake</b>	N/A	Free	D	Free	<b>Free</b>
<b>Stanner Bank:</b>					
9:00 a.m. to 6:00 p.m. (All Days)					
- Cars etc. - up to 1 hour	a	Per Session	D	1.20	<b>1.20</b>
- Cars etc. - 1 to 2 hours	a	Per Session	D	2.20	<b>2.20</b>
- Cars etc.- 2 to 3 hours	a	Per Session	D	2.90	<b>2.90</b>
- Cars etc.- 3 to 4 hours	a	Per Session	D	3.40	<b>3.40</b>
- Cars etc.- Over 4 hour	a	Per Session	D	4.50	<b>4.50</b>
- At other times	N/A	Free	D	Free	<b>Free</b>
- Business Permit	a	Annual	D	100.00	<b>100.00</b>
<b><u>Lytham</u></b>					
<b>Pleasant Street:</b>					
9:00 a.m. to 6:00 p.m. (All Days)					
- Cars etc. - up to 0.5 hour	a	Per Session	D	0.80	<b>0.80</b>
- Cars etc. - 0.5 to 1 hour	a	Per Session	D	1.40	<b>1.40</b>
- Cars etc. - 1 to 2 hours	a	Per Session	D	2.50	<b>2.50</b>
- Cars etc.- 2 to 3 hours	a	Per Session	D	3.80	<b>3.80</b>
- Cars etc.- 3 to 5 hours	a	Per Session	D	6.30	<b>6.30</b>
- Cars etc.- 5 to 7 hours	a	Per Session	D	8.40	<b>8.40</b>
- Cars etc. – 7-9 hours	a	Per Session	D	10.50	<b>10.50</b>

**VAT Codes:**

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



OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	<u>Approved</u> 2017/18 Fees & Charges £	<b>DRAFT 2018/19 Fees &amp; Charges £</b>
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- At other times	N/A	Free	D	Free	<b>Free</b>
- Business Permit	a	Annual	D	335.00	<b>335.00</b>
- Resident Permit	a	Annual	D	285.00	<b>285.00</b>
- North Clifton Street Restricted permit (1995)	a	Annual	D	20.00	<b>20.00</b>
<b>Lytham Station:</b>					
9:00 a.m. to 6:00 p.m. (All Days)					
- Cars etc. - up to 1 hour	a	Per Session	D	0.90	<b>0.90</b>
- Cars etc. - 1 to 2 hours	a	Per Session	D	1.50	<b>1.50</b>
- Cars etc.- 2 to 4 hours	a	Per Session	D	2.30	<b>2.30</b>
- Cars etc.- Over 4 hours up to 6 p.m.	a	Per Session	D	2.90	<b>2.90</b>
- At other times	N/A	Free	D	Free	<b>Free</b>
- Cars etc. – 1 to 2 days	a	Per Session	D	5.30	<b>5.30</b>
- Cars etc. – 2 to 3 days	a	Per Session	D	7.90	<b>7.90</b>
- Cars etc. – 3 to 4 days	a	Per Session	D	10.50	<b>10.50</b>
- Cars etc. – 5 to 7 days	a	Per Session	D	12.60	<b>12.60</b>
- Annual Permits (All)	a	Annual	D	160.00	<b>160.00</b>
<b>Lytham Green (Bath Street &amp; Dicconson Terrace):</b>					
9:00 a.m. to 6:00 p.m. (All Days)					
- Cars etc. - up to 1 hour	a	Per Session	D	1.20	<b>1.20</b>
- Cars etc. - 1 to 2 hours	a	Per Session	D	2.20	<b>2.20</b>
- Cars etc.- 2 to 3 hours	a	Per Session	D	2.90	<b>2.90</b>

**VAT Codes:**

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

OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2017/18 Fees & Charges £	DRAFT 2018/19 Fees & Charges £
<b>Lytham Green (Bath Street &amp; Dicconson Terrace) continued</b>					
Cars etc.- 3 to 4 hours	a	Per Session	D	3.40	<b>3.40</b>
Cars etc.- Over 4 hours	a	Per Session	D	4.50	<b>4.50</b>
At other times	N/A	Free	D	Free	<b>Free</b>
<b><u>Administrative Buildings</u></b>					
<b>Town Hall, St.Annes:</b>					
9:00 a.m. to 6:00 p.m. (Sat – Sun and Bank holidays)					
- Cars etc. – up to 1 hour	a	Per Session	D	1.20	<b>1.20</b>
- Cars etc. – 1 to 2 hours	a	Per Session	D	2.20	<b>2.20</b>
- Cars etc. – 2 to 3 hours	a	Per Session	D	2.90	<b>2.90</b>
- Cars etc. – 3to 4 hours	a	Per Session	D	3.40	<b>3.40</b>
- Cars etc. – Over 4 hours	a	Per Session	D	4.50	<b>4.50</b>
- At other times	N/A	Free	D	Free	<b>Free</b>
<b>Public Offices, St.Annes:</b>					
9:00 a.m. to 6:00 p.m. (All days)					
- Cars etc. - up to 1 hour	a	Per Session	D	1.20	<b>1.20</b>
- Cars etc. – 1 to 2 hours	a	Per Session	D	2.20	<b>2.20</b>
- Cars etc. – 2 to 3 hours	a	Per Session	D	2.90	<b>2.90</b>
- Cars etc. – 3 to 4 hours	a	Per Session	D	3.40	<b>3.40</b>
- Cars etc. – Over 4 hours	a	Per Session	D	4.50	<b>4.50</b>
- At other times	N/A	Free	D	Free	<b>Free</b>

**VAT Codes:**

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

OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2017/18 Fees & Charges £	DRAFT 2018/19 Fees & Charges £
<b>General</b> Fylde Resident's Permit Scheme - Restricted to certain car parks Horse Box Permit (North Beach and Fairhaven Road) Any Permit Replacement Parking Dispensation Penalty Charge Notices (PCNs) PCNs are issued for a variety of contraventions. Contraventions are divided into less serious (Lower Rate) and more serious (Higher Rate) with amounts set by Central Government. A full list of the various contraventions and whether they are lower or higher rate can be viewed at <a href="http://www.patrol-uk.info/contravention-codes-list">www.patrol-uk.info/contravention-codes-list</a> . This list is subject to minor periodic variation. Only Off Street Parking (Car Parks) contravention codes apply to Fylde Council.  - Lower Rate PCN  - Higher Rate PCN  Additional Charge to PCN if Charge Certificate Issued  Additional Charge to PCN if registered with court as debt	a	Annual	D	25.00	<b>25.00</b>
	a	Annual	D	15.00	<b>15.00</b>
	a	As Required	D	15.00	<b>15.00</b>
	a	Per Agreed Period	D	As Negotiated Max £16/day	<b>As Negotiated Max £16/day</b>
	d	Per Offence	P	50.00 (14 day discount 25.00)	<b>50.00 (14 day discount 25.00)</b>
	d	Per Offence	P	70.00 (14 day discount 35.00)	<b>70.00 (14 day discount 35.00)</b>
	d	Per Offence	P	50% of PCN	<b>50% of PCN</b>
	d	Per Offence	P	8.00	<b>8.00</b>

**VAT Codes:**

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

## INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
MANAGEMENT TEAM	OPERATIONAL MANAGEMENT COMMITTEE	16 JANUARY 2018	6
<b>BUDGET SETTING – REVENUE BUDGET 2018/19 - FIRST DRAFT</b>			

### PUBLIC ITEM

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

### SUMMARY OF INFORMATION

The first draft of the revenue budget for 2018/19 has been prepared and is available via the link below. As in previous years, the budget has been prepared on a continuation basis and has been updated to reflect all Committee and Council decisions made to date, the outcome of the budget-rightsizing exercise and all virements.

### SOURCE OF INFORMATION

Revenue Budget Book 2018/19 – First Draft

### LINK TO INFORMATION

<http://www.fylde.gov.uk/council/finance/first-draft-budget-book-2018-19>

### WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

The provision of a first draft of the 2018/19 Revenue Budget to the Council's Programme Committees is referenced within the Timetable for Developing Budget Proposals 2018/19 report which was approved by the Finance and Democracy Committee at the meeting of 25th September 2017.

This allows members of each Programme Committee to review the draft revenue budget for the services within the Committee's terms of reference and to provide any comments or feedback as appropriate to the committee lead officer, service Director or budget holders.

This first draft does not reflect any changes to fees and charges for 2018/19 as these will be considered by Programme Committees during the January cycle of meetings. Nor does it reflect any revenue growth items or the revenue implications of capital bids. At this stage the draft budget for 2018/19 does not include recharges in respect of support services and service management costs as these elements remain to be finalised. A further budget-rightsizing exercise will be carried out early in 2018 and this first draft will be updated to reflect any changes arising from that piece of work.

The final revenue budget for 2018/19 will include any subsequent decisions made and will be presented to Members for approval at the Council meeting on 5th March 2018.

### FURTHER INFORMATION

Contact: Paul O'Donoghue, Chief Financial Officer.

Tel 01253 658566

e-mail: [paul.o'donoghue@fylde.gov.uk](mailto:paul.o'donoghue@fylde.gov.uk)

## INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
MANAGEMENT TEAM	OPERATIONAL MANAGEMENT COMMITTEE	16 JANUARY 2018	7
<b>REVENUE BUDGET MONITORING REPORT 2017/18 - POSITION AS AT 30<sup>th</sup> NOVEMBER 2017</b>			

### PUBLIC ITEM

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

### SUMMARY OF INFORMATION

The purpose of this report is to provide an update of the Council's General Fund (GF) Revenue Budget as at 30<sup>th</sup> November 2017 and specifically for those services under the Committee's remit.

### SOURCE OF INFORMATION

Chief Financial Officer – the report is based upon information extracted from the financial ledger system of the Council for the period to 30th November 2017.

### LINK TO INFORMATION

General Fund Revenue Budget Monitoring Report 2017/18 as at 30<sup>th</sup> November 2017:

<http://www.fylde.gov.uk/council/finance/budget-monitoring/2017-18/>

### WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

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

### FURTHER INFORMATION

Contact: Paul O'Donoghue, Chief Financial Officer.

Tel 01253 658566 e-mail: [paul.o'donoghue@fylde.gov.uk](mailto:paul.o'donoghue@fylde.gov.uk)

# GENERAL FUND REVENUE BUDGET MONITORING REPORT 2017/18

## POSITION AS AT 30<sup>TH</sup> NOVEMBER 2017

### Summary

The purpose of this report is to provide an update on the Council's General Fund Revenue Budget as at 30<sup>th</sup> November 2017. The report includes a narrative description of the most significant variances from the profiled latest budget and details any actions required to address these. Appendix A to this report shows the value of the most significant variances (those in excess of £5k) for all of the Council services by Committee and provides a brief explanation for each variance.

### 1. Background

- 1.1 The Council operates a system of Revenue Budget Monitoring which revolves around the production of detailed monthly monitoring reports for budget holders. Significant variances from the expected budget position at the point of monitoring, both for expenditure and income, are summarised in monitoring reports which are periodically reported to each Programme Committee for information purposes. This report therefore details the findings and issues emerging from budget monitoring carried out to 30<sup>th</sup> November 2017.
- 1.2 It should be noted that work continues on improving budget profiling across the Council in order that budget profiles more accurately reflect the spending pattern of individual budgets across the financial year. This serves to enhance budget monitoring and focus attention on true variances rather than budget profiling issues. This is a continuous process with budget holders so that the improved profiling continues to refine the budget monitoring system.
- 1.3 Council approved the 2017/18 budget at its meeting on 2<sup>nd</sup> March 2017. Subsequently on 19<sup>th</sup> June 2017 the Finance and Democracy Committee approved the Council's outturn position for 2016/17. The impact of those approvals, including savings and growth options approved at Council and slippage from 2016/17 approved by the Finance and Democracy Committee, are now reflected in the Council's financial ledger.

### 2. Budget Rightsizing Exercise

- 2.1 Since 2011 an annual budget rightsizing exercise has been undertaken to analyse underspends which have occurred over the last 3 financial years and to adjust current and future year budgets to better reflect the level of resource requirement in the context of current financial constraints. This process was undertaken during the autumn of 2017 and the resulting changes to budgets were reflected in the revised Financial Forecast that was presented to the Council in December 2017. These amendments have also now been reflected in the Council's financial ledger. Therefore this report monitors expenditure and income against the updated approved budgets.

### 3. Budget Areas to Note

As would be expected, because monitoring is being undertaken as a comparison to recently revised budgets, there are only a small number of variances from that revised position to note. The main variances are described below:

#### i. Employee Costs

The budget forecast which was approved by Budget Council in March 2017 assumed reduced payroll costs as a result of 'turnover savings' (delays in the recruitment to vacant posts) of £200k per annum from 2016/17 onwards. The actual savings achieved in relation to direct employee costs for the current year are significantly in excess of this level and consequently this budget will be kept under review during the remainder of the financial year.

#### ii. Reduction in Cemetery and Crematorium Income

Both the number of cremations and of funerals held this year have been below expectations. The income budget has been raised year-on-year as previous income expectations have been exceeded and it is probable that the target has been set at too high a level for 2017/18. The budget for 2017/18 and future years will be reviewed and may be adjusted accordingly as part of the next financial forecast update.

### **iii. Building Control Fee Income**

Total income has exceeded the budget due to an increase in the volume of work carried out. The budget will be adjusted accordingly as part of the next financial forecast update.

## **4. Conclusions**

- 4.1 The updated financial forecast as presented to the Council in December 2017 shows a forecast surplus in the current year and in 2018/19, with deficits in 2019/20 and beyond. In light of the budget challenges that will need to be addressed in the later years of the forecast, the Council needs to continue with the approach to delivering savings and efficiencies which have helped deliver balanced budgets and contribute to reserves over recent years. Through continued focus on the importance of financial stability the Council has delivered a significant savings programme since 2007 and has continued to reduce senior management costs and other overheads. Ongoing modernisation work and business improvement will continue to make Council services more efficient, save money and maintain frontline services to customers. This work has yielded ongoing savings to help improve the Council's overall financial position over that period.
- 4.2 Finance staff work continuously with budget holders across the Council, and are heavily reliant upon budget-holders to be able to understand and quantify the potential impact of in-year hotspot variances within their areas of responsibility.
- 4.3 Regular budget monitoring reports such as this one are an integral part of the Council's financial monitoring framework. These are made available on the Council's website.

**REVENUE MONITORING 2017/18 - Period 8 to November 30th November 2017 (Variances in excess of £5K)**

Key

<b>BLUE</b>	Variance currently showing but expected to be on target at year end
<b>GREEN</b>	Favourable variance against latest budget
<b>AMBER</b>	Adverse variance against latest budget
<b>RED</b>	Projected adverse outturn variance

Service Area	Detailed Description	Full Year Budget £	Budget as at Period 8 £	Actual & Commitments as at Period 8 £	Variance as at Period 8 £	FAV / ADV	Alert	Budget Holder Comments
<b><u>FINANCE &amp; DEMOCRACY COMMITTEE / CORPORATE CROSS CUTTING BUDGETS</u></b>								
All Council services	Employee costs including basic pay, pension, NI, and overtime, plus agency costs	8,399,489	5,696,951	5,658,533	-38,418	FAVOURABLE	<b>GREEN</b>	The budget forecast which was approved by Budget Council in March 2017 assumed reduced payroll costs as a result of 'turnover savings' (delays in the recruitment to vacant posts) of £200k per annum. The actual of savings achieved in relation to direct employee costs for the current year to date is in excess of this level. This budget will be kept under review during the remainder of the financial year. At this stage a favourable outturn variance is anticipated.
Miscellaneous Properties	Other Rent	-130,000	-130,000	-136,513	-6,513	FAVOURABLE	<b>GREEN</b>	Total rental income for the year is expected to exceed the budget. The budget will be reviewed as part of the next financial forecast update.
<b><u>TOURISM &amp; LEISURE COMMITTEE</u></b>								
Fylde Tourism	Income - 1940's Lytham Wartime Festival	-8,000	-5,336	-13,230	-7,894	FAVOURABLE	<b>GREEN</b>	Income from the 1940's Weekend has exceeded the budgeted amount due to higher car park revenue over the weekend than was forecast, largely due to favourable weather conditions and consequently higher visitor numbers. In addition the use of the marquee over two nights (which had not been done previously) brought in additional income. The budget will be reviewed as part of the next financial forecast update.
<b><u>ENVIRONMENT, HEALTH &amp; HOUSING COMMITTEE</u></b>								
Community Safety Initiatives	Community Safety Initiatives	41,688	27,800	20,723	-7,077	FAVOURABLE	<b>BLUE</b>	Community Safety initiatives are identified and responded to by the Community Safety Partnership. The budget represents the balance of funding that was originally bequeathed by the former LSP and there is no time constraint on when the money has to be spent by. It is anticipated that not all of this budget may be spent in 2017/18 and that the slippage of a portion of this budget into 2018/19 may requested in the future.



**REVENUE MONITORING 2017/18 - Period 8 to November 30th November 2017 (Variances in excess of £5K)**

Key

<b>BLUE</b>	Variance currently showing but expected to be on target at year end
<b>GREEN</b>	Favourable variance against latest budget
<b>AMBER</b>	Adverse variance against latest budget
<b>RED</b>	Projected adverse outturn variance

Service Area	Detailed Description	Full Year Budget £	Budget as at Period 8 £	Actual & Commitments as at Period 8 £	Variance as at Period 8 £	FAV / ADV	Alert	Budget Holder Comments
<b>ENVIRONMENT, HEALTH &amp; HOUSING COMMITTEE(cont'd)</b>								
Cemetery & Crematorium	Interments	-194,000	-129,360	-117,027	12,334	ADVERSE	<b>AMBER</b>	Both the number of cremations and of funerals held this year have been below expectations. The income budget has been raised year-on-year as previous income expectations have been exceeded and it is probable that the target has been set at too high a level for 2017/18. The budget for 2017/18 and future years will be reviewed and may be adjusted accordingly as part of the next financial forecast update.
	Cremations	-1,030,000	-686,804	-613,861	72,944	ADVERSE		
	CAMEO Scheme Income	0	0	-8,666	-8,666	FAVOURABLE	<b>GREEN</b>	The Council has received an unbudgeted payment resulting from the CAMEO scheme (related to the replacement of the cremators a number of years ago to reduce emission levels). The budget will be adjusted accordingly as part of the next financial forecast update.
Community Grants	Community Projects Fund	25,000	16,668	5,088	-11,580	FAVOURABLE	<b>BLUE</b>	Although there have been two rounds of grant award so far this year, with a third planned for early 2018, it is anticipated that not all of this budget may be spent in 2017/18 and that the slippage of a portion of this budget into 2018/19 may requested in the future.
<b>PLANNING COMMITTEE</b>								
Development Management	Consultants Fees	38,000	25,340	7,680	-17,660	FAVOURABLE	<b>BLUE</b>	There are a number of major planning applications outstanding that are likely to require professional input from external consultants before the end of the financial year.
Building Control	Inspection Fee - Dwellings	-8,000	-5,336	-22,248	-16,912	FAVOURABLE	<b>GREEN</b>	Total income has exceeded the budget due to an increase in the volume of work carried out. The budget will be adjusted accordingly as part of the next financial forecast update.
	Building Notice Fee - Dom Ext	-64,000	-42,676	-60,296	-17,620	FAVOURABLE	<b>GREEN</b>	

# INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
MANAGEMENT TEAM	OPERATIONAL MANAGEMENT COMMITTEE	16 JANUARY 2018	8
<b>CAPITAL PROGRAMME MONITORING REPORT 2017/18 - POSITION AS AT 30<sup>th</sup> NOVEMBER 2017</b>			

## PUBLIC ITEM

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

## SUMMARY OF INFORMATION

The purpose of this report is to provide an update of the Council's approved Capital Programme as at 30<sup>th</sup> November 2017 and specifically for those schemes under the Committee's remit.

## SOURCE OF INFORMATION

Chief Financial Officer – the report is based upon information extracted from the financial ledger system of the Council for the period to 30th November 2017.

## LINK TO INFORMATION

Capital Programme Monitoring 2017/18 as at 30<sup>th</sup> November 2017:

<http://www.fylde.gov.uk/council/finance/budget-monitoring/2017-18/>

## WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

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

## FURTHER INFORMATION

Contact: Paul O'Donoghue, Chief Financial Officer.

Tel 01253 658566 e-mail: [paul.o'donoghue@fylde.gov.uk](mailto:paul.o'donoghue@fylde.gov.uk)

## **CAPITAL PROGRAMME MONITORING REPORT 2017/18 –**

### **POSITION AS AT 30<sup>TH</sup> NOVEMBER 2017**

#### **Summary**

The purpose of this report is to provide an in-year progress update in respect of those schemes within the Capital Programme that have been approved for delivery in 2017/18, together with an update on the Council's overall Five Year Capital Programme. This report includes a narrative description of the most significant risks to the Capital Programme and details any actions required to address these. Appendix A to this report provides an update by Committee on schemes scheduled for commencement or delivery in 2017/18. Appendix B provides a summary of the latest position for the 5 year Capital Programme and Appendix C provides details of the financing of the programme.

#### **1. Background**

The Council approved the Capital Programme on 2<sup>nd</sup> March 2017. That update showed a balanced capital programme position from 2017/18 onwards. This report includes year to date expenditure and sets out the latest phasing of the programme and any additions or changes since the capital programme was presented to Council in March 2017. The Programme has also been rolled forward to include the year 2021/22.

#### **2. Notes on Specific Schemes**

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

##### **(i) Accommodation Project**

This has been a key scheme for the Council and sees the accomplishment of an ambition to refurbish the town hall premises that has existed for a number of years. The works to the first and second floor of the Town Hall are now complete and staff have now located back to all floors within the building with the Public Offices building now closed. The remaining internal element of these phases of the works i.e. those relating to the Council chamber, are currently underway with completion anticipated during early 2018. A scheme for the Town Hall external works (involving the car park and grounds) is being prepared and costed.

##### **ii) Fairhaven and Church Scar Coast Protection Scheme**

A supplier for the detailed design and construction of the Scheme was procured under the Environment Agency's national Water and Environmental Management Framework. This led to the execution of a deed between the Council and VBA Joint Venture Ltd (VBA) on the 20th October 2017. VBA's obligations are to develop and deliver the Scheme as authorised at the Operational Management committee meeting of the 12th September 2017, at a contract price of £17.6m. This is alongside a risk/contingency budget of £1.7m and a budget for fees of £0.5m, both to be retained initially by the Council, taking the total projected scheme cost to £19.8m, comprising the Central Government funding of £19.4m and the approved contribution from Fylde Council of £0.4m.

In addition to the core sea defence works a range of public realm enhancements to the scheme, funded by Fylde Council from the Capital Investment Reserve, were approved by Council in December 2017 in the sum of £360k. The works relate to the remodelling of the Stanner Bank Car Park entrance, the provision of bespoke seating to compliment the wider landscape and the provision of ducting to allow for future services connection to a potential structure/building on or around the Mawson lookout. These works will be delivered alongside the main scheme.

Expenditure on the scheme has been re-phased to reflect the current expectations regarding the timing of the delivery of the scheme. Further re-phasing of the expenditure profile between the years is likely to be required as the scheme progresses and the capital programme will be updated accordingly and reported to members.

### **(iii) Disabled Facilities Grants (DFGs)**

As local housing authority, the Council has a statutory duty to provide disabled adaptations within the Borough. In order to fund these works the Council receives grant support which previously was provided by the Department for Communities and Local Government (DCLG). From 2015/16 the Government established the 'Better Care Fund', and under these new arrangements the funding for Disabled Facilities Grants transferred to the Department of Health, with funding being distributed to all Councils via the upper-tier authority for that area. As such, in Lancashire the fund is administered by Lancashire County Council. Each upper-tier authority then allocates the funding to their respective housing authorities (i.e. district councils within their area) to enable them to continue to meet this statutory responsibility.

The level of government funding has increased significantly under the 'Better Care Fund' arrangements and the updated budget for 2017/18 (including slippage from 2016/17) of £1.159m provides for the delivery of more disabled adaptations than has previously been possible. A report to the Environment, Health and Housing Committee in June 2017 provided an update with regard to this scheme and included a number of variations to the operation of the programme to reflect the significant increase in available funding. It is anticipated that for 2017/18 all identified need for disabled adaptations can be met from the existing resource.

### **(iv) Project Slippage**

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

### **(v) Other Capital Receipts**

The approved programme for 2017/18 onwards assumes "Right to Buy" receipts of £25k per annum and "General Asset Sales" of £45k per annum. Future receipts are dependent on prevailing market conditions and values cannot be predicted with certainty. This will be monitored and reviewed during the year and adjusted accordingly in future monitoring reports, along with the impact this may have on the financing of the programme.

### **(vi) Capital Investment in St. Annes Pool**

As part of the arrangement with the YMCA for the operation of the pool, the Council undertook to provide Capital support in the event of major works, repair or breakdown and a provision of £153k was included in the programme for this eventuality. There is now a remaining capital resource of £93k in 2017/18. There is a risk that this remaining resource is insufficient to meet future capital expenditure needs for the facility.

## **3 Conclusions**

- 3.1 Actual expenditure to 30<sup>th</sup> November 2017 is £2.391m against an updated full year budget of £8.569m. This equates to approximately 27.9% of the full year budget. The expenditure on a number of schemes is phased later during the financial year and there is usually a period of time that elapses between the completion of schemes and the final settlement of all invoices.
- 3.2 The current Capital Programme as updated is showing a balanced position for 2017/18 onwards. The Capital Programme and the associated financing will be subject to discussion with Members during the months in the lead up to the annual budget setting process for 2018/19.
- 3.3 Any additional expenditure which is not fully-funded by external finance would normally require the generation of capital receipts or further borrowing (the latter placing further pressure on the Revenue Budget from the consequent repayment costs). However Budget Council on 4th March 2013 approved the creation of a Capital Investment Reserve to finance future capital expenditure. The balance of this reserve at 31st March 2017 was £1.320m, of which all of which was already committed to previously-approved capital schemes. Planned transfers into the reserve in 2017/18 and 2018/19 are currently estimated to be a total of £1.595m, whilst the removal of the Council contribution to the capital scheme for external works at St Annes Pool added a further £30k to the reserve. In December 2017 the Council

approved a scheme of public realm works relating to the Coastal Defence works in the sum of £360k and a scheme of public realm works in relation to the Fairhaven Gardens and Lake Restoration scheme in the sum of £120k, which leaves an estimated residual unallocated balance of £1.145m by the end of 2018/19. Whilst it remains the case that this reserve is the preferred source of finance for any further additions to the Capital Programme, continuing contributions to the reserve are required in order to maintain a sustainable funding source for future years.

**CAPITAL PROGRAMME - 2017/18 IN-YEAR SCHEME MONITORING REPORT - AS AT 30/11/17**

**Appendix A**

APPROVED SCHEMES	Financing Source	Approved Budget 2017/18 £000	Slippage B/F from 2016/17 £000	Adjustments from 02/03/17 £000	Updated Budget 2017/18 £000	Expenditure to 30/11/17 £000	Variance £000	Comments
<b><u>FINANCE &amp; DEMOCRACY COMMITTEE</u></b>								
Accommodation Project - Phase 6 & 7 - Council Chamber & Internal Refurb / Services	Proceeds from the sale of surplus Council Assets, and the Accommodation Project Reserve	0	365	135	500	438	62	The works to the first and second floor of the Town Hall are now complete. The remaining element of these phases of the works i.e. those relating to the Council chamber, are currently underway with completion anticipated during early 2018.
<b>Sub total</b>		<b>0</b>	<b>365</b>	<b>135</b>	<b>500</b>	<b>438</b>	<b>62</b>	
<b><u>TOURISM &amp; LEISURE COMMITTEE</u></b>								
Fairhaven Lake & Promenade Gardens - First round	Capital Investment Reserve	20	0	93	113	32	81	Key officers to deliver the scheme have been recruited and work is progressing. Delivery of this phase of the scheme will be undertaken during 2017/18 and 2018/19. In December 2017 the Council also approved a funded budget increase for 2019/20 in the sum of £120k in respect of the public realm enhancements to the scheme to be met from the Capital Investment Reserve.
Promenade Gardens Water Play Facility	Capital Investment Reserve	100	0	50	150	0	150	This scheme will not be delivered during the current year. A tender process has been undertaken with the council receiving only 2 bids. On evaluation, neither tender proved to be fully compliant, and therefore the scheme will be retendered in the new year. The scheme will be re-phased into 2018/19 as part of the next Financial Forecast update.
Development of Play Area - Bridges Playing Field, Warton	S106 Developer Contributions	0	0	107	107	0	107	It is anticipated that this scheme will be completed to budget in 2017/18.
Fleetwood Road Playing Fields, Wesham	S106 Developer Contributions	0	0	25	25	0	25	It is anticipated that this scheme will be completed to budget in 2017/18.
Mussel Tank Project	Specific Grant (LSA Civic Society)	0	0	130	130	64	66	It is anticipated that this scheme will be completed to budget in 2017/18.
<b>Sub total</b>		<b>486</b>	<b>0</b>	<b>39</b>	<b>525</b>	<b>96</b>	<b>429</b>	

Appendix A (Cont'd)								
APPROVED SCHEMES	Financing Source	Approved Budget 2017/18 £000	Slippage B/F from 2016/17 £000	Adjustments from 02/03/17 £000	Updated Budget 2017/18 £000	Expenditure to 30/11/17 £000	Variance £000	Comments
<b>OPERATIONAL MANAGEMENT COMMITTEE</b>								
Replacement Vehicles	Capital Investment Reserve / Borrowing	1,267	38	11	1,316	79	1,237	It is anticipated that part of this budget will be re-phased into 2018/19 due to the timing of delivery of vehicles and that this will be reflected in the next update to the Financial Forecast early in 2018.
Car Park Improvements	No external finance - funded by borrowing/general asset disposal receipts	30	0	0	30	0	30	It is anticipated that this budget will be re-phased into 2018/19 as this will be part of the Accommodation Car Park works required at the Town Hall and that this will be reflected in the next update to the Financial Forecast early in 2018.
Fylde Headlands Preliminary Work	Specific Government Grant (Environment Agency)	0	8	0	8	7	1	It is anticipated that this scheme will be been completed to budget in 2017/18.
Public Transport Improvements	S106 Developer Contributions	0	0	90	90	0	90	This is funding that is held by Fylde Council but will be transferred to Lancashire County Council to direct towards local bus route improvements and a dial-a-ride scheme. This scheme will be re-phased over future years. This will be reflected in the next update to the Financial Forecast.
Fairhaven and Church Scar Coast Protection Scheme	Specific Government Grant (Environment Agency) / Capital Investment Reserve	14,400	0	-11,575	2,825	532	2,293	A significant proportion of the 2017/18 budget for the scheme has been re-phased into 2018/19 as part of the latest Financial Forecast update. In December 2017 the Council approved additional expenditure in respect of public realm enhancements to the scheme in the sum of £360k to be met from the Capital Investment Reserve.
<b>Sub total</b>		<b>15,697</b>	<b>46</b>	<b>-11,474</b>	<b>4,269</b>	<b>618</b>	<b>3,651</b>	

**Appendix A (Cont'd)**

APPROVED SCHEMES	Financing Source	Approved Budget 2017/18 £000	Slippage B/F from 2016/17 £000	Adjustments from 02/03/17 £000	Updated Budget 2017/18 £000	Expenditure to 31/07/17 £000	Variance £000	Comments
<b>ENVIRONMENT, HEALTH &amp; HOUSING COMMITTEE</b>								
Disabled Facilities Grants Programme	Specific Grant (Better Care Fund) / External Contributions / Grant repayments	468	230	461	1,159	554	605	A report to the Environment, Health and Housing Committee in June 2017 provided an update with regard to this scheme and included a number of variations to the operation of the programme to reflect the significant increase in central government grant for this purpose. It is anticipated that all identified need for disabled adaptations can be met from the existing resource for 2017/18. Actual expenditure will be determined by the level of identified need.
Housing Needs Grant	DFG Grant Repayments	0	0	6	6	0	6	In July the Council approved the creation of a new scheme within the 2017/18 approved Capital Programme to be termed 'Housing Needs Grant' that will be funded from DFG grant repayments. The budget for this scheme will be updated as and when repayments to the Council are forthcoming.
93 St Albans Road - Compulsory Purchase Order	S106 Developer Contributions	0	99	0	99	87	12	The Compulsory Purchase Order has been completed and the transfer of legal title to the property to the housing association Forviva is anticipated shortly.
Affordable Housing Scheme - 93 St Albans Road Refurbishment	S106 Developer Contributions	0	0	148	148	0	148	This scheme is now expected to be delivered over the two financial years 2017/18 and 2018/19 and consequently the budget will require re-phasing to reflect this. This will be reflected in the next update to the Financial Forecast early in 2018.
Affordable Housing Scheme Sunnybank Mill, Kirkham	S106 Developer Contributions	460	460	-460	460	460	0	Planning permission has now been granted for the delivery of 23 units of affordable rented housing. Housing and Legal Services officers are currently in discussion with the ForViva Housing Association regarding the delivery of the project and the payment has been made.
Affordable Housing Scheme - Keenan Mill	S106 Developer Contributions	840	0	-420	420	0	420	Planning permission has now been granted for the delivery of 26 units of affordable rented housing. Housing and Legal Services officers are currently in discussion with the Progress Housing Association regarding the delivery of the project. It is anticipated that this budget will be re-phased into 2018/19 and this will be reflected in the next update to the Financial Forecast early in 2018.
Church Road Methodist Church, St Annes	S106 Developer Contributions	550	0	-275	275	0	275	A consultation document with regard to the scheme has recently been distributed to interested parties and it is anticipated that planning permission will be sought for the delivery of 10 units of affordable rented housing later in 2017/18 and payment will be made during 2017/18.
Affordable Warmth Scheme	Specific Grant (Lancashire County Council)	28	18	0	46	11	35	It is anticipated that this scheme will be been completed to budget in 2017/18.
Rapid Deployment CCTV Replacement Projects	Specific Grant (LSP Performance Reward Grant)	38	0	0	38	0	38	The working group reported to the Environment, Health and Housing Committee in June 2017 to advise that this money would be utilised for repair costs and replacement costs for the Monitored CCTV Cameras in the Town Centres of St Annes, Lytham and Kirkham when required, after approval by the Committee. It is anticipated that this budget will be re-phased into 2018/19 and this will be reflected in the next update to the Financial Forecast.
<b>Sub total</b>		<b>2,738</b>	<b>807</b>	<b>-894</b>	<b>2,651</b>	<b>1,112</b>	<b>1,539</b>	



Appendix A (Cont'd)

APPROVED SCHEMES	Financing Source	Approved Budget 2017/18 £000	Slippage B/F from 2016/17 £000	Adjustments from 02/03/17 £000	Updated Budget 2017/18 £000	Expenditure to 30/11/17 £000	Variance £000	Comments
<b>PLANNING COMMITTEE</b>								
Woodlands Road Regeneration Scheme - Town Centre Phase 3	Capital Investment Reserve / S106 Developer Contributions	0	6	0	6	0	6	The scheme was largely completed during 2016/17 with only a small amount of residual funding remaining. It is anticipated that the remaining elements will be completed to budget during 2017/18.
St Annes Regeneration Schemes	S106 Developer Contributions	237	0	-67	170	0	170	This funding is earmarked for the next phase of St Annes Town Centre including St Andrews Road North/South and The Crescent. The scheme has commenced with a proportion of the works now expected to fall into 2018/19. Consequently an element of the scheme has been re-phased into 2018/19 as part of the previous Financial Forecast update.
Staining Regeneration Schemes	S106 Developer Contributions	40	0	0	40	0	40	Following discussions with the Parish Council a scheme has now been developed and agreed. It is anticipated that this scheme will be completed to budget in 2017/18.
Kirkham Public Realm Improvements	S106 Developer Contributions	0	21	0	21	0	21	It is proposed that the balance of funding in respect of this scheme will be re-phased into 2018/19. This will be reflected in the next update to the Financial Forecast. An update report will be presented to the Planning Committee in January 2018 in respect of Kirkham Public Realm scheme delivery.
M55 Link Road	S106 Developer Contributions	0	137	250	387	127	260	Council approved a further funded budget increase in the sum of £250,000 to the M55 Link Road (design works) scheme that is within the current approved Capital Programme for 2017/18, to be met in full from S106 developer contributions. This budget is to facilitate delivery of the M55 Link Road. Design of the new road should be complete by February 2018 with tendering of the work then taking place. If the full funding package can then be confirmed work is planned to commence summer 2018.
<b>Sub total</b>		<b>407</b>	<b>164</b>	<b>53</b>	<b>624</b>	<b>127</b>	<b>497</b>	
<b>Total Expenditure</b>		<b>19,328</b>	<b>1,382</b>	<b>-12,141</b>	<b>8,569</b>	<b>2,391</b>	<b>6,178</b>	

## INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	16 JANUARY 2018	9
<b>MID-YEAR PERFORMANCE 2017/18</b>			

### PUBLIC ITEM

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

### SUMMARY OF INFORMATION

The report provides details of the key performance outcomes for the first half of the financial year 2017/18. Performance is reported against the targets set for the year and commentary is provided by performance exception.

### SOURCE OF INFORMATION

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

### LINK TO INFORMATION

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

### WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

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

### FURTHER INFORMATION

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

## Mid-Year Commentary by Performance Exception for the Operational Management Committee

### \*\*\*\*\* PERFORMANCE ABOVE TARGET \*\*\*\*\*

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

PM03: Number of complaints received (Corporate) was 77, last year's comparison figure was 64, the target is 250. *Complaints have dropped dramatically over the last few years with the introduction of technology that enabled missed bins to be identified in 'live time' which made up the majority of complaints. The target has been carried forward based on the missed bins reports prior to the full impact being evidenced. Performance over the last two years has shown a decrease of around 60% as a direct result of addressing the missed bins, evidence that transformation through technology can deliver exceptional results, coupled with a more customer focused culture embedding in more services across the council. However, a core element of our customer focused culture is the necessity to make it as easy as possible for customers to provide feedback including complaints, we want customers to let us know when we have failed to do something we promised to do or if we have done something badly, incorrect or not to standard, this is essential to deliver continuous improvement. It is clear that the target needs to be reviewed but at the same time the Corporate Service Team have started to review and test the whole complaints process to ensure that it is as easy as possible to complain and that complaints are being captured in order to validate the exceptional performance.*

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

*The operator licence risk score for Fylde Council is in the green giving a very good "satisfactory" status this backed up by a full audit carried out independently by the Freight Transport Association annually. This audit covers key areas such as premises, equipment, technical and clerical staff, management, documentation, quality and appearance that are all part of the operator licence requirement.*

PM47: The number of unique hits on the Council's website [www.fylde.gov.uk](http://www.fylde.gov.uk) was 313,796 and last year's comparison figure was 310,020. The target at mid-year is currently 250,000.

*The migration of customers to digital services as part of the transformation strategy approved by the council has led to increased use of the website as a popular platform for engaging with the council demonstrating the success of the policy and the change of preference by the customer. The website is likely to be used less for interaction with the introduction of customer engagement on social media platforms, the website is being reviewed and will be more interactive or a gateway to applications in future. The performance measures and targets for customer engagement will also be reviewed to incorporate social media.*

PM64: Percentage satisfaction with IT service overall was 100% and last year's comparison figure was 98.1%. The target is 95%.

*Closer interaction with staff and the inclusion of the ability to supply feedback on every closed helpdesk call has allowed staff using the service to provide better and more detailed feedback. This will be maintained by continuing to monitor how we react to helpdesk calls and continued refresher training on customer care as well as technical training so as to meet our customer satisfaction expectations. In addition, on system issues, we ensure that ITIL Problem Management and root cause analysis is followed to avoid recurring issues.*

PM74: Percentage first time HGV fleet MOT passes was 100% and last year's comparison figure was 100. The target is 90%.

*An excellent level of performance delivered throughout the team in line with Fylde competencies, together with extensive and ongoing training of drivers and mechanics to keep the fleet roadworthy and reduce vehicle downtime due to unscheduled R&M.*

PM96: Percentage of customers satisfied with MOT experience was 100% and last year's comparison figure was 100. The target is 95%.

*An excellent level of customer service delivered throughout the team in line with Fylde competencies which will continued to be met and surpassed.*

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

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

PM06: Percentage of customers satisfied with the service received from Fylde Council was 76.83% and last year's comparison figure was 74.77. The target is 85%.

*The service has accommodated a significant number of additional calls as a result of the introduction of the green waste subscription service. Many of these calls were within a few months late spring and early summer, as a consequence, even with additional resources satisfaction rates dropped as a direct result of customers having to wait longer and / or having to call back at a later time. The satisfaction rates have started to climb back up now that the green waste service has bedded in.*






PM07: Number of complaints not responded to within five working days was 10 and last year's comparison figure was 11. The target is zero.

*The service areas where the response time has not been met have been given the necessary support and refresher training on the process for responding to complaints. The key reasons for not providing any response within five working days are: the employee is on leave / sick and the email has not been diverted to a colleague (whilst the out of office will come up this does not count as a response); misunderstanding what is classed as a response (i.e. thinking that the out of office counts); vacant posts, leave or sickness absence meaning resources are limited or inadequate for short periods; and failure to record on the complaint system that the response has been sent. The target will remain zero because the option of an appropriate acknowledgement and holding response (who is dealing with it and when to expect a full response) can be provided in a matter of minutes.*













PM49: Percentage of phone calls to 01253 658658 answered was 64.83% and last year's comparison figure was 87.95%. The target is 90%.

*The drop in performance is a direct result of the volume of additional calls squeezed into a short period of time whilst the green waste subscription service was being introduced. The performance has started to increase in September, October and November but due to the impact of the earlier dropped calls it may be difficult to achieve the target.*

## PERFORMANCE KEY ICON STATUS

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

**APPENDIX 1: Performance Measures mid-year performance (1st April 2017 - 30th September 2017)**

Operational Management						
Local Key Performance Indicators	Frequency	Good Performance Is	APR 2016 SEP 2016	<b>APR 2017 SEP 2017</b>	Mid-year Target	Performance Status
<a href="#">PM03: Number of complaints received (Corporate)</a>	Monthly	Smaller is Better	64	<b>77</b>	861	
<a href="#">PM06: Percentage of customers satisfied with the service received from Fylde Council</a>	Monthly	Bigger is Better	74.77	<b>76.83</b>	85	
<a href="#">PM07: Number of complaints not responded to within five working days</a>	Monthly	Smaller is Better	11	<b>10</b>	0	
<a href="#">PM101: Kg of residual waste per household (quarterly only for LG Inform)</a>	Quarterly	Smaller is Better	125.43	<b>126.5</b>	125	
<a href="#">PM102: Current Operator Compliance Risk Score (traffic light)</a>	Quarterly	Bigger is Better	Green	<b>Green</b>	Green	
<a href="#">PM47: The number of unique hits on the Council's website <a href="http://www.fylde.gov.uk">www.fylde.gov.uk</a></a>	Monthly	Bigger is Better	310020	<b>313796</b>	250000	
<a href="#">PM49: Percentage of phone calls to 01253 658658 answered</a>	Monthly	Bigger is Better	87.95	<b>64.83</b>	90	
<a href="#">PM55: Missed bins as a percentage of all collections</a>	Quarterly	Smaller is Better	0.05	<b>0.04</b>	0.05	
<a href="#">PM56: Percentage of household waste recycled</a>	Quarterly	Bigger is Better	50.2	<b>45</b>	40	
<a href="#">PM64: % satisfaction with IT service overall</a>	Monthly	Bigger is Better	98.1	<b>100</b>	95	
<a href="#">PM74: Percentage first time HGV fleet MOT passes</a>	Quarterly	Bigger is Better	100	<b>100</b>	90	
<a href="#">PM95: Percentage of ICT Service delivery available during core times</a>	Monthly	Bigger is Better	99.97	<b>97.83</b>	99	
<a href="#">PM96: Percentage of customers satisfied with MOT experience</a>	Quarterly	Bigger is Better	100	<b>100</b>	95	

## INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	16 JANUARY 2018	10
<b>FAIRHAVEN TO CHURCH SCAR COAST DEFENCE WORKS</b>			

### PUBLIC ITEM

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

### SUMMARY OF INFORMATION

An update will be given to the committee at the meeting on the progress of the Fairhaven to Church Scar Coast Defence Scheme (the Scheme).

### SOURCE OF INFORMATION

The Scheme's Project Manager (Mike Pomfret).

### LINK TO INFORMATION.

Presentation to be presented at the meeting

### WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

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

### FURTHER INFORMATION

Contact Mike Pomfret, [mike.pomfret@fylde.gov.uk](mailto:mike.pomfret@fylde.gov.uk) .