



Meeting Agenda

**Community Focus Scrutiny Committee,
Town Hall, Lytham St. Annes
Thursday 27 May 2010, 6:15pm**

The main doors to the Town Hall will be open to the public at 6:00pm
The maximum capacity for this meeting room is 60 persons –
once this limit is reached no other person can be admitted.

COMMUNITY FOCUS COMMITTEE MEMBERSHIP

CHAIRMAN

Keith Hyde

VICE-CHAIRMAN

Thomas Threlfall

Councillors

Christine Akeroyd

Elizabeth Clarkson

Barbara Douglas

Dawn Prestwich

John Prestwich

Paul Rigby

John Singleton

Janine Owen

Kathleen Harper

Tony Ford

Maxine Chew

Linda Nulty

Ken Hopwood

Contact: Lyndsey Lacey, St. Annes (01253) 658504
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Our Vision

Fylde Borough Council will work with partners to provide and maintain a welcoming, inclusive place with flourishing communities.

Our Corporate Objectives

- To Promote the Enhancement of the Natural & Built Environment
 - To Promote Cohesive Communities
 - To Promote a Thriving Economy
- To meet the Expectations of our Customers

The Principles we will adopt in delivering our objectives are:

- To ensure our services provide value for money
- To work in partnership and develop joint working



A G E N D A

PUBLIC PLATFORM

*To hear representations from members of the public in accordance with
Committee procedure rules*

ITEM	PAGE
1. DECLARATIONS OF INTEREST: <i>If a member requires advice on Declarations of Interest he/she is advised to contact the Monitoring Officer in advance of the meeting. (For the assistance of Members an extract from the Councils Code of Conduct is attached).</i>	4
2. CONFIRMATION OF MINUTES: <i>To confirm as a correct record the minutes of the Community Focus Scrutiny Committee held on 15 April 2010. As attached at the end of the agenda.</i>	4
3. SUBSTITUTE MEMBERS: Details of any substitute members notified in accordance with council procedure rule 26.3	4
4. FYLDE CITIZENS ADVICE BUREAU – MONITORING REPORT	7-22
5. PERFORMANCE EXCEPTION REPORT	23-33
6. EXCEPTION REPORT CUSTOMER SERVICE & RECYCLING COLLECTIONS	34-49
7. PLANNING PERFORMANCE – MINOR APPLICATIONS	50-55

Personal interests

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

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

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

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

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

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

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

Disclosure of personal interests

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

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

Prejudicial interest generally

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

Prejudicial interests arising in relation to overview and scrutiny committees

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

Effect of prejudicial interests on participation

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

REPORT



REPORT OF	MEETING	DATE	ITEM NO
GOVERNANCE AND PARTNERSHIPS	COMMUNITY FOCUS SCRUTINY COMMITTEE	27 MAY 2010	4

FYLDE CITIZENS ADVICE BUREAU – MONITORING REPORT

Public Item

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

Summary

The Council has a service level agreement with the Citizens Advice Bureau to provide an advisory service, the details of which are set out within the main body of this report. As part of this agreement the CAB must undertake an annual report to one of the Council's scrutiny committees at the conclusion (or as near to as possible) each year of the operation of the Service Level Agreement summarising its performance and service across the year.

Kim Cook, the Manager of the Fylde CAB will be present at the committee to present the key points arising from her report which is attached as an appendix.

Recommendation

1. That members be requested to review of the performance of the Fylde Citizens Advice Bureau
2. That Kim Cook, Manager of the CAB be thanked for her report and attending the Committee

Cabinet Portfolio

The item falls within the following Cabinet portfolio:

Customer Services and Partnerships: Councillor Karen Buckley

Report

Fylde CAB

Formal Partnership

The Fylde CAB is one of the Council's key formal partnerships identified under the Council's Partnership Protocol. It is the role of this Committee to keep an overview of the performance of these formal partnerships. As acknowledgment of this, it has been included within the Service Level Agreement between the Council and CAB that an annual update should be provided by the CAB on its performance across the year.

Key aspects of the Service Level Agreement

Information and advice provided includes, but is not restricted to:

- Housing
- Welfare benefits
- Health
- Education
- Consumer affairs
- Debt advice
- Employment
- Family and personal matters
- Taxes
- Immigration and nationality

The CAB must also ensure that there are appropriate internal procedures in place to manage risks. The CAB must provide to the council evidence that risk management measures are being undertaken to mitigate threats to the future operation of the CAB advisory service.

The performance measures

The Service Level Agreement with the Fylde CAB details a number of performance measures and these are summarised below for members information. This information is provided to council officers at six monthly intervals.

Quantitative

- Confirmation of the coverage of the opening hours/days of operation across the reporting period.
- A breakdown by of the number of cases dealt with relating to a council service such as housing or benefits broken down by detailing the precise nature of the issue (for example for a housing case was the contact regarding homelessness, property disrepair, availability of grants)
- An overview of the number and type of cases dealt with for services not directly associated with the Council

- Any social trend issues which can be identified as patterns emerging from the cases dealt with which may be useful to the Local Strategic Partnership and Council in shaping future Community Strategy and Council Objectives/Action Plans.
- When CAB markets itself through any publication or advert, the Fylde Borough Council logo should be used together with wording to indicate funding support where the independence of the CAB would not be impinged and adverts/publications supporting this requirement should be part of the annual report to the Community Outlook Scrutiny Committee or other relevant Committee
- Evidence of applications of additional funding and the purpose of that funding together with the outcomes of applications
- A breakdown of the level of complaints received within the six months reporting period and how they have been resolved
- Information on risk management measures in place as detailed under ancillary measures.

Qualitative

- Satisfaction surveys regarding the provision and quality of the service should be made available to all that utilise the service. Reporting on satisfaction levels should be a part of the six monthly reporting arrangements. Satisfaction surveys should be based on a 10 % return of all customers to the service.
- The CAB will maintain the Legal Service Commission Quality Mark in the General Help Level.

Christine Miller, Head of Partnerships, is now the lead officer for this partnership and will be in attendance at the meeting to address any queries.

IMPLICATIONS	
Finance	The council makes an annual grant to the CAB which comprises a cash grant and in kind costs which subsidise its lease for a council owned building. The total costs amount to support of around £70,000.
Legal	The Fylde CAB has a Service Level Agreement with the Council.
Community Safety	
Human Rights and Equalities	The CAB service provides an impartial advisory service to residents across the whole of the Borough through a face to face or telephone service. In particular, it provides support to individuals within the community who are vulnerable in terms of the problems they face.
Sustainability	The streamlining of the CAB operations within Fylde has provided a more sustainable CAB service in the medium term. The work of the CAB supports council activity across a number of areas as detailed within the report.

Health & Safety and Risk Management	The Fylde CAB has provided a risk assessment of its operations as a requirement of its SLA with the Council. This will require review by the Council's Risk Management and Insurance Officer to ensure it meets the council's requirements.
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Report Author	Tel	Date	Doc ID
Tracy Scholes	(01253) 658521	Date of report	17 May 2010

List of Background Papers		
Name of document	Date	Where available for inspection
Document name		Council office or website address

Attached documents

1. Performance report from Fylde CAB

Fylde Citizens Advice Bureau
Report to Community Focus Scrutiny Committee - FBC
May 27th 2010

Introduction

Fylde Citizens Advice Bureau (CAB) is now in its first year of a new three-year SLA with Fylde Borough Council (FBC). During the past three years we have successfully expanded our service to better meet the needs of the whole Fylde population.

The Advice Service

Since 7th September 2007 we have been open five days a week at our Kirkham base. In March 2008 we commenced an outreach in St Annes on alternate Tuesday mornings and in March 2009 the outreach was extended to a weekly service. This is running in conjunction with Age Concern who provide premises free of charge at their base in St Georges Rd. St Annes. There are four appointments made each outreach session and the appointments are made through Age Concern.

Fylde CAB in Kirkham is open to clients each day on a drop-in, telephone or email basis from 9am to 4pm. We offer 18 appointment slots each week to clients who have a time constraint or who have a particularly complex problem. Friday afternoon is a designated telephone advice only session from 12.30pm to 4pm.

We are making as much provision as possible for those victims of the credit crunch to access our services, with two out of the four daily appointments at our Kirkham office being allocated to debt clients and with the increased outreach service in St Annes providing extra help.

Once a fortnight, on a Wednesday morning, a specialist debt advice service is provided at Kirkham under the Financial Inclusion Fund (FIF) project. This project is for those clients who fit the FIF criteria only.

We are taking an active role in the Fylde LSP theme groups Health and Well-being and Economic Development (Wyse Money in particular). We also regularly attend the Homelessness Action Group and provide debt and housing statistics on a quarterly basis.

We continue to work closely with Fylde Borough Council's Housing department and we are the nominated money advice provider for FBC's potential Mortgage Rescue scheme clients. Now that some Fylde benefits are administered by Blackpool Council we have been asked to take part in their 'Advice Bus' project. The bus comes to Kirkham and Freckleton on a regular basis and Fylde CAB is able to use the bus to publicise the service and to arrange for Advice to be given.

We are continuing to develop a good community network throughout Fylde which will benefit clients through increased service awareness and referral procedures.

We are a partner in the Fylde Coast Advicelink project which was a successful bid to the big lottery fund and began July 2008. The project is preparing some publicity materials for use by all member agencies. Being part of the network will improve networking, training and future opportunities for funding. Fylde Counselling service also use one of our interview rooms on a Friday afternoon on an ad-hoc basis.

We have recently set up a referral procedure in conjunction with Fylde Coast Domestic Violence unit and we have the use of an Advicelink employed benefit specialist who can do an occasional home visit for clients in need. We continue to have a referral procedure for DISC Floating Support in Fylde and will continue to work with Disability Information And Support as their funding allows.

We have collaborated with Jan Royle who is the District Parent Support Advisor for Fylde, employed by Lancashire County Council, to advertise details of our service on publicity materials they are producing. A credit card size keyring fob is to be produced for each service in Fylde taking part and distributed to every home in Fylde that has children. This is due to take place in June.

We work regularly with the DWP and will again be taking part in their Community Project 5000 in the summer and we have been selected as a pilot Bureau for the DWP Trusted Intermediaries Project. We still also attend Kirkham Prison Family Days on a regular basis.

We continue to explore ways of increasing our levels of service to the wider community. We have our own website www.fyldecab.org.uk enabling the public to find us more easily and to access general Citizens Advice information through a link to www.adviceguide.org.uk. Links are also provided to other useful websites.

The local press publicise our opening times, requests for volunteers and events arranged. The profile of Social Policy work within the Bureau has been raised by the publication of a number of recent press reports. One of our volunteers has recently agreed to become our Social Policy co-ordinator and this should help ensure we take an active part in initiatives both locally and nationally.

We produce a regular newsletter that goes to all members of our Management Committee, all Fylde Borough Councillors and other interested parties.

We have just undertaken a period of Customer Satisfaction surveying – 22nd February to 2nd April 2010. We have had a return of approx 18.2% of clients within this period, with 64 responses from 352 clients. We are pleased with this outcome, as the targeted figure was a response of at least 10%. Results from this period have shown that generally our clients are very happy with the service provided by Fylde CAB, would use us again and would recommend us to others. A graph showing details of the latest Client Satisfaction Survey is attached as **Attachment 1** to this report.

The only areas for slight concern are accessibility and opening times. Accessibility refers to geographical location of the Bureau rather than access to the building, which is fully DDA compliant. We are hoping to address the issue of opening times over the next few weeks.

An exercise has been completed to establish the value of Debts and financial gains to Clients as a consequence of advice provided by the Bureau in March 2010. The results can be seen in **Attachment 2** to this report together with a comparison of the figures for the same month in 2008 and 2009.

Staffing

Our Bureau now has three paid members of staff: Kim(Manager) working 27 hours per week, Louise (Deputy Manager) working 37 hours, and one project worker working 12 hours a week. Fylde Bureau also has 18 fully trained volunteer Advisors, three trainee Advisors and two trainees. In addition to this we have one volunteer who comes in weekly to perform computer maintenance and one who comes weekly to update our local information and to do administration.

Funding opportunities update since last report

United Utilities - We submitted a bid to United Utilities last summer to run a small project implementing a new Support Tariff. We were successful in this bid and the project began in August 2009. The project is due to continue until the end of March 2011. The project pays for a project worker to see clients for two days a week and assess them to see if the new Support Tariff is the most suitable option for them. Some clients have made large savings on their water bills through this project and have been assisted in paying back a small amount towards any water debt.

Money Advice Training - We have developed our own debt course for the instruction of frontline debt workers. We are using it to train our own workers in conjunction with the Citizens Advice debt courses. We intend to explore whether there would be any funding available to develop this course further and 'sell' it to other organisations that deal with the public face to face.

EDF Energy Trust – We submitted a bid to the Trust so develop a self-help debt pack, using our in-house material and that provided by Citizens Advice. The bid was unsuccessful.

HMRC – This bid was for a one day a week worker to advise clients specifically on HMRC products. We intended to target different HMRC products throughout the year and tailor our advice sessions both in content and location to those Fylde residents likely to need assistance understanding the product. The bid was unsuccessful.

Lancashire Local Gateway Grants – This project bid (Access For All) is to provide a one day a week Session Supervisor for the main Kirkham Bureau. This will enable our current Supervisor to run a weekend and evening session for clients who find it difficult to access our service at present. We have been awarded partial funding for this bid and so subsequently put in a last minute application to the **Local Strategic Partnership** for a small amount to allow the full project to go ahead. This project will begin as soon as both funding awards are confirmed in writing and recruitment has taken place. We intend to move as quickly as possible on this and are hopeful of beginning in July.

DWP – We have been asked by New Fylde Housing to support a bid for funding to develop the Tenant Zone at their Kilnhouse Lane premises. They wish to be able to run Advice outreach sessions in this new area and

are keen for us to be one of the agencies taking part. We have pledged our support and are waiting to hear the outcome.

LSC - At present we do not have sufficient resources to be able to employ a part-time worker at the Bureau, however we are working with Blackpool and Wyre CAB on a bid to the LSC under which Fylde and Wyre will be access points. We would receive a contribution to overheads from the bid should it be successful dependant on the amount of time a worker would spend at the Bureau.

Our restraints in all funding bids are, and are likely to continue to be, staffing and premises. We have limited space to train new volunteers and to house project workers who will need to spend some time in the main Bureau.

Future of the Advice Service

As we have shown we are intending to increase the level of service we provide to clients by exploring funding and expansion opportunities as they arise. For all projects bids secure core funding is essential for them to even be considered and we are therefore pleased to have a new three year SLA in place with FBC.

We are intending to begin our Access For All project as soon as possible are we are keen to explore further outreach opportunities throughout Fylde.

An enhanced 'Gateway Interviewing' procedure will gradually be implemented at Fylde CAB over the next year. This is where a trained Gateway Advisor interviews clients (15 mins) in order to ascertain whether a clients problem can be dealt with immediately, whether the client needs a full interview or whether an appointment should be made for another day. We have begun using this procedure during busy periods for drop-in clients and now intend to increase its use for telephone enquiries. We anticipate that this will mean more telephones being answered and clients dealt with on first time of contact.

Statistical Information Required by Service Level Agreement

The Bureau has had **zero** closures since last Outlook and Scrutiny Committee report with two days where the Bureau closed early due to adverse weather conditions (snow). Any necessary closure would be brought to the attention of Tracy Scholes at FBC. There has been one

complaint made to the Bureau which was dealt with using our internal complaints procedure.

Client/Enquiry Numbers in 2009/10

In the financial year **09/10** a total of **2,619** clients were seen and **2,818** enquiries dealt with. This equates to an average of **54** clients per week with **58** enquiries per week (discounting two very quiet weeks around Christmas due to the snow). Each enquiry raised may cover more than one subject, or social policy issue.

Classification of clients issues by social policy area in the financial year 09/10

Category	Q1	Q2	Q3	Q4	Total New Issues	Col %
Ben	401	307	277	334	1,319	17.9
Con	99	68	79	82	328	4.4
Deb	1390	462	732	320	2,904	39.3
Edu	7	15	5	12	39	0.5
Emp	226	150	179	181	736	10.0
Fin	32	38	18	23	111	1.5
Hea	20	21	10	23	74	1.0
Hou	111	109	97	134	451	6.1
Imm	7	13	5	2	27	0.4
Leg	95	80	51	80	306	4.1
Oth	27	17	15	23	82	1.1
Rel	85	87	88	122	382	5.2
Sig	22	4	19	14	59	0.8
Tax	19	13	4	17	53	0.7
Tra	38	22	20	34	114	1.5
Uti	34	76	119	169	398	5.4
Total	2613	1482	1718	1570	7,383	100.0

A total of 40 enquiries, which constituted an area of social policy concern, were raised to region for use in regional and/or national campaigns.

Note about Debt - Debt is still the highest area of use with debt clients making up approx 39% of clients seen by the Bureau.

Fylde residents from Lytham/St Annes LA Wards using Fylde CAB

The percentage of Fylde clients coming to us from Local Authority wards outside the immediate Kirkham area is at present 36%.

FYLDE WARDS 2009/10

LA Ward	%	L/StA
Clifton	2.4	*
Park	4.2	*
Ansdell	2.6	*
Ashton	3.1	*
Central	4.9	*
Elswick and Little Eccleston	1.1	
Fairhaven	3.0	*
Freckleton East	7.2	
Freckleton West	6.7	
Heyhouses	3.5	*
Kilnhouse	3.4	*
Kirkham North	12.4	
Kirkham South	9.0	
Medlar-with-Wesham	11.3	
Newton and Treales	5.4	
Ribby-with-Wrea	1.4	
Singleton and Greenhalgh	0.8	
Staining and Weeton	1.5	
St Johns	5.7	*

St Leonards	3.0	*
Warton and Westby	7.4	
Total	100	

***= 11.4% in 2005/2006 *= 25.3% in 2006/2007**

***= 27.6% in 2007/2008 *= 35.0% in 2008/2009**

***= 36.0% in 2009/2010**

STATISTICS identified as of particular interest to FBC

Housing

	2009/10				
	Q1	Q2	Q3	Q4	
2 Actual homelessness	3	6	7	9	6
3 Threatened homelessness	4	10	7	12	7
4 LA homelessness service	9	3	1	9	5
5 Access to+provision of accomm.	4	7	3	14	6
6 Local Authority housing	5	0	5	4	3
7 Housing assoc. property	11	3	7	4	6
8 Private sector rented propty	34	36	39	44	34
9 Owner occupier property	15	20	14	15	14
10 Environml+neighbour issues	15	15	5	7	9
99 Other housing issues	11	9	9	16	10

Statistics are regularly submitted to the FBC Housing team (Lucy Wright) for use by the Homelessness action group and for development of the housing strategy. Debt and benefit information and statistics are also provided on a regular basis.

Benefits

	2009/10				
	Q1	Q2	Q3	Q4	%
2 Income Support	25	14	12	13	5
3 Pension Credit	23	14	11	15	5
4 Social Fund Loans-Crisis	5	5	2	5	1

5 Social Fund Loans- Budgeting	4	1	0	5	1
6 SF Community Care Grants	1	0	1	2	0
7 Housing Benefit	51	37	29	36	12
8 Child Benefit	6	4	8	18	3
9 Council Tax Benefit	56	34	35	40	13
10 Working+Child Tax Credits	32	39	20	52	11
11 Jobseekers Allowance	25	16	20	20	6
12 National Insurance	2	2	1	1	1
13 State Retirement Pension	12	7	5	8	2
14 Incapacity Benefit	17	13	12	10	4
15 DLA-Care Component	24	20	17	17	6
16 DLA-Mobility Component	17	22	12	12	5
17 Attendance Allowance	7	6	13	6	2
18 Carers Allowance	20	14	9	4	4
19 Employment Support Allowance	25	11	16	13	5
99 Other benefits issues	49	48	54	57	16

The Future of Fylde CAB

Fylde Citizens Advice Bureau intends to maintain the expansion of its services in order to meet the demands of a Fylde wide Citizens Advice service. We will continue with a vigorous training programme for our workers in order to ensure we meet the needs of Fylde residents effectively.

Also we will continue to seek other methods of additional funding to benefit the people of the Fylde and will continue to explore areas where partnership working may lead to an improvement in the quality of advice we can offer.

Our commitment to be an independent, impartial and completely confidential service will continue to be paramount.

Kim Cook
Bureau Manager - May 2010

Attachment 2

Debts and Gains Comparison Figures

Debts and Gains March 2008

Total debts seen	£565,464.63
Total debt re-scheduled	£273,157.89
Total debt written off	£120,916.78
Total benefit gains	£85,407.18
Total grants received	£0.00
Total wages/pay	£7,535.00
Total Lump sum payments	£32,662.17
Total value of other services	£0.00
Total gains	£125,604.35

Debts and Gains March 2009

Total debts seen	£658,833.52
Total debt re-scheduled	£295,202.97
Total debt written off	£5,797.77

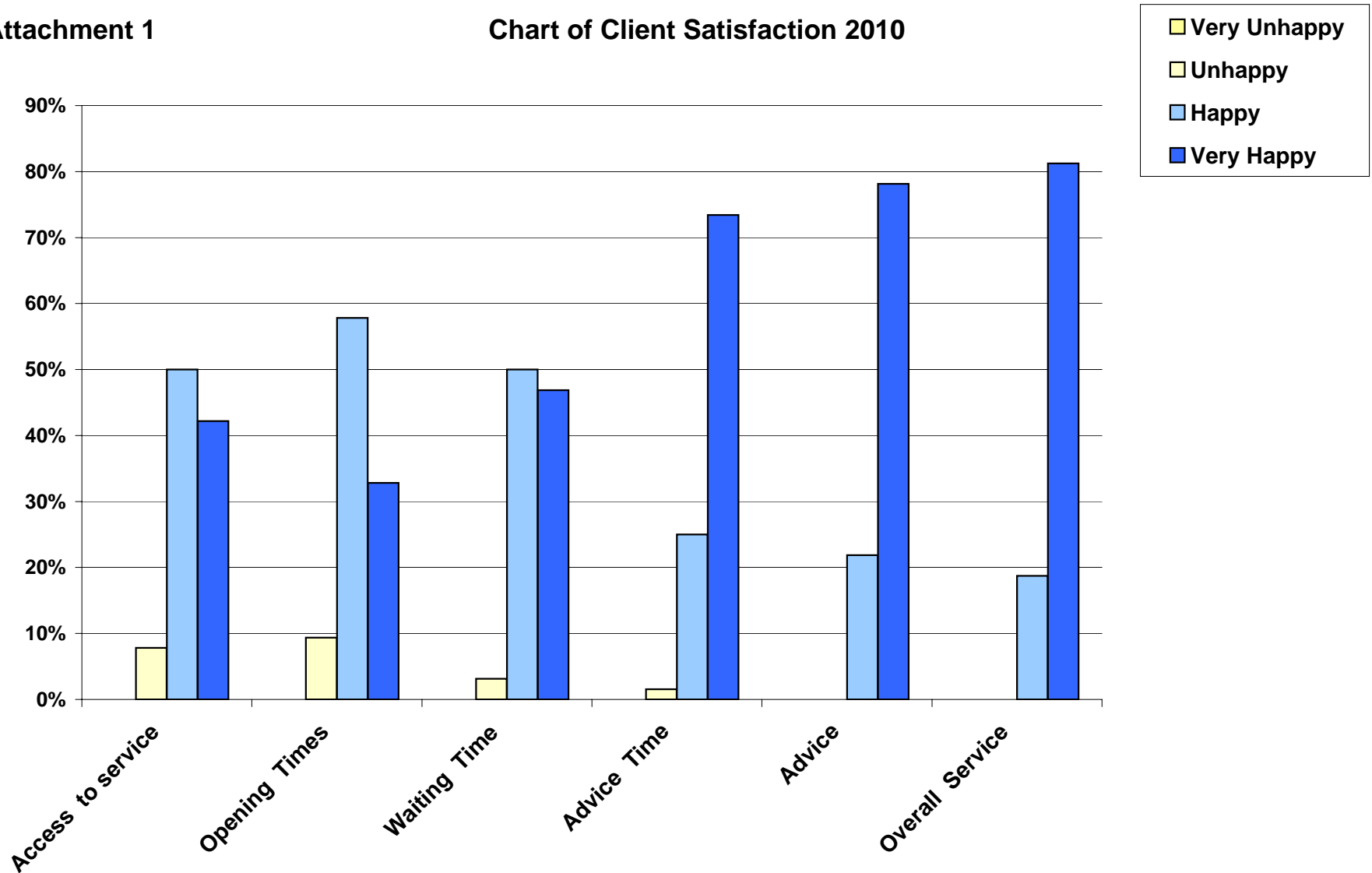
Total benefit gains	£154,999.65
Total grants received	£1,850.00
Total wages/pay	£17,023.22
Total Lump sum payments	£175,586.00
Total value of other services	£1,000.00
Total gains	£350,458.87

Debts and Gains March 2010

Total debts seen	£1,114,079.48
Total debt re-scheduled	£210,203.85
Total debt written off	£192,241.94
Total benefit gains	£325,329.12
Total grants received	£16,854.08
Total wages/pay	£27,111.35
Total Lump sum payments	£35,361.85
Total value of other services	£18,852.32
Total gains	£423,508.72

Attachment 1

Chart of Client Satisfaction 2010



REPORT

REPORT OF	MEETING	DATE	ITEM NO
GOVERNANCE & PARTNERSHIPS	COMMUNITY FOCUS SCRUTINY COMMITTEE	27 TH MAY 2010	5

PERFORMANCE EXCEPTION REPORT

Public Item

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

Summary

This report presents the performance data for the council for the 2009/10 year. Both under and over performance is highlighted and supporting commentary is provided. The report is in a revised format to reflect the new performance management system, Performance Plus. The new system uses icons that will be explained at the meeting and are summarised within the report. Information is also provided on any changes to either local or national indicators.

Recommendation

That the performance for 2009/10 is noted together with the removal of national and local indicators and members are invited to make recommendations for any further updates which might be required.

Members will see that the presentation of data is now much more comprehensive following the introduction of the new *performance +* management system. The committee is therefore asked to consider how it would prefer the data to be presented and which performance issues it wishes to receive information on in the future, either routinely or by exception.

1. New Performance Management System – Performance Plus

What does it all mean?

Status Icons



Over Performance - The Indicator or Action is over performing against target. If this is an action it may be the action has been completed early or to a better standard than first anticipated.



On track - The Indicator or Action is performing within tolerance of target. If this is an action it may be completed to an acceptable level and to an acceptable standard. It has produced the result expected.



Cautionary Under Performance - The Indicator or Action is moderately under performing. Whilst the indicator has slipped from target it may be a minor blip overall or minor action will remedy it. If this is an action it may have slipped in terms of time or quality or been completed but not to satisfactory standards or produced the result expected.



Under Performance - The Indicator or Action is under performing against target. If this is an action it will have slipped more than one quarter behind expected delivery, have been delivered on time but not within other tolerances such as quality, budget or will have failed to deliver most or any of the expected results.



Missing Data - The Indicator or Action is missing information. It has not been updated, no progress either positive or negative can be shared or the effect evaluated.

Performance Icons



Change in Performance - Narrowed the Gap
From the previous period to the current the **gap between the actual and target** have narrowed. It is **closer** to target than last time.



Change in Performance - The same
From the previous period to the current the **gap between the actual and target** has stayed the **same distance** apart. It is the same as last time.



Change in Performance - Widened Gap
From the previous period to the current the **gap between the actual and target** has grown. The actual is **further away** from target than last time.



Direction of Travel -
These icons show the change in Actual figures from one period to the next. They show where the actual has increased or decreased and that **this is not what was desired**.



Direction of Travel -
These icons show the change in Actual figures from one period to the next. They show where the actual has increase or decreased and **this is what was desired**.

2. Changes in performance indicators for 2010/11.

Over the coming 12 months there will be a review of all performance information collected by the authority. This is to ensure that the data being collected is the most relevant and useful to the organisation. Once the review has been completed a report will be produced for the consideration of the Committee. A number of national indicators have already been removed by the Audit Commission and these are summarised below. Indicators are not applicable to this council have been shaded. The remaining indicators will continue to be measured through The Place Survey or as a local indicator.

NI	Indicator Title	Comment
NI 002	% of people who feel that they belong to their neighbourhood	Place Survey (local)
NI 003	Civic participation in the local area	Place Survey (local)
NI 010	Visits to museums and galleries	Place Survey (local)
NI 013	Migrants English language skills and knowledge	N/A
NI 014	Avoidable contact: The proportion of customer contact that is of low or no value to the customer	Local Quarterly from 10/11
NI 023	Perceptions that people in the area treat one another with respect and consideration	N/A
NI 033	Arson incidents	N/A
NI 037	Awareness of civil protection arrangements in the local area	Place Survey (local)
NI 046	Young offenders access to suitable accommodation	N/A
NI 049	Number of primary fires and related fatalities and non-fatal casualties, excluding precautionary checks	LAA
NI 132	Timeliness of social care assessment (all adults)	N/A
NI 133	Timeliness of social care packages following assessment	N/A
NI 140	Fair treatment by local services	Place Survey (local)
NI 170	Previously developed land that has been vacant or derelict for more than 5 years	N/A
NI 174	Skills gaps in the current workforce reported by employers	N/A
NI 180	The number of changes of circumstances which affect customers' Housing Benefit/ Council Tax Benefit entitlements within the year	Quarterly Local
NI 183	Impact of local authority regulatory services on the fair trading environment	Local
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	Local

Removal of Local Performance Indicators

Proposals have been made to remove some local performance indicators.

Several local performance indicators have been collated on the human resource service as part of a commitment through the Lancashire Strategic Human Resource Officers Group. These indicators are listed below:

- FYS03 The number of days sickness absence per employee (all sickness)
- FYS04 The percentage of long term sickness
- FYS05 The percentage of employees with a disability
- FYS06 The percentage of employees from ethnic minority communities
- FYS20 The cost of recruitment per vacancy
- FYS21 The cost of the HR service per employee
- FYS22 The cost of the HR function as a percentage of organizational expenditure
- FYS23 Leavers in the last 12 months as a percentage of the average total staff
- FYS28 Percentage of employees aged 50 or over

The majority of the indicators are reported on an annual basis and have proved to be useful statistical measures. It is proposed that FYS05 the percentage of employees with a disability, FYS06 the percentage of employees from ethnic minority communities and FYS28 the percentage of employees aged 50 or over are no longer included in the annual performance report. The measures are not performance related and are statistics that will be reported in the People Strategy. The remainder of the measures will be retained.

Two further local indicators linked to training and development have also been piloted in 2009/10 and are listed below:

- FYS11 The percentage of employee appraisals completed
- FYS17 The percentage of council employees trained in customer care

The basic customer care training is a compulsory part of the induction process and although the course has not operated for 18 months the resources and capacity are now in place to 'catch up' and ensure that the 42 starters during the last 18 months receive the training. The percentage of employees trained in customer care will therefore be 100% because it is a compulsory element of their induction process. All additional customer service training requirements bespoke to staff that have regular customer contact is identified through the annual development appraisals. It is recommended that FYS17 the percentage of council employees trained in customer care is deleted as a local indicator.

FYS11 the percentage of employee appraisals completed is an indicator that requires a significant degree of administration to ensure it's accuracy. Because of the need to reduce staff numbers and focus on other priorities the administration of this indicator has fallen on a senior officer and as such does not represent best value for the authority. A review will be carried out to implement a more efficient means of collating the data for this indicator during which time the indicator will not reported upon.

3. Performance Report

A summary of all performance for 2009/10 is attached as an appendix. The Committee's attention is drawn to under and over performance in particular and this is summarised below. The report is structured to reflect under and over performance per Directorate to allow members to scrutinise and ask questions of each Director in turn.

The plain text is added by the Corporate Performance Officer regarding statistical information followed by the *italicised* text which is the comment made by relevant Officers.

All issues and questions brought to the attention of the Corporate Performance Officer in the last meeting held on the 15th April 2010 are addressed either in the body of the report or will be addressed by officers present at the meeting.

Strategic Development

Processing of 'minor' and 'other' planning applications (NI157b and NI157c) haven't met planned targets. NI157b (processing of minor applications within 8 weeks) was 55.56% which fell short of the target of 65% by just under 10% and NI157c (processing of other applications within 8 weeks) was 69.95% which fell short of the target of 90% by just over 20%.

Processing of major applications within 13 weeks (NI157a) has seen a dramatic increase in performance from 52.7% processed on time to 79.31% in 2009/10 out stripping its target by nearly 20%.

Paul Rossington, Development Manager, is to give a full explanation of past and present performance of all 3 of the National Indicators relating to processing of planning applications major, minor and others at the meeting.

The number of affordable homes delivered (gross) (NI155) This indicator measures the number of affordable homes delivered (gross) and at the last quarter ended (31st December 2009) this was 30 against a target of 55 to be achieved by the 31st March 2010. The position at the 31st March is that 40 new affordable homes were completed during 2009/10.

Members will be aware that the delivery of this target is through our Housing Association development partners through schemes developed in agreement with the Council. At the start of the year the target of 55 additional units was on track however the following issues have arisen. Units expected through New Fylde Housing at Heyhouses have been delayed due to highways issues; 10 units on the development were completed by 22nd March 2010. The remaining units will now be counted in 2010/11. In addition new units also being delivered through New Fylde housing at Mythop Rd, Weeton were initially delayed due to the adverse weather conditions and will now be delayed further due to issues with the services connections.

However the achievement of 40 units at a time of a major recession in the housing market is to be welcomed and units not constructed in 2009/10 but to be constructed at a future date will clearly help to meet future targets.

Community Services

The number of households living in temporary accommodation as at 31 March 2010 was 4, against a target of 6.

This target relates to the number of households living in temporary accommodation provided by the Council through its homelessness obligations.

Fylde BC has access to 13 units of temporary accommodation available through New Fylde Housing. When these units are not available (due to being occupied, undergoing repair or not suitable to the families needs) a homeless household is provided with a place at a bed and breakfast or holiday flat, which is often outside of the Borough.

At the 31st March 2010 six households were in the temporary units. Two of these households had accepted other permanent accommodation, and were in the process moving out and are not included in the year end figure.

This performance was extremely welcome and a number of factors contributed to its achievement. These include the success of the Invest to Save budget, access to new affordable housing and a reduction in the number of homeless presentations. However there is concern that this success may not be sustained in the current economic and housing climate.

To achieve and sustain no more than 6 households in temporary accommodation is an extremely challenging target. In Fylde the main reasons for homelessness are the end of a private sector tenancy and family/friends not being able to continue to accommodate the household; both issues that are not in the Council's direct control.

An additional funding bid has been made to the LSP for a project to provide an incentive to landlords and to tenants to sustain private sector tenancies. The funding has now been confirmed and the project will be implemented over the summer months.

Implementation of this, and other homelessness prevention measures, alone cannot guarantee that temporary accommodation will not be needed. Factors influencing the need for temporary accommodation were outlined in a previous report i.e.:

- The increased number of homeless households with complex needs requiring support from a number of agencies.*
- The provision of good quality supported housing. For some households the quality of the temporary accommodation available is inadequate due to a lack of on site supervision and support.*
- A sustained level of homelessness presentations for whom existing homelessness prevention measures are not appropriate*
- The inability to access sufficient affordable and social housing in the Borough, to move households on from temporary accommodation*

The need for and use of temporary accommodation is monitored on a weekly basis within the housing team and as such any adverse trends and issues will be quickly identified.

Members will also recall the detailed report presented for consideration at the last Community Focus Scrutiny Committee which discussed these issues.

Governance & Partnerships

The average number of days to respond to all Freedom of Information requests (FLI016) has decreased by 3.28 days bringing the average number of days to 6.02 days a 35% decrease.

Factors contributing to this improved performance included a change in the day-to-day responsibility for handling requests and an enhanced working protocol with shared service partners for dealing with requests.

Customer & Operational Services

The cost of recruitment per vacancy (FLI004) and Cost of HR per employee (FLI009) have risen by 77.46% from £125.84 to £223.31 and 12.69% from £394 to £444 respectively. Although the Cost of HR function as a % of organisational expenditure has fallen from 1.6% to 0.7%

Recruitment costs per employee have increased because there were fewer new employees recruited in 2009/10 than in 2008/09 as a result of the need to restructure and achieve savings. The

basic cost of providing the primary online advertising through the 'Jobsgopublic' website has remained constant. The figure was also affected by the number of managers using additional advertising for vacant posts i.e. the local or national press for senior posts or posts that have been difficult to recruit to in the past. A standard local newspaper advertisement can be in excess of £250 which is more than the cost of recruitment per vacancy for 2009/10.

The cost of the HR service per employee has increased because there are fewer employees on the establishment in 2009/10. The overall cost of the service was reduced by £14,290 for 2009/10 because of the reduced number of staff however only 40% of the overall charge of the service is based on the number of employees on the establishment. The remaining 60% is a fixed charge for the essential human resource services required by any organisation i.e. policy, procedures, employment law etc. The total cost of the service has decreased but the per capita cost has increased because the reduced number of employees that the total cost is divided by includes the fixed cost element of the charge.

The number of missed bins per 100,000 collections has risen from 38 to 53 in the last year a 39.47% increase.

The performance has been affected by the changes made to the service throughout the year with changes to collection staff, rounds and recycling materials as part of the longer term improvements to the waste service. The figure represents 0.053% of all collections made or 1033 bins missed per annum out of approximately 1.95 million collections.

Levels of detritus (NI195b) have more than halved from 13% of sites surveyed falling below standards to just 4%.

The levels of cleanliness across the borough have always been high and the performance over the year has supported this.

The percentage of long term sickness (FLI001) and the number of day's sickness absence per FTE have both seen marked improvement. Long term sickness having reduced from 61% of total sickness to 52% and the number of day's sickness per FTE having dropped by 2.74 days from 13.18 to 10.44 days per FTE.

This performance has been achieved through a Council wide focus on supporting employees back to work, targeting the causes of long term sickness absence and recognising good attendance. The figure of 10.44 days per employee is below the very ambitious target of 10.50 days but is still above the national average for local authorities and every effort will be made to ensure that this performance continues to improve.

Portfolio Holder

The Cabinet Portfolio Holder for Partnerships and Community Engagement is Councillor Karen Buckley.

Risk Assessment

This item is for information only and makes no recommendations. Therefore there are no risks to address

Report Author	Tel	Date	Doc ID
Darius Ward	(01253) 658624	14 th May 2010	

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

FBC: Governance & Partnerships								
	Actual 8/9	Target 8/9	Actual 9/10	Target 9/10	08/09 Perf	09/10 Perf	DoT	ChiP
FLI025: Gov & partnerships NI179 VFM Efficiency Savings	New 2010/11 Indicator							
NI180 The number of changes of circumstances affecting HB/CTB entitlement processed within the year	471	Baseline Year	Available June	437.5	n/r	?	?	?
NI181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	No DWP Data	No DWP data	12.27	15	n/r	★	n/r	n/r
FBC: Finance								
	Actual 8/9	Target 8/9	Actual 9/10	Target 9/10	08/09 Perf	09/10 Perf	DoT	ChiP
FLI020: Percentage of undisputed invoices paid within 30 of receipt or within agreed payment terms	96.33	96	95.11	95	●	●	✖	✖
NI179 Value for money- total net value of on-going cash-releasing gains since start of 2008-9	429500	467010	Available July	948030	●	?	?	?
FBC: Governance								
	Actual 8/9	Target 8/9	Actual 9/10	Target 9/10	08/09 Perf	09/10 Perf	DoT	ChiP
FLI015: Percentage of overdue freedom of information requests (FOI)	14.37	0	10.53	0	▲	▲	✓	■
FLI016: Average number of days to respond to all Freedom of Information requests (FOI)	9.3	7.5	6.02	7.5	▲	★	✓	✓
FBC: Partnerships								
	Actual 8/9	Target 8/9	Actual 9/10	Target 9/10	08/09 Perf	09/10 Perf	DoT	ChiP
NI015 Serious violent crime rate	0.43	0.37	0.37	0.43	▲	★	✓	✓
NI016 Serious acquisitive crime rate	5.65	6.51	5.29	5.65	★	●	✓	✓
NI020 Assault with injury crime rate	4.38	4.51	3.73	4.38	●	★	✓	✖
NI032 Repeat incidents of domestic violence	26	28	22	28	●	★	✓	✓
NI035 Building resilience to violent extremism	3	3	2.8	3	●	●	✖	✖
FBC: Strategic Development								
	Actual 8/9	Target 8/9	Actual 9/10	Target 9/10	08/09 Perf	09/10 Perf	DoT	ChiP
FLI026: Strategic Dev NI179 VFM Efficiency Savings	New 2010/11 Indicator							
NI185 CO2 reduction from Local Authority operations	1041356	not set	Available Sept	?	n/r	?	?	n/r
NI186 Per capita reduction in CO2 emissions in the LA area	3.66	8.88	Available Sept	8.62	▲	?	?	?
NI188 Planning to adapt to Climate Change	0	1	1	2	▲	▲	✓	✓
FBC: Planning Services								
	Actual 8/9	Target 8/9	Actual 9/10	Target 9/10	08/09 Perf	09/10 Perf	DoT	ChiP
FLIPS001a: Number of major planning applications	New 2010/11 Indicator							
FLIPS001ai: Number of overdue major applications	New 2010/11 Indicator							
FLIPS001aii: Number of major applications overdue by 10 days or less	New 2010/11 Indicator							
FLIPS001aiii: The average speed of determination for major applications	New 2010/11 Indicator							
FLIPS001b: Number of minor applications	New 2010/11 Indicator							
FLIPS001bi: Number of overdue minor applications	New 2010/11 Indicator							
FLIPS001bii: Number of minor applications overdue by 10 days or less	New 2010/11 Indicator							
FLIPS001biii: The average speed of determination for minor applications	New 2010/11 Indicator							
FLIPS001c: Number of other applications	New 2010/11 Indicator							
FLIPS001ci: Number of overdue other applications	New 2010/11 Indicator							
FLIPS001cii: Number of other application overdue by 10 days or less	New 2010/11 Indicator							
FLIPS001ciii: The average speed of determination for other applications	New 2010/11 Indicator							
NI157a Processing of major applications within 13 weeks	52.7	60	79.31	60	▲	★	✓	✓
NI157b Processing of minor applications within 8 weeks	48.34	65	55.56	65	▲	▲	✓	✓
NI157c Processing of other applications within 8 weeks	69.82	90	69.95	90	▲	▲	✓	✓

Continued....

FBC: Regeneration & Tourism								
FBC: Technical Services								
	Actual 8/9	Target 8/9	Actual 9/10	Target 9/10	08/09 Perf	09/10 Perf	DoT	ChiP
NI154 Net additional homes provided	305	204	Available June	306	★	?	?	?
NI155 Number of affordable homes delivered (gross)	61	50	40	55	★	▲	✖	✖
FBC: Customer & Operational Services								
	Actual 8/9	Target 8/9	Actual 9/10	Target 9/10	08/09 Perf	09/10 Perf	DoT	ChiP
FLI004: Percentage of employee appraisals complete	79.53	90	92	95	▲	●	✓	✓
FLI008: Cost of recruitment per vacancy	125.84	120	223.31	120	●	▲	✖	✖
FLI009: Cost of HR service per employee	394	375	444	375	●	▲	✖	✖
FLI010: Cost of HR function as a % of organisational expenditure	1.6	1.5	0.7	1.5	●	★	✓	✓
FLI011: Leavers in the last 12 months as a % of average total staff	11.23	12	14	10	●	▲	✖	✖
FLI012: Percentage of employees aged 50 or over	30.6	30	35	30	●	★	✓	✓
FLI024: Cust & Op Services NI179 VFM Efficiency Savings	New 2010/11 Indicator							
FBC: Customer Services								
	Actual 8/9	Target 8/9	Actual 9/10	Target 9/10	08/09 Perf	09/10 Perf	DoT	ChiP
FLI002: Percentage of Council Employees trained in customer care	96	75	84	95	★	▲	✖	✖
FLI013: The number of unique hits in the council's website www.fylde.gov.uk	171517	155000	253280	160000	★	★	✓	✓
FLI014: Number of customer transactions carried out online	24106	16000	28602	27000	★	●	✓	✖
FLI017: Percentage of phone calls to 01253 658658 answered	80.21	84	82.81	80	▲	★	✓	✓
FLI018: Percentage satisfaction with the service provided by Fylde Borough Council	No data	No data	85.81	90	n/r	●	n/r	n/r
FLI018n: Number of People used in survey	No data	No data	472	1200	n/r	n/r	n/r	n/r
FLI018p: Positive responses to survey	No data	No data	405	1104	n/r	n/r	n/r	n/r
FLICS001: No of calls answered	79539	n/r	79257	n/r	n/r	n/r	n/r	n/r
FLICS002: No of calls offered	99431	n/r	95711	n/r	n/r	n/r	n/r	n/r
FLICS003: No of calls abandoned	19892	n/r	16454	n/r	n/r	n/r	n/r	n/r
FLICS005: Average time to answer calls (Decimalised Minutes)	1.66	n/r	1.51	n/r	n/r	n/r	n/r	n/r
FLICS006: Average handling time for calls (Decimalised Minutes)	3.53	n/r	3.61	n/r	n/r	n/r	n/r	n/r
FLICS007: No of Reception Enquiries	12192	n/r	11374	n/r	n/r	n/r	n/r	n/r
FLICS008: No of Counter Enquiries	19704	n/r	17689	n/r	n/r	n/r	n/r	n/r
FLICS008a: Average wait time at Counter (Decimalised Minutes)	8.17	n/r	7.8	n/r	n/r	n/r	n/r	n/r
FLICS008b: Average serve time at Counter (Decimalised Minutes)	9.61	n/r	9.6	n/r	n/r	n/r	n/r	n/r
FLICS009: No of emails recieved	2197	n/r	9081	n/r	n/r	n/r	n/r	n/r
FLICS010: Percentage of emails actioned within 3.25 days	100	n/r	100	n/r	n/r	n/r	n/r	n/r
FLICS011: Number of online transactions	824	n/r	9443	n/r	n/r	n/r	n/r	n/r
NI014 Avoidable contact: the proportion of customer contact that is of low/no value to the customer	36.84	60	31	30	★	●	✓	✖

FBC: ICT								
FBC: Operational Services								
	Actual 8/9	Target 8/9	Actual 9/10	Target 9/10	08/09 Perf	09/10 Perf	DoT	ChiP
FLI019: Number of missed bins per 100,000 collections	38	50	53	50	★	★	✗	✗
NI191 Residual household waste per household	489.04	500	508.34	480	●	★	✗	✗
NI192 Percentage of household waste sent for reuse, recycling and composting	42.65	44	Available June	46	●	?	?	?
NI195a Improved street and environmental cleanliness (litter)	6	8	5	8	★	★	✓	✓
NI195b Improved street and environmental cleanliness (detritus)	13	14	4	12	●	★	✓	✓
NI195c Improved street and environmental cleanliness (graffiti)	1	1	1	1	●	●	→	→
NI195d Improved street and environmental cleanliness (fly posting)	0	0	0	0	●	●	→	→
NI196 Improved street and environmental cleanliness – fly tipping	0	0	Available June	0	●	?	?	?
FBC: Community Services								
	Actual 8/9	Target 8/9	Actual 9/10	Target 9/10	08/09 Perf	09/10 Perf	DoT	ChiP
FLI023: Community Services NI179 Vfm Efficiency Savings	New 2010/11 Indicator							
NI182 Satisfaction of businesses with local authority regulation services	79	75	90	77	●	★	✓	✓
FBC: Housing								
	Actual 8/9	Target 8/9	Actual 9/10	Target 9/10	08/09 Perf	09/10 Perf	DoT	ChiP
NI156 Number of households living in Temporary Accommodation	14	14	4	6	●	★	✓	✓
NI187i Tackling fuel poverty – % of income based benefits recipients in low energy efficiency homes	9	9.39	5	9.01	●	★	✓	✓
NI187ii Tackling fuel poverty – % of income based benefits recipients in high energy efficiency home	41	40.85	45	41.99	●	●	✓	✓
FBC: Leisure Services								
FBC: Public Protection								
	Actual 8/9	Target 8/9	Actual 9/10	Target 9/10	08/09 Perf	09/10 Perf	DoT	ChiP
NI184 Food establishments in the area which are broadly compliant with food hygiene law	85	80	88.36	85	●	●	✓	✓
Fylde Borough Council								
	Actual 8/9	Target 8/9	Actual 9/10	Target 9/10	08/09 Perf	09/10 Perf	DoT	ChiP
FLI001: The percentage of Long Term Sickness	61	55	52	55	▲	●	✓	✓
FLI003: The number of days sickness absence per FTE	13.18	10.5	10.44	10.5	▲	●	✓	✓
FLI005: Equality Standard (1-5) in respect of gender, race & disability	2	3	2	3	▲	▲	→	→
FLI027: FBC NI179 Vfm Efficiency Savings	New 2010/11 Indicator							

REPORT



REPORT OF	MEETING	DATE	ITEM NO
CUSTOMER & OPERATIONAL SERVICES	COMMUNITY FOCUS SCRUTINY COMMITTEE	MAY 27 TH 2010	6

EXCEPTION REPORT

CUSTOMER SERVICE & RECYCLING COLLECTIONS

Public item

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

Summary

The report provides details of the performance of the customer service team and the arrangements that have been put in place to collect cardboard for recycling in response to the changes to accommodate the new recycling plant at Thornton.

Recommendations

1. That the committee scrutinise the details provided in the report and make any proposed recommendations or suggestions to the Portfolio Holders and officers responsible for delivering the services.

Portfolio Holder

The Cabinet Portfolio Holder for Partnerships and Community Engagement is Councillor Karen Buckley.

The Cabinet Portfolio Holder for Environmental Wellbeing is Councillor David Eaves.

Report

Call Centre Performance

1. This report has been produced at the request of the Committee made on April 15th 2010. The Committee made a recommendation to have an update report on the

response times to telephone calls and the cardboard (white sack) collection service.

2. Appendix 1 to this report contains the performance data from the Customer Service Team over the last two years or more in some cases.
 - During the period October 2009 to March 2010 a total of 46946 calls were received and 39706 calls were answered (84.6%)
 - The majority of missed calls are abandoned within 10 seconds of being connected because people do not want to be in a queue
 - Average speed of answer 1 minute 21 seconds (per call)
 - Average handling time 3 minutes 41 seconds (per call)
 - Over the 12 month period 2009/10 the call centre received an average of 7975 calls per month
 - In March 2010, 10434 calls were received which is an increase of 1309 on the same period last year and 2459 above the monthly
 - Monthly customer satisfaction surveys carried out between October 2009 and March 2010 showed 87% of customers were happy with the way in which their contact was handled
 - The figures for April 2010 demonstrate the impact that the changes to the cardboard collection service have had with over 7000 more calls than the same period in 2009 (14023)
3. The service did experience a significant increase in the volume of calls in late March through to mid April 2010 as a direct result of the Council Tax, Business Rates, Benefits Service and Trade Waste Service all having to send thousands of customers bills and information because of the financial year end. This was further compounded by the fact that the general election was called resulting in a further unplanned increase in the number of customer contacts.
4. An increase during this period is anticipated and Customer Service employees are prevented from taking leave during this period unless it is absolutely essential and part time employees are offered extra work. The Council Tax team based at Blackpool sent extra staff down to the One Stop Shop to provide support and additional benefit staff were also available.
5. The website is updated with front page features on Council Tax, benefits and other services that are sending out information during this period along with frequently asked questions and online services also placed on the front page so that customers can find out what they need to know from the website easily. This year over 1200 customers accessed the pages that explained the Council Tax bill and had online forms for change of address in the 10 days from March 19th to March 29th. Web statistics show that the pages have been amongst the most popular on the website throughout April and more and more customers have used the online facility.

6. In preparation for the high volume of calls in late March through to mid April the message that customers hear when they have to wait was updated to promote the online facilities and information as an alternative to waiting and the option for customers to leave their number for a call back by the Customer Service Team is also offered.
7. However, an even higher than expected number of calls were received during this period because of the added number of people calling about the changes to the cardboard collection service and the distribution of white sacks. Full details of the changes are included below as part of this report. The timing of the service changes that impacted on every household in the borough was dictated by the County Council who are the disposal authority however the volume of calls this would generate was underestimated.
8. The telephone calls, emails and face to face enquiries were in excess of the expectations and as a result the wait time for a number of callers was excessive and unacceptable. In response to this the Customer Service Manager was proactive and sent a press release apologising to customers for the delays and waiting times that we were fully aware of based on the real time performance data. The press release was unfortunately not used by all the press.
9. The period between the end of March and mid April will always have a high volume of additional calls. Because of the specialist nature of the call centre role and the need to be trained in a number of systems and knowledgeable about a wide range of services it is not possible to simply recruit a number of temporary staff for this period. This has been tried and unfortunately proved to be a distraction to the existing staff who then handled fewer customers. The cost of bringing a number of people in for three weeks in advance to be trained for a three week period is prohibitive.
10. The situation this year was exasperated by the loss of two full time staff in the month before the expected busy period. One member of staff was successful in getting an internal post at the Depot to support the roll out of the cardboard collection changes and one member of staff went on maternity leave earlier than expected and their replacement was only available to start work on May 4th 2010. However, they would have required at least three weeks training to be an asset to the team during this busy period.
11. It is recognised by the management of the service that the situation on some days was unacceptable and further measures need to be taken to prevent this happening again in future years.
12. A review meeting is held each year with all the service providers involved to examine what went well and what did not go too well. Feedback from customers and elected members is taken into account at this meeting.

Customer Service Training

13. The proposal to delete the local performance indicator FYS17 'The percentage of employees that have been trained in customer care' has been made because of changes in the delivery of the training. The Council has introduced the basic customer care course as a compulsory part of the induction process for new

employees. The employee cannot have their induction signed off until they have attended the customer care course. This was the position in 2008 before staff reductions and restructures led to the in house trainers being unable to deliver the course.

14. The last course was delivered in September 2008 since which the percentage of employees that had attended the course reduced as new employees started at the Council. The courses are now up and running again and all the employees that have started between September 2008 and March 2010 have been put on courses in May, June and September. Any new starters are automatically given the dates of the course they are required to attend and informed that this is a compulsory part of their induction process. These actions will ensure that every employee has had the basic customer care course.
15. The need for tracking the percentage of staff that had not had the training has been removed because the courses are up and running again and as a consequence the local indicator has been removed. Performance indicators should be meaningful and should support service delivery decision making. To report a 100% performance every quarter would not represent a meaningful indicator that informs service delivery.
16. Customer Service staff and other employees that deal with the external customer direct receive regular and ongoing training based around the services they are responsible for delivering. For example, benefits and council tax training updates are carried out at least annually with specialist sessions when any changes occur. The basic course is aimed at providing all staff with an understanding of the behaviour and culture at Fylde and the way we treat customers both external and internal.
17. Additional customer service training for employees in service areas is identified and recorded in the personal development appraisals that are carried out each year. The local indicator never measured any of the additional and individual training.

Cardboard Collection Service Changes

18. The changes that have been made to the cardboard collections are in response to the new disposal requirements set out by Lancashire County Council. Fylde Council is the waste collection authority and the County Council is the waste disposal authority.
19. A new recycling plant is opening in Thornton in 2010 that will biologically digest waste converting it into energy. In order to meet the waste disposal requirements of this plant changes have to be made to the collection arrangements. Fylde Council was informed that in April 2010 it would be necessary to separate the cardboard from the green waste in order to comply with the new disposal arrangements. It was anticipated that the plant would be operational by April 2010 but slippage with the project has led to delays.
20. In response to this change in the collection of cardboard a decision had to be made as to how the separated card can be contained and collected. A consultation exercise was carried out in autumn 2009 to gauge the preferences for the potential

options available to residents and feedback was also obtained from workshops and road shows. The three options were:

- To provide no container at all and simply collect the cardboard as a side waste item (this is operated in Preston and South Ribble)
- To provide a large hessian sack for the cardboard at a cost of 12p each
- To provide a wheeled bin for the cardboard at a cost of £28 each (approximately £900,000)

21. The wheeled bin option turned out not to be a viable option because the vehicles used for the kerbside collection of recyclables are not designed to lift wheeled bins. To implement the wheeled bin option would mean the early termination of vehicle leases costing the Council in excess of £1 million.

22. The decision to provide a large white hessian sack for cardboard collections was made based on financial and logistical reasons and was preferable to providing no container at all. The option of using a white sack allows many properties across the borough to recycle cardboard and card for the first time because they could not accommodate a wheeled bin. An equality impact assessment was carried out on the options and the white sack proved to be the most inclusive.

23. The provision of a white sack has proved to be unpopular with some residents who have large amounts of cardboard to recycle or have a challenge keeping the sack in a dry place between collections. These issues have accounted for many of the calls and letters in respect of the service change. The feedback has been taken into account and plans are being made to make improvements to the service in the future that will address concerns raised by customers that do not like white sacks. Officers believe that the response would have been greater if the decision had been made not to provide any container at all. Any service change that impacts on every household in the borough is a challenge to implement and there will always be a percentage of customers who would have preferred alternative or different options.

24. The use of white sacks and the Kerbsider vehicles purchased to collect materials based on the service requirements six years ago is not the ideal option from an operational perspective and collections have been challenging. The ideal vehicle for collecting cardboard is a rear loader that crushes the waste but this vehicle is not ideal for collecting other recyclable materials. This highlights the challenge faced by changing service requirements that cannot be controlled by the collection authority. The Kerbsider vehicles were purchased based on the contract period and as such cannot be replaced until April 2012 without a significant cost to the authority. The Assistant Director of Operational Services is taking action to try and find a solution to this in advance of April 2012.

25. Plans were put in place to communicate the service changes to all residents which included delivering the leaflet included in Appendix 2 to every household. Based on the responses from customers a number of people either did not receive a leaflet or admitted that they may have thrown it away under the category 'junk mail'. A large number of calls were received stating that customers did not know

about the changes. A review of this has led to planned changes in future including a move away from colourful information leaflets posted to each property to a letter headed correspondence.

26. The option of placing a sticker on the existing bin to inform all customers is usually the most effective. However, the service changes involved the green bin and unfortunately at this time of year a lower percentage of people put their green bin out for collection so many households would have been missed out.
27. Other communication methods included large posters on every collection vehicle for up to six weeks before the changes took place. Road shows in Kirkham, Lytham and St. Annes and leaflets and white sacks were available on the community bus. Several press releases were published in advance of the changes but were not used by one publication and the low readership (27% of the population) of the other publication means this is not an effective primary method of communicating with the public. Although the issue did get great press coverage when some customers called the local press to express their views and this did give us the opportunity to outline why the changes had been made, what needs to go in each bin or container and why white sacks had been selected as the preferred container.
28. The website has comprehensive information about the cardboard collection service and frequently asked questions that have been developed based directly on the feedback received from customers.
29. The feedback from customers and the volume of calls, emails and letters clearly demonstrated that the communication did not work successfully in every area. In some areas of the borough participation rates have been very high and white sacks have been left out at virtually every property. In other areas it is quite clear that for one reason or another several customers were unaware of the service changes.
30. The volume of calls received and the level of dissatisfaction expressed was compounded by the fact that the first time that some people knew about the service changes was when they had a red contamination sticker placed on their bin. Although there is a direct link to the communication process and the contamination stickers several customers did feel that the stickers were too harsh and branded them a 'recycling criminal'. This feedback was taken on board and new stickers have been produced that do not refer to contamination and inform the customer about what should and should not be placed in the bin.
31. Any change that impacts on every property in the borough will result in customers contacting the service to find out more details, express concern and dissatisfaction and report implementation problems. The timing of the changes was not ideal and lessons do need to be learnt in terms of the communication process and implementation. The fact that the Thornton plant is behind schedule means that the changes could have been made later in the year however, neither Fylde or the County Council could predict this and every effort was made to work together to get the changes made in time. Any future service changes of this nature will not be implemented at the start of a financial year.

32. The decision not to change until later in the year when it was realised that the plant would not be ready in time would have cost the Council tens of thousands of pounds in additional landfill charges. This was not an option that could have been pursued given the current economic climate and financial standing of the authority and would not have represented best value for the tax payer.

33. A review meeting has been held to address the following three questions:

- What went well?
- What did not go well?
- What can be done to learn from this and improve next time?

34. The review meeting involved representatives from Operational Services, Customer Services, the Communications Officer and the Portfolio Holder. A summary of the outcome from this meeting and the lessons learnt is included in Appendix 3 to this report.

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

Report Author	Tel	Date	Doc ID
ALLAN OLDFIELD	(01253) 658576	APRIL 23RD 2010	

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

List of appendices

Appendix 1: Customer Service Statistics

Appendix 2: Cardboard Service Change Leaflet

Appendix 3: Review Meeting Feedback

Appendix 1: Contact Centre Statistics

Chart 1: Calls Offered and Calls Answered January 2009 to March 2010

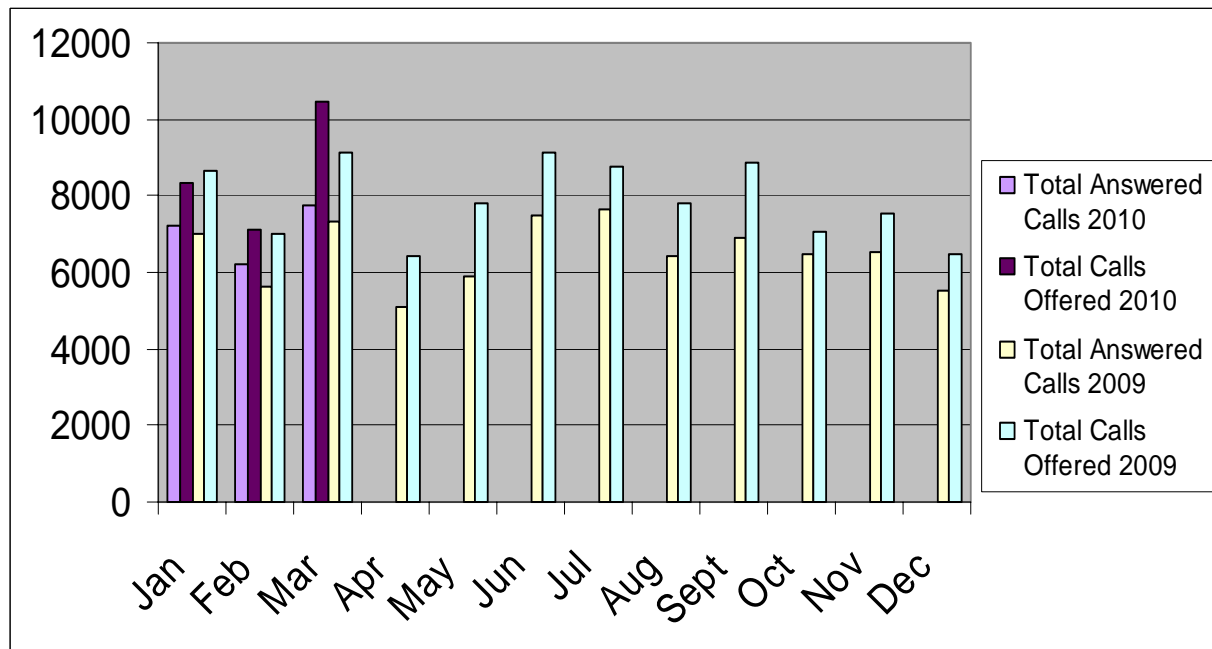


Table 1: Average Call Answer and Call Handling Time January 2009 to March 2010

Month	Average Answer Time 2010	Average Handling Time 2010	Average Answer Time 2009	Average Handling Time 2009	Average Answer Time 2008	Average Handling Time 2008
Jan	79	215	95	212	63	203
Feb	73	221	101	227	70	215
Mar	127	224	99	207	168	207
Apr	285	227	110	222	141	214
May			129	229	126	227
Jun			95	218	97	227
Jul			74	214	105	212
Aug			83	212	86	219
Sept			117	233	92	212
Oct			53	227	97	224
Nov			73	226	69	215
Dec			72	214	90	210

Table 2: Total Calls Offered / Received April 2006 to March 2010

Month	Total Calls 06/07	Total Calls 07/08	Total Calls 08/09	Total Calls 09/10
April	12895	6970	9652	6414
May	12694	8203	8813	7803
June	11835	8380	8710	9132
July	11101	8843	10307	8742
August	8729	8584	7796	7805
September	9919	7462	8570	8869
October	9493	7529	8496	7051
November	10199	7228	6740	7519
December	6205	4834	5581	6468
January	11890	9091	8653	8347
February	9284	7603	6988	7127
March	12357	10380	9125	10434
Total	126,601	95,107	99,431	95,711

Table 3: Total Calls Answered April 2006 to March 2010

Month	Calls Answered 06/07	Calls Answered 07/08	Calls Answered 08/09	Calls Answered 09/10
April	8339	6507	7158	5092
May	9264	7196	6549	5869
June	9607	7572	6886	7512
July	8938	7895	8062	7650
August	6956	7714	6453	6448
September	8584	6815	7067	6980
October	8097	6768	6982	6489
November	8427	6742	5907	6516
December	5310	4518	4527	5533
January	9704	8285	6990	7215
February	7496	6848	5639	6195
March	9630	6862	7319	7758
Total	100,352 (79%)	83,722 (88%)	79,539 (80%)	79,257 (83%)

Table 4: One Stop Shop Counter Enquiries April 2008 to March 2010

	One Stop Shop Counter Enquiries 08/09	One Stop Shop Counter Enquiries 09/10
APRIL	1920	1664
MAY	1714	1418
JUNE	1751	1532
JULY	1721	1538
AUG	1557	1396
SEPT	1714	1633
OCT	1756	1562
NOV	1469	1490
DEC	1102	1121
JAN	1652	1362
FEB	1487	1410
MAR	1861	1563
Total	19704	17689

Table 5: One Stop Counter Wait and Handling Time Averages April 2008 to March 2010

	Average Wait Time 08/09	Average Serve Time 08/09	Average Wait Time 09/10	Average Serve Time 09/10
APRIL	7.42	9.01	8.47	8.50
MAY	9.42	9.53	8.70	9.48
JUNE	10.02	10.22	8.16	9.35
JULY	9.33	10.25	6.52	9.37
AUG	9.43	10.37	7.39	10.17
SEPT	9.19	10.04	9.40	8.42
OCT	9.56	10.32	7.26	9.39
NOV	7.26	9.29	7.49	10.10
DEC	4.59	9.58	5.46	9.72
JAN	8.31	9.35	8.33	10.17
FEB	7.06	9.04	8.12	9.42
MAR	6.49	8.32	11.12	11.16
Total	8.31	9.48	8.26	9.50

Table 6: Email Enquiries Dealt with by the Customer Service Team January 2009 to March 2010

	Number of Emails Received 2009	% Actioned within 24 hours 2009	Number of Emails Received 2010	% Actioned within 24 hours 2010
Jan	778	778	700	700
Feb	650	650	566	566
Mar	769	769	639	639
Apr	768	768	1119	1119
May	850	850		
Jun	885	885		
Jul	878	878		
Aug	777	777		
Sep	946	946		
Oct	913	913		
Nov	644	644		
Dec	515	515		
Total	9373	9373	1905	1905

Contact Centre Figures for April 2010

The Council received a record 14023 telephone calls of which 7174 were answered, a 51% response rate.

A record 1119 emails were dealt with - almost double the figure for March 2010.

Online transactions (954) and face to face contact at the One Stop Shop (1429) were consistent with the average volumes.

How Can I Recycle In Fylde?

CONTAINER	YES PLEASE ✓
<p>WHITE SACK / BLUE BAG</p> 	<ul style="list-style-type: none"> • Flattened cardboard boxes (inc. cardboard food boxes) • Cardboard packaging (inc. cardboard food packaging) • Newspapers, magazines & office paper • Shredded paper • Junk mail (no plastic please) • Envelopes (inc. window envelopes) • Yellow pages & telephone directories • Greetings cards (no glitter or fabric please)
<p>GREEN BOX</p> 	<ul style="list-style-type: none"> • Squashed plastic bottles • Glass bottles and jars • Clean drinks cans and food tins • Empty aerosol cans • Clean tin foil and aluminium trays • Empty chocolate tins or biscuit tins • Textiles and shoes (in separate carrier bags)
<p>GREEN BIN</p> 	<ul style="list-style-type: none"> • Grass cuttings • Garden prunings • Branches and twigs • Leaves, flowers, plants and weeds • Wood shavings and bark • Real Christmas trees (chopped up)
<p>GREY BIN</p> 	<ul style="list-style-type: none"> • Any other waste that cannot be recycled including all kitchen waste and vegetable peelings

Frequently Asked Questions

I am elderly or disabled, can I arrange for assistance with the collection?

Yes you can, please contact Fylde Direct to arrange an assisted collection.

Where are the bins / boxes / bags collected from?

Please leave the bins / boxes / bags at the edge of your property nearest the pavement / footpath or highway by the morning of your collection day.

What happens if I can't get all of my rubbish into my bin?

We will only empty grey bins that have the lid closed. Any other rubbish left at the side of the grey bin will not be removed. Households of 5 or more people or households with exceptional services can apply for an extra grey bin by contacting Fylde Direct.

What can I do with my excess recycling?

Additional recycling can be placed in open carrier bags alongside the green box for collection. We cannot unfortunately accept material in black bin liners due to health and safety considerations. Additional green boxes can be ordered by calling Fylde Direct or visiting the website.

What can I do with my excess cardboard?

Wherever possible residents should try to breakdown and flatten any larger cardboard items such as boxes and place them inside or alongside the white sack. Households with excess cardboard can arrange for an extra white sack or blue bag to be provided. Large amounts of excess cardboard can also be taken to the nearest recycling centre at Saltcotes Road in Lytham or Everest Road in St Annes or can be home composted (for a home composting bin call 0844 571 4444)

What can I do with my waxed cartons or tetrapak?

Please note we cannot collect waxed cartons or tetrapak items in the white sack or blue bag. Details of where to recycle this material is available on the website or by calling Fylde Direct.



For further information please contact Fylde Direct on 01253 658658
or visit the website www.fylde.gov.uk

Appendix 3: Review Meeting Feedback

1. What went well?

- The majority of residents took cardboard out of the green bin
- The majority of residents participated in the scheme and used the white sack
- Not a single load was rejected as contaminated (saving the Council a cost of £48 per tonne or approximately £500 per load)
- Feedback from site visits and the road shows was very good
- Complaints quickly settled down

2. What didn't go so well?

- Food waste in green bin was a confusion and LCC operated a zero tolerance policy
- It was the worse time of year to do this with CTAX, trade waste and benefit bills all going out in April
- Press releases issued in advance of the changes were not used in local media
- Information in advance to Members was limited
- The word 'contamination' on the stickers was too emotive
- Did not explain why the changes had to be made

3. What could we do better next time? (Lessons Learnt)

- Arrange for overflow from call centre staff i.e. bring in temporary staff
- Offer additional hours to part time staff answering calls
- Hold Member briefing sessions in advance of changes
- Explain clearly why changes are being made not just what is happening
- Ensure there is a full compliment of staff when changes are made i.e. restrict annual leave
- Hold a presentation and briefing sessions for all staff involved in the changes
- Better planning before implementation (project team and group)
- Mail shot to individual household rather than relying on busy crew to put leaflets that may get thrown away
- Crew to leaflet grey bins rather than green because not everyone has the bins out
- Website to be proactive rather than reactive
- Additional training and support for call centre staff
- Develop a communication strategy for individual changes and a rolling plan covering a 12 month period
- Reinforce the existing message and systems at the same time as the new changes

- Leaflets and communications should be approved by the communications group (corporately)
- Make changes all in one go rather than drip feeding changes over the year causing long term disruption
- Use social media i.e. Facebook and include this in the communications strategy
- Use MOSAIC for profiling residents and targeting hard to reach groups (eg elderly)
- Frequently asked questions facility set up early to answer questions and reduce calls to the call centre

REPORT



REPORT OF	MEETING	DATE	ITEM NO
GOVERNANCE & PARTNERSHIPS	COMMUNITY FOCUS SCRUTINY COMMITTEE	27 TH MAY 2010	7

PLANNING PERFORMANCE – MINOR APPLICATIONS

Public Item

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

Summary

This report provides an update and adds to the information given to and requested by members at the last meeting of the Scrutiny Committee. The information relates to both background data relative to general application statistics and adds further information about the determination of minor applications.

Recommendation

That the committee scrutinise the data provided and agree the reporting methodology for future meetings.

Cabinet Portfolio

The item falls within the following Cabinet portfolio:

Portfolio Title: Partnerships and Community Engagement Councillor Karen Buckley

Report

Sub-heading (if needed)

Category Heading (if needed)

1. The committee is aware that the presentation of target results relates to major, minor and other applications, a series of development categories that are set by central Government. It is often overlooked that the “minor” category is, in fact, more often than not characterised by particularly complex and controversial applications when local interests and sensitivities are considered. In fact the minor applications that are submitted to Fylde Borough Council require careful officer assessment and negotiations as this category can involve up to 9 dwellings and significantly large areas or buildings or land for non-residential uses.
2. The charts that are included here are illustrative of the numbers of applications received and determined from July 2009 to April 2010 (CHART 1); the decisions made from 2001/02 to 2009/10 (CHART 2); the determination rates for minor applications from July 2009 to April 2010 (CHART 3) and the list of outstanding minor applications at the time of this report preparation, with brief reasons for the “delay” (TABLE 1).

Chart 1

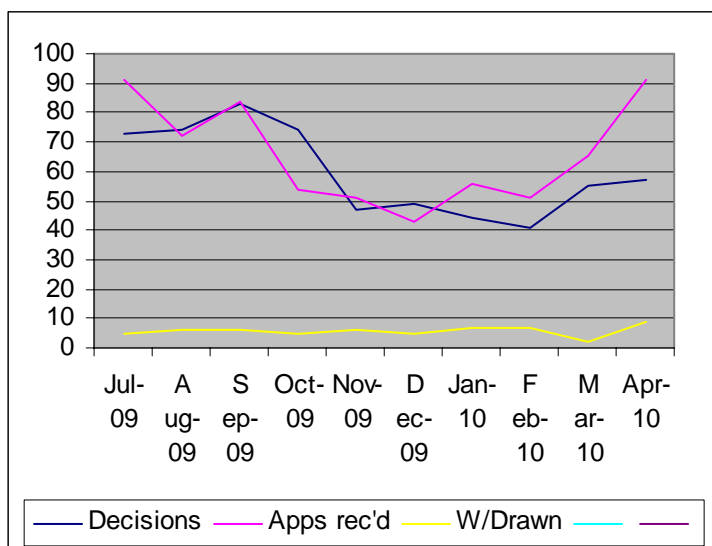


Chart 2

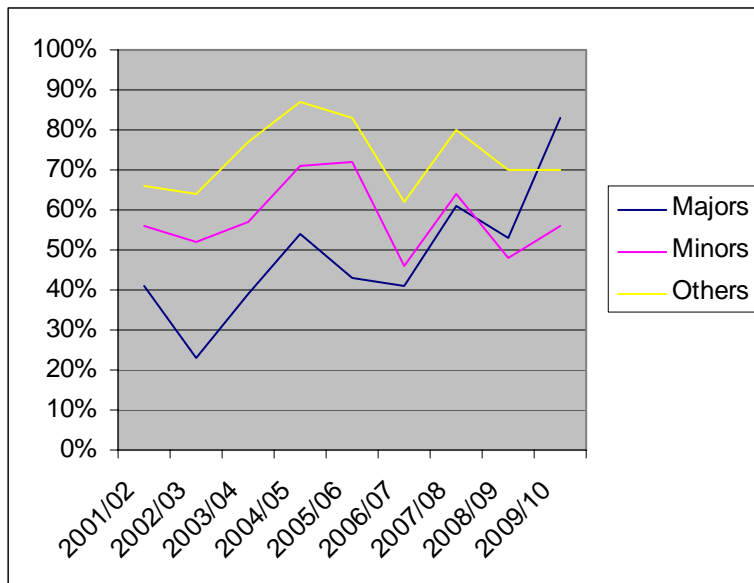


Chart 3

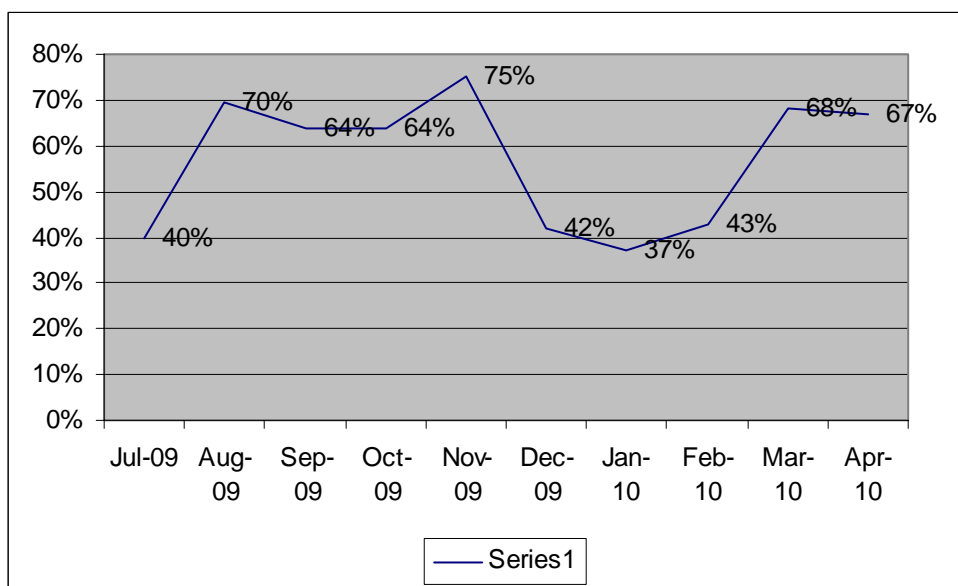


Table 1

App Ref	Expiry date	Reason
Andrew		
09/0045	01/04/2009	Section 106 outstanding
09/0255	02/07/2009	Section 106 outstanding
09/0313	17/07/2009	To be withdrawn following negotiations
09/0565	12/10/2009	Section 106 outstanding
09/0732	07/01/2010	Section 106 issues being discussed
Helen		
07/1126	24/12/2007	Section 106 outstanding
08/0132	09/04/2008	Section 106 outstanding

08/0329	28/05/2008	Section 106 outstanding
Keith		
05/1104	02/02/2006	Suprseded by 09/754 - to be withdrawn
07/0935	25/10/2007	Section 106 outstanding
07/1123	21/12/2007	Section 106 outstanding
07/1181	04/01/2008	Held pending resolution of landscaping scheme following DC Committee resolution to grant
08/0829	29/10/2008	Section 106 outstanding
08/0828	03/11/2008	Section 106 outstanding
09/0631	06/11/2009	Section 106 outstanding
09/0765	06/01/2010	Held pending resolution of land ownership issues
Alisdair		
08/1044	26/01/2009	Section 106 outstanding
08/1084	11/02/2009	Section 106 outstanding
Alan		
09/0037	26/03/2009	Section 106 outstanding
09/0770	06/01/2010	Section 106 outstanding
09/0812	04/02/2010	Section 106 outstanding
09/0738	05/02/2010	Decision ready to be issued. Lengthy consultation process re Listed status and regeneration issues
10/0007	10/03/2010	Deferred at earlier DC Committee subsequently approved
10/0057	07/04/2010	Section 106 outstanding
10/0111	05/05/2010	To be reported to June DC Committee
Mike		
07/1149	27/12/2007	Certificate of Lawfulness awaiting legal information. Most of site in Blackpool.
07/1198	09/01/2008	Section 106 outstanding
07/1264	04/02/2008	Section 106 outstanding
08/0766	02/10/2008	Section 106 outstanding
09/0065	17/04/2009	Section 106 outstanding
09/0621	30/10/2009	Section 106 outstanding
09/0505	10/12/2009	Section 106 outstanding
09/0750	30/12/2009	Section 106 outstanding
Mark		
04/0614	16/08/2004	Section 106 outstanding
06/0121	13/04/2006	To be withdrawn
07/1139	31/01/2008	To be withdrawn
07/1140	31/01/2008	To be withdrawn
08/0499	25/07/2008	Section 106 outstanding
Catherine		
08/0268	08/05/2008	Section 106 outstanding
08/0430	26/06/2008	Section 106 outstanding
08/0455	15/07/2008	Section 106 outstanding
08/0672	05/09/2008	Section 106 outstanding
08/0312	03/12/2008	Section 106 outstanding
09/0826	05/02/2010	Section 106 outstanding
10/0012	10/03/2010	Section 106 outstanding
10/0144	06/05/2010	Issued 1 day after 8 week expiry
10/0173	13/05/2010	Complex application with lengthy consultations - to be reported to DC Committee

The information set out in the above charts shows that the applications received and the decisions made have both increased / improved over recent months; that the determination rate for major applications has increased and now exceeds the national target; that the minor and other categories are below target when measured at the year end for 2009/10, but that the minor cases are back above target on a monthly measured basis.

The table that is provided will be used in Committee to discuss the reasons for missed target timings but it is obvious that the majority of “over time” minor applications are awaiting legal completions of Section 106 “agreements” (34 out of 47 applications = 72%). There are 5 applications on the list that are to be withdrawn following protracted negotiations and these will not count against our target out-turns. 1 application exceeded the target time as a result of a committee decision to defer the matter for amended design submissions. The issue of the delay that is associated with the operation of the Interim Housing Policy is well proven, as is the fact that in the present financial climate many applicants looking to negotiate permission for small scale residential projects are opting not to progress the Section 106 agreements when contributions of 5%, 7.5% or 10% of the project valuations are requested.

Risk Assessment

This item is for information only and makes no recommendations. Therefore there are no risks to address

Report Author	Tel	Date	Doc ID
Paul Rossington	(01253) 658457	17 May 2010	

List of Background Papers		

IMPLICATIONS	
Finance	
Legal	

Community Safety	
Human Rights and Equalities	
Sustainability and Environmental Impact	
Health & Safety and Risk Management	

Community Focus Scrutiny Committee



Date	15 April 2010
Venue	Lowther Pavilion, Lytham
Committee members	Councillor Keith Hyde (Chairman) Councillor Thomas Threlfall (Vice-Chairman) Brenda Ackers, Christine Akeroyd, Maxine Chew, Tony Ford, Kathleen Harper, Ken Hopwood, Linda Nulty, Janine Owen, Dawn Prestwich
Other Councillors	Leonard Davies, Cheryl Little
Officers	Ian Curtis, Allan Oldfield, Paul Walker, Paul Rossington, Christine Miller, Lyndsey Lacey, Andrew Loynd, Darius Ward
Members of the Public	Angela Norris - Community Engagement Officer- Lancashire Link Team

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 Community Focus Scrutiny Committee held on 4 March 2010 as a correct record for signature by the Chairman.

3. Substitute members

The following substitution was reported under Council procedure rule 22.3:

Councillor Brenda Ackers for Councillor John Singleton

4. Shared Service Arrangements- The Human Resource and Payroll Services

Allan Oldfield (Director of Operational Services) presented a progress and evaluation report on the performance of the shared services arrangement for human resources and payroll with Blackpool Council.

Appended to the report was a scrutiny evaluation of the shared services arrangement in the template format agreed by the former Performance Improvement Overview & Scrutiny Committee.

The appendix highlighted that:

- The services are delivered at less cost than the in house service provision
- The added value in technology, skills and knowledge are elements that Fylde would not have been able to fund
- The performance of the services is very good with targets being met and high levels of customer satisfaction
- Access to reports and management information had led to improved decision making and policy development
- Value for money from the services has improved year on year with better services delivered at less cost
- Savings had been achieved from economies of scale through the procurement of training and other services i.e. recruitment advertising
- The regional profile of the organisation had been enhanced through successful shared working with a unitary authority that was ground breaking
- Improved working relationships with officers at Blackpool had led to quid pro quo working arrangements that benefit both authorities
- Additional services provided for the organisation and individual employees i.e. taxation advice

Mr Oldfield further reported that he currently acts as Link Officer with the responsibility of ensuring that Fylde is securing best value for money. He added that payroll and human resources was now under the same direct line management and that part of his role was to continually challenge the existing service providers and compare them with alternative market providers and service delivery models.

Councillor Owen enquired whether a time/leave management system had been introduced for staff based at the Town Hall/Public Offices. Mr Oldfield confirmed that the Council had in place an analytical time recording management system which had been introduced under separate arrangements.

Following consideration of this matter it was RESOLVED:

1. To support the continued delivery of the human resources and payroll service under the shared service arrangement as detailed in the report.
2. To request that the Link Officer for Fylde ensures that the services continue to deliver value for money.

5. Lancashire Link

Angela Norris, Community Engagement Officer at Lancashire Link Team (North Zone) attended the meeting and gave a presentation on the work of Lancashire Link.

In brief, the presentation provided an overview of the geographical areas of Lancashire Link, its structure and statutory powers. In addition, it also made reference to arrangements for meetings of Link and its various task and finish groups, its workplan, training and development and accountability arrangements.

A number of questions were raised by members of the committee relating to some of the areas detailed above and these were addressed by Ms Norris.

The Committee RESOLVED to thank Ms Norris for the presentation and her attendance at the meeting.

6. LSP Environmental Enhancement Group Update

Christine Miller (LSP Manager) and Andrew Loynd (LSP Environmental Theme Chair) presented a joint report on the work of the LSP Environmental Enhancement Theme Group. The report provided examples of actions and delivery achieved or facilitated by the group over the last twelve months.

Members were advised that following a recent restructure Andrew Loynd now acted as Chair of the group and as a result the group is now more action and delivery led with performance management processes in-place.

It was reported that over the last twelve months, the group had been responsible for organising, running and/or funding the following events:

‘Greening Your Victorian Home’, aerial thermal imaging surveys for individual domestic homes, hotels/guest houses throughout the borough, the development of the Sand Dunes Management Action Plan and the development and enhancement of community growing via allotments and public open space provision, schools and churches.

It was further reported that in addition to the actual delivery of projects, the group facilitated community endeavours by supporting and promoting funding bids to the LSP Executive and various examples of this were given at the meeting.

Councillor Nulty enquired about the work undertaken with schools in the rural areas and in particular, whether any of the schools had been involved or supported the community growing initiative. In addition, Councillor Nulty enquired about action taken by the theme group with respect to biological heritage sites.

In response to the above, Mrs Miller provided details of the rural schools that had been involved with the community growing initiative. In response to the question raised about the biological heritage sites, Mr Loynd stated that the group was awaiting a report from Lancashire Wildlife Trust detailing the proposed works to be carried out and that this would be considered by the group in due course.

Councillor Threlfall asked about the proposed actions with regard to the results of the Arial surveys carried out. Mr Loynd stated that this was still under consideration.

1. To note the report and the report and verbal update.
2. To proffer support for the activities of the LSP Environmental Enhancement Theme Group in its on-going endeavours.

7. Performance Exception Report

Darius Ward (Corporate Performance Officer) presented an updated report on activity around areas of under performance as identified and discussed at the last meeting of the committee on 4th March meeting.

The update included details of the number of affordable homes delivered and completed during 09/10 (NI155), the processing of planning applications as measured against targets for 'minor' applications (N1157b), number of households living in temporary accommodation (NI156), improved street and environmental cleanliness: levels of detritus (NI195b), percentage of Council employees trained in customer care (FYS17) and the percentage overdue Freedom of Information requests (FYS13).

A number of members commented on processing of planning applications in particular, the reasoning behind under performance whilst having full complement of staff and a reduced amount of planning applications. Paul Rossington newly appointed Development Manager addressed the points raised by members on (N1157b). He stated that work was currently being undertaken on process engineering and efficiency which would make considerable improvements to the existing arrangements. He added that the situation was likely to improve in the near future as the majority of under performance related to the original backlog of applications.

Councillor Chew commented on the suggestion remove the local indicator (FYS17) relating to the percentage of Council employees trained in customer care and felt that this should be retained.

Councillor Nulty enquired about the number of affordable housing delivered in accordance with the S106 obligations and the number of household currently in temporary accommodation. This in part was addressed by Mr Rossington.

Councillor Ford sought clarification on the number of Freedom of Information requests (FYS13) and whether the number of requests was disproportionate to other local authorities. In response, Mr Curtis stated that the number of enquiries was typical for local authorities but statistically the sources of requests related to: private 17%, commercial 17%, councillor 1%, public body 2%, voluntary 6%, press 20%, political or pressure group 13%, solicitor 2% and unknown 6%

In addition to the areas identified in the report, a number of members also commented on the response times to telephone calls and issues surrounding the introduction of the white sack (cardboard collection) service.

Following consideration of this matter the committee RESOLVED:

1. To note the contents of the report and the action being taken to address performance.
2. To present an updated report to the next meeting of the committee on the specific areas relating to planning, customer care, the response times of telephone calls and the white sack (cardboard) collection service.

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