



# Agenda

## Operational Management Committee

Date:	Tuesday, 23 May 2017 at 6:30 pm
Venue:	Town Hall, St Annes, FY8 1LW
Committee members:	<p>Councillor David Eaves (Chairman) Councillor Sandra Pitman (Vice-Chairman)</p> <p>Councillors Frank Andrews, Julie Brickles, Alan Clayton, Richard Fradley, Karen Henshaw JP, Paul Hodgson, Edward Nash, Albert Pounder, Thomas Threlfall.</p>

### Public Platform

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

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

	PROCEDURAL ITEMS:	PAGE
1	<b>Declarations of Interest:</b> Declarations of interest, and the responsibility for declaring the same, are matters for elected members. Members are able to obtain advice, in writing, in advance of meetings. This should only be sought via the Council's Monitoring Officer. However, it should be noted that no advice on interests sought less than one working day prior to any meeting will be provided.	1
2	<b>Confirmation of Minutes:</b> To confirm the minutes, as previously circulated, of the meeting held on <a href="#">14 March 2017</a> as a correct record.	1
3	<b>Substitute Members:</b> Details of any substitute members notified in accordance with council procedure rule 24(c).	1
	<b>DECISION ITEMS:</b>	
4	<b>Public Space Protection Orders for Dog Control</b>	3 - 7
5	<b>Public Transport Improvements Relating to Section 106 Agreement for Land at Nine Acres Nursery Warton (10/0766 )</b>	To Follow
	<b>INFORMATION ITEMS:</b>	
6	<b>Car Parking Update on Residents Permit and Motorhome Schemes</b>	8 - 10
7	<b>Year End Performance Exception 2016/17</b>	11 - 15
8	<b>Capital Programme Monitoring Report 2016/17 – Outturn Position 31<sup>st</sup> March 2017</b>	16 - 20

Contact: Sharon Wadsworth - Telephone: (01253) 658546 – Email: [democracy@fylde.gov.uk](mailto:democracy@fylde.gov.uk)

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<http://fylde.cmis.uk.com/fylde/DocumentsandInformation/PublicDocumentsandInformation.aspx>

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## DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	23 MAY 2017	4
<b>PUBLIC SPACE PROTECTION ORDERS FOR DOG CONTROL</b>			

### PUBLIC ITEM

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

#### SUMMARY

This report outlines the recommendations from the cross party working group established to consider the introduction of Public Space Protection Orders (PSPOs) for the enforcement of dog control in Fylde under the Anti-Social Behaviour Crime and Policing Act 2014. PSPOs can be introduced in a public place to prevent certain persistent activities that are having a detrimental effect on the quality of life in the locality. Failure to comply with a PSPO is an offence which can be dealt with by a fixed penalty notice (of up to £100) or by prosecution (maximum fine of £1000).

The report provides details of the work carried out by the Working Group whose objective is to remove the existing outdated bureaucratic bylaws and implement measures that allow responsible dog owners to continue enjoying the Fylde whilst any irresponsible owners can be appropriately managed.

#### RECOMMENDATIONS

The Operational Management Committee is requested to consider and approve the recommendations from the cross party working group outlined below:

- To remove all existing bylaws across the Borough in relation to dog control
- To propose a borough wide PSPO for fouling
- To propose a PSPO for dogs on lead on public vehicular highways
- To propose a PSPO for dogs on lead in all council owned car parks
- To propose a PSPO for dogs on lead in Lytham cemetery
- To propose a PSPO for dogs to be excluded from enclosed/fenced children play areas
- To propose a PSPO for dogs to be excluded from ornamental water features
- To propose a seasonal PSPO for dogs to be excluded on the designated Amenity Beach
- To propose a seasonal PSPO for dogs on leads along the Promenade Gardens
- To propose a borough wide PSPO for dogs on lead **by direction** only
- To explore an accreditation scheme for professional dog walkers as an alternative to limits on the number of dogs in partnership with the Kennel Club and representatives from the professional dog walking organisations
- To introduce the proposed PSPO's from 1 October 2017 (to allow for an educational phase) with enforcement commencing from 1 November 2017
- To introduce new signage that is clear, polite and informative in appropriate locations across the Borough based on best practice and feedback from the dog walking representatives, the cost of which can be met from existing approved revenue budgets

- To remove all outdated signage in relation to dog control bylaws.

## SUMMARY OF PREVIOUS DECISIONS

Operational Management Committee - March 2016: RESOLVED that the committee agreed to establish a cross party working group to consider the introduction of Public Space Protection Orders for Dog Control across the borough, which would report back to the Operational Management Committee and make any appropriate recommendations.

Operational Management Committee - November 2016: RESOLVED to instruct officers to carry out the necessary consultation and engagement as required by the legislation. The results of the consultation would be reported back to a future meeting of the Committee. The Committee also resolved to recommend to full council to include a 2017/18 one off budget item of £12,000 to fund a communication campaign and appropriate signage to support of the introduction of any dog-related PSPO's made following the consultation.

Operational Management Committee - March 2017: The chairman reiterated that no decisions had been made and further consultation was on going with the Kennel Club, Natural England, Town and Parish Councils and representatives from the local professional dog walking community.

## CORPORATE PRIORITIES

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

## REPORT

1. The cross party working group consisted of elected members from the Operational Management, Tourism & Leisure and the Environment, Health & Housing committees. The group was tasked with addressing the challenge of ensuring that the vast majority of responsible dog owners that live and visit the borough are able to enjoy exercising their dogs whilst at the same time introducing measures to effectively manage the behaviour of the small number of irresponsible owners. It was considered that the existing bylaws, which can only be enforced through criminal proceedings, are an inefficient and unwieldy mechanism for addressing any issues.

2. PSPOs may be made by a district council if they are satisfied on reasonable grounds that two conditions are met:

The first condition is that-

- a. activities carried out in a public place within the council's area have had a detrimental effect on the quality of life of those in the locality or
- b. it is likely that activities will be carried on in a public place within that area and that they will have such an effect

The second condition is that the effect, or likely effect, of the activities—

- a. is, or is likely to be, of a persistent or continuing nature,
- b. is, or is likely to be, such as to make the activities unreasonable, and
- c. justifies the restrictions imposed by the notice.

3. A PSPO may apply to all persons, to persons in a specified category or to all persons except those in specified categories. They can prohibit specified things being done in the restricted area, specify things to be done by persons carrying on specified activities in that area, or do both of those things.
4. PSPO's have been used extensively by other local authorities to introduce measures that would enable all dog owners to enjoy exercising their dogs whilst providing enforcement measures to target irresponsible owners. The working group was conscious that Fylde is an attractive area for dog walkers both residents and visitors who make a significant contribution to the local economy all year round, it is a market that should be encouraged and supported.
5. The areas which would be covered by the PSPOs proposed in this report (other than the proposed borough-wide dogs on lead by direction PSPO) are all public spaces where access and use by the community is encouraged. It is clear that loose dogs and dog fouling in these areas would be likely to have a detrimental effect on the quality of life of the members of the public using them, by causing a risk of children or adults coming into contact with dog faeces or being intimidated by loose nuisance/aggressive dogs. Both of these risks would be unreasonable in such areas.
6. The proposed PSPOs address the specific problems that can be caused by the issues outlined above. They address different areas differently, depending on the sensitivity of the areas. It is considered that the issues in each type of area justify the particular kind of restriction that is proposed. This will ensure that the vast majority of responsible dog owners are able to enjoy exercising their dogs whilst at the same time introducing measures to effectively manage the behaviour of the small number of irresponsible owners.
7. The working group was keen to engage as much as possible with all stakeholders to ensure that any measures introduced were appropriate and reasonable based on best practice. Whilst the requirement under the legislation for introducing PSPO's was to consult with identified stakeholders the working group asked for an open public consultation that gave everyone the opportunity to comment rather than just identified stakeholders. The results of the consultation were used to inform the recommendations and were reported to the Operational Management Committee and published on the website, the results can be viewed [at this link](#).
8. The most significant outcome from the open public consultation was the additional opportunity for further detailed engagement with key stakeholders that the council was not previously connected with. The Kennel Club and the Dogs Trust submitted extensive informative feedback along with representatives from professional dog walkers, dog trainers and residents who had set up social media groups to co-ordinate feedback. The volume of response was extraordinary providing the members of the working group with a clear remit from the public and a comprehensive understanding of the strength of feeling. The respondents to the consultation are commended by the working group for engaging with the process and having their say to help shape the recommendations.
9. As a consequence the working group required more time to engage with key stakeholders and obtain further feedback. This included meetings or correspondence with the Kennel Club, Natural England, Town and Parish Councils and representatives from the local dog walker/owner community. The Kennel Club sent a representative to meet officers, members and Natural England over a two day period during which they shared best practice from other local authorities and advised on what measures would be most appropriate for the particular circumstances at Fylde. The working group have taken into account all the feedback, advice and opinion to inform the recommendations put before the committee.
10. The following PSPOs are proposed for consideration by the committee:
  - A borough wide PSPO for fouling - at present dog fouling is enforced with fixed penalty notices (£50) under the Dogs (Fouling of Land) Act 1996. The introduction of a PSPO requiring the immediate removal of dog faeces at all times will allow the FPN to be increased to £100 if breached, acting as a further deterrent
  - A PSPO for dogs on lead on public vehicular highways, including pavements in proximity to cars and other road traffic, this does not include bridleways and other rural 'highways'
  - A PSPO for dogs on lead in all council owned car park
  - A PSPO for dogs on lead in Lytham cemetery

- A PSPO for dogs to be excluded from enclosed/fenced children play areas – children and dogs will be able to continue socialising together safely under adult supervision in open play areas
  - A PSPO for dogs to be excluded from ornamental water features
  - A seasonal PSPO for dogs to be excluded on Amenity Beach as follows:
    - Option A – as per the existing byelaw i.e. 1<sup>st</sup> May – 30<sup>th</sup> September
    - Option B – commencing from Easter i.e. Good Friday – 30<sup>th</sup> September (Working Group preference)
    - Option C – extending over full holiday period i.e. Good Friday – 31<sup>st</sup> October (this covers the main holiday periods and half terms when the highest number of visitors and residents use the beach)
  - A seasonal PSPO for dogs on leads along the Promenade and Promenade Gardens, in line with the seasonal restriction on the amenity beach; the area is adjacent to a busy public highway, has a number of ornamental water features and flowerbeds, strategically placed benches for relaxation, food on sale/consumed and is a general busy location which would be unsuitable for dogs to be running off lead, the proposed Borough wide PSPO for ornamental gardens and vehicular highways would result in a lot of this area being covered anyway
  - A borough wide PSPO for dogs on lead by direction only – dog walkers will be required to put their dog/s on a lead when directed to do so by an authorised officer. They will only be asked to put their dog on a lead if the dog is considered to be causing a nuisance to other people or another animal. This will support a targeted approach to address the small minority of irresponsible dog walkers that have proven to be a challenge to deal with under the existing bylaws. The authority will also explore the use of other more flexible measures such as Acceptable Behavioural Contracts and Community Protection Notices to tackle the minority of irresponsible dog walkers or persistent offenders who allow their dogs to run out of control or refuse to pick up fouling
  - Officers explore options for the introduction of an accreditation scheme as an alternative to placing a limit on the number of dogs that any one person can walk - the maximum number of dogs a person can walk in a controlled manner depends on a number of factors relating to the dog walker, the dogs being walked, whether leads are used and the location where the walking is taking place; limiting the maximum number of dogs per person does not stop people with multiple dogs walking together at a given time; in addition, limits could encourage some dog walkers to leave excess dogs in their vehicles, which can give rise to welfare concerns. The Kennel Club is currently developing a national Code of Practice for Commercial Dog Walking for launch in 2017. Officers will look to work with the Kennel Club, neighbouring authorities, local dog walkers and other interested parties in developing a Fylde Coast accreditation scheme
  - The original committee report (November 2016) recommended an implementation date of 1<sup>st</sup> June 2017 for any approved PSPOs. Given the level of interest shown in the consultation and the length of time required to consider the additional in depth feedback and suggestions, it is proposed that the implementation of any PSPOs approved by the committee is delayed until a later date in order to give officers sufficient time to effectively communicate proposed changes to all dog walkers, residents, visitors, businesses and organisations that may be affected by the changes. The working group recommend the introduction of the proposed PSPO's from 1 October 2017 (to allow for an educational phase) with enforcement commencing from 1 November 2017.
11. If PSPOs are approved, appropriate exemptions will be put in places for users of registered assistance dogs. All signage relating to dog control bylaws will be removed.
  12. In relation to PSPOs the "The Anti-Social Behaviour, Crime and Policing Act 2014 (Publication of Public Spaces Protection Orders) Regulations 2014" require local authorities to erect notices on or adjacent to the public place to which the order relates to draw the attention of any member of the public using that place to the requirements of the order.
  13. At the November 2016 meeting, the committee agreed to recommend a one off budget increase of £12,000 to fund a communication campaign and appropriate signage in support of the introduction of any dog related PSPOs made following the consultation. It is now proposed that the cost can be met from existing approved revenue budgets.

14. In relation to dog access restrictions such as a “Dogs Exclusion Order” or “Dog on Lead Order”, the Kennel Club recommends that on-site signage should make clear where such restrictions start and finish. This can often be achieved by signs that on one side say, for example, “You are entering [type of area]” and “You are leaving [type of area]” on the reverse of the sign.
15. Officers will look to work with the Kennel Club and other interested parties in developing appropriate and sufficient signage to communicate any control measures.

IMPLICATIONS	
Finance	Fixed penalties under PSPOs are payable to the Council. However at this stage it is not possible to quantify the levels of additional income that may arise. Any additional income will be reflected in future updates to the Financial Forecast at the appropriate time. Additional costs would be incurred for new signage should that recommendation be adopted, estimated to be in the order of £12,000, which it is proposed will be met from existing approved revenue budgets.
Legal	The adoption of a PSPOs instead of multiple byelaws will aid enforcement.
Community Safety	It would be considered good practice to consult widely on the proposals for implementing PSPOs especially covering any new restrictions such as exclusions in children play areas, specified number of dogs and increasing the fixed penalty notice for dog fouling.
Human Rights and Equalities	Neither the existing or proposed restrictions are believed to impact disproportionately on any particular sector of the community.
Sustainability and Environmental Impact	If the restrictions proposed for dogs on leads areas are new, it would be sensible to consider whether dog owners would be likely to use their cars to travel to more distant areas where dogs could exercise off their leads. This is not necessary for PSPOs that replicate present restrictions.
Health & Safety and Risk Management	Requiring dogs to be on leads in certain areas is a response to the health and safety risks that would be caused by allowing them to roam free in those areas.

LEAD AUTHOR	CONTACT DETAILS	DATE
Kathy Winstanley	01253 658634	27th April 2017

BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
Previous committee reports	March 2016 – March 2017	<a href="http://www.fylde.gov.uk">www.fylde.gov.uk</a>

## INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	23 MAY 2017	6
<b>CAR PARKING UPDATE ON RESIDENT PERMIT AND MOTORHOME SCHEMES</b>			

### PUBLIC ITEM

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

### SUMMARY OF INFORMATION

The Fylde Resident's Permit Scheme was established to provide those who live within the Borough the opportunity to obtain an annual permit to park in a variety of Council owned and operated car parks for up to 2 hours a day. Separately, since 2012, Motorhomes have been allowed to park overnight on St Annes Swimming Pool car park which has enabled the area to benefit from a new source of tourism. The following is a further update on the success of the two schemes to the information reported at the meeting of 31/05/2016.

### SOURCE OF INFORMATION

Fylde Borough Council Permit Database.

Fylde Borough Council's pay and display machine transaction reports via Metric's WebAslan reporting system.  
Operational Management Committee Information Report of 31<sup>st</sup> May 2016:

<https://fylde.cmis.uk.com/fylde/MeetingsCalendar/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/912/Committee/16/SelectedTab/Documents/Default.aspx>

Operational Management Committee Decision Item Report of 13<sup>th</sup> September 2016:

<https://fylde.cmis.uk.com/fylde/MeetingsCalendar/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/913/Committee/16/SelectedTab/Documents/Default.aspx>

### INFORMATION ATTACHED ON

Fylde Resident's Permit Scheme

Motorhome Overnight Parking on St Annes Swimming Pool Car Park

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

To provide the committee with an annual update on the Fylde Resident's Permit and motorhome schemes.

### FURTHER INFORMATION

Contact - Andrew Loynd, Principal Parking and Energy Officer, 01253 658 527



# INFORMATION NOTE

## CAR PARKING UPDATE ON RESIDENT PERMIT AND MOTORHOME SCHEMES

### Fylde Resident's Permit Scheme

Below are details of the number of permits and reissued permits (eg if the permit has been lost after being issued) that were purchased since the scheme started. During the pilot year all permits expired on 30<sup>th</sup> April 2015 irrespective of when they were purchased. Subsequently it was agreed that the scheme should be made permanent with the conditions slightly adjusted. This was promoted in the Leader's letter to all Fylde Borough Residents in mid-March 2015, which resulted in many applicants for the revised scheme over the following weeks. In March 2016 the scheme was once again promoted in the Leader's letter which resulted in a further surge in applicants. As such the middle of March is used to define each annual period for comparison purposes. The scheme was again refined and expanded following the Car Parking Working Group's recommendations presented to the Committee on 13<sup>th</sup> September 2016.

Table 1: Number of Permits Issued

Period	New	Renewed	Total Permits	Replacement
Pilot Phase (01/05/14 to 08/01/15)	105	N/A	<b>105</b>	<b>9</b>
01/03/15 to 13/03/16	150	79	<b>229</b>	<b>13</b>
14/03/16 to 12/03/17	223	70	<b>293</b>	<b>12</b>

Table 1 shows that the number of new permits issued has continued to increase though the number of permit holders renewing has dropped.

With permits (new and renewed) costing £25 and replacements £15 the income from the scheme is set out in table 2.

Table 2: FRPS Income (including VAT)

Period	New and Renewed	Replacement	Total Income
Pilot Phase (01/05/14 to 08/01/15)	£2,625	£135	£2,760
03/15 to 13/03/16	£5,725	£195	£5,920
14/03/16 to 29/04/16	£7,325	£180	£7,505

As the scheme becomes better known via word-of-mouth and social media promotion it is expected that numbers will increase year-on-year. Once annual user numbers pass 1000 the committee will be asked to review the scheme in accordance with the cabinet resolution of 14<sup>th</sup> January 2015 and re-stated by the Operational Management Committee of 13<sup>th</sup> September 2016.

### **Motorhome Overnight Parking on St Annes Swimming Pool Car Park**

Table 3 and 4 below show the number of tickets that have been purchased on St Annes Swimming Pool car park valued at £5 or over. In the first two years of operation only overnight tickets of £5 were available. Since 2014/15, in addition to the £5 overnight charge, there have been tickets for parking during the day and overnight (1 day) at £8, 2 days at £15 and 3 days at £21. As such the values in table 4 are not accurate amounts of income but an indication of the minimum level as most tickets sold are worth £5 or £8.

**Table 3: Number of nights stayed**

Year	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
12/13	4	42	16	91	65	53	42	15	4	5	7	20	<b>364</b>
13/14	34	51	70	107	90	83	70	30	5	12	28	51	<b>631</b>
14/15	103	118	117	167	241	203	185	90	20	27	67	89	<b>1427</b>
15/16	172	216	45	145	324	281	351	90	36	75	89	165	<b>1989</b>
16/17	226	263	271	379	411	298	339	111	50	107	146	232	<b>2833</b>

**Table 4: Minimum monthly income in £ from motorhome users (including VAT)**

Year	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
<b>12/13</b>	20	210	80	455	325	265	210	75	20	25	35	100	<b>1820</b>
<b>13/14</b>	170	255	350	535	450	415	350	150	25	60	140	255	<b>3155</b>
<b>14/15</b>	515	590	585	835	1205	1015	925	450	100	135	335	445	<b>7135</b>
<b>15/16</b>	860	1080	225*	725*	1620	1405	1755	450	180	375	445	825	<b>9945</b>
<b>16/17</b>	1130	1315	1355	1895	2055	1490	1695	555	250	535	730	1160	<b>14165</b>

\*Both tables show that in June and July 2015 the level of use dropped. This is due to a loss of data from the main pay and display machine on the lower section of the car park between 10<sup>th</sup> June and 16<sup>th</sup> July. The machine was working during this period so tickets were sold but we were unable to retrieve the data associated with these ticket sales. We are aware that there were many motorhomes parked during this period and as such estimate that income was at least £1,000 higher than detailed in table 4 for 2015/16.

Usage has continued to increase each year as awareness of the availability of the facility has spread among the motorhoming community.

### **FURTHER INFORMATION AVAILABLE FROM**

Contact - Andrew Loynd, Principal Parking and Energy Officer, 01253 658 527

# INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
OFFICE OF THE CHIEF EXECUTIVE	OPERATIONAL MANAGMENT COMMITTEE	23 MAY 2017	7
<b>YEAR END PERFORMANCE EXCEPTION 2016/17</b>			

## PUBLIC ITEM

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

## SUMMARY OF INFORMATION

The report provides details of the key performance outcomes for the financial yearend 2016/17. Performance is reported against the targets set for the year and commentary is provided by performance exception.

## SOURCE OF INFORMATION

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

## LINK TO INFORMATION

[www.fylde.gov.uk/performance](http://www.fylde.gov.uk/performance) - Full Corporate Performance for Fylde Council

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

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

## FURTHER INFORMATION

Contact Alex Scrivens, Performance & Improvement Manager.

## Operational Management Committee

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

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

PM03: Number of complaints received (Corporate) was 199, the target is 1950.

*Since the transformation work on the waste management service the number of complaints in respect to missed bins has been reduced significantly, this was the number one recorded complaint. The new process makes it possible to record in real time whether a bin has been presented for collection or not, if the customer calls and claims the bin has not been collected it is only a complaint if the bin had been presented. It appears that a significant number of bins that were claimed to have been 'missed' were not being presented for collection. Further process re-engineering focused on the primary areas of complaint have led to a reduction in complaints by tackling the root cause of the problem. A new complaints monitoring system is being introduced that will also help to streamline the response to, and analysis of, complaints. As a consequence the target will be set at 240 complaints for 2017/18 making some allowance for the introduction of the green waste subscription service. It is part of the cultural behaviour of the organisation to welcome complaints as opportunities to improve, if we have failed to do something that we promised to do then we want to be told so we can learn and improve.*

PM102: Current Operator Compliance Risk Score (traffic light) was green, the target is green status.

*The operator licence risk score for Fylde Council is in the green giving a very good "satisfactory" status. This is backed up by a full audit carried out independently by the Freight Transport Association and the recent awarding of IRTE Workshop Accreditation (Institute of Road Transport Engineers'). Accreditation provides an independent, best practice review of workshop procedures and set up, highlighting best practice compliance in areas such as premises, equipment, technical staff, management, clerical staff, documentation, quality and appearance. The auditor gave a clean bill of health and a glowing report stating that Fylde Council now has some of the best systems that he has seen in a long time and he will be sharing our processes with other facilities as best practice.*

PM64: % satisfaction with IT service overall was 99.1%, the target is 95%.

*Closer interaction with staff and the inclusion of the ability to supply feedback on every closed helpdesk call has allowed staff using the service to provide better and more detailed feedback. This will be maintained by continuing to monitor how we react to helpdesk calls and continued refresher training on customer care as well as technical training so as to meet our customer satisfaction expectations.*

PM74: Percentage first time HGV fleet MOT passes was 95.65%, the target 90%.

*This high level of performance is directly related to PM102 and PM96 as well as improved driver training and maintenance routines across the fleet.*

PM96: Percentage of customers satisfied with MOT experience was 100%, the target 90%.

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

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

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

PM06: Percentage of customers satisfied with the service received from Fylde Council was 77.48%, the target is 85%.

*Significant transformation as part of service review, along with the disruption from the transfer of offices and a high turnover of staff due to career development and departures has had an impact on the performance of the customer service team. This indicator is a measure of the satisfaction with the customer service team whose performance has been exceptional over the last few years. There is a planned review of the service in 2017/18 including process re-engineering driven by digital transformation now that the team is located at a single point of service delivery in the Town Hall. The target will remain at 85% for 2017/18 based on the fact that this has been achieved historically by the team and the exceptional circumstances experienced in 2016/17.*






PM07: Number of complaints not responded to within five working days was 19, the target is 0.

*The poor performance against this indicator is a direct result of the failure in some service areas to put in place appropriate arrangements to provide cover when a designated officer who receives complaints in a service area is absent. Service areas have also seen changes in personnel that have not been captured and complaints have been sent to mail boxes when officers have been absent (leave or sickness). The system has been able to identify the service areas where the arrangements have fallen down and measures have been put in place to address this. The corporate Reputation Management Group monitor the content and response to complaints on a monthly basis identifying any failures in the procedures. The target must remain at 100% because the officer has the option of sending an appropriate holding response that acknowledges the complaint but is bespoke in that the customer is informed who is dealing with the complaint and when to expect a full response.*














PM76: Delivery of at least 10,000 hours community work through partnership with HMP Kirkham was 3667, the target is 12500.

*The nature of volunteer work in the community and the changing arrangements with HMP Kirkham have for the second year led to this indicator having little or no meaning, the objective was to reflect the benefit from having a work programme prison in the borough but a great deal of the work programme is now carried out through community and volunteer groups direct with the prison. The council will continue to use the work programme and support offenders to integrate back into society however, it is proposed that the indicator is abolished and that the partnership team at Fylde explore potential suitable indicators that measure the value / impact of volunteering in the borough. The intention is to report to the committee any potential suitable indicators that can be piloted for 2018/19 after the establishment of new volunteer network arrangements currently being implemented by the volunteer community.*

## PERFORMANCE KEY ICON STATUS

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

### Operational Management

Local Key Performance Indicators	Frequency	Good Performance Is	APR 2015 MAR 2016	APR 2016 MAR 2017	Yearend Target	Performance Status
<a href="#">PM03: Number of complaints received (Corporate)</a>	Monthly	Smaller is Better	259	<b>199</b>	1950	
<a href="#">PM06: Percentage of customers satisfied with the service received from Fylde Council</a>	Monthly	Bigger is Better	80.7	<b>77.48</b>	85	
<a href="#">PM07: Number of complaints not responded to within five working days</a>	Monthly	Smaller is Better	22	<b>19</b>	0	
<a href="#">PM102: Current Operator Compliance Risk Score (traffic light)</a>	Quarterly	Bigger is Better	Green	<b>Green</b>	Green	
<a href="#">PM47: The number of unique hits on the Council's website <a href="http://www.fylde.gov.uk">www.fylde.gov.uk</a></a>	Monthly	Bigger is Better	489767	<b>489654</b>	499992	
<a href="#">PM49: Percentage of phone calls to 01253 658658 answered</a>	Monthly	Bigger is Better	92.08	<b>87.81</b>	90	
<a href="#">PM55: Missed bins as a percentage of all collections</a>	Quarterly	Smaller is Better	0.05	<b>0.04</b>	0.05	
<a href="#">PM56: Percentage of household waste recycled</a>	Quarterly	Bigger is Better	48	<b>48</b>	48	
<a href="#">PM64: % satisfaction with IT service overall</a>	Monthly	Bigger is Better	99.5	<b>99.1</b>	95	
<a href="#">PM74: Percentage first time HGV fleet MOT passes</a>	Quarterly	Bigger is Better	90.91	<b>95.65</b>	90	
<a href="#">PM76: Delivery of at least 10,000 hours community work through partnership with HMP Kirkham</a>	Quarterly	Bigger is Better	3475.5	<b>3667.5</b>	12500	
<a href="#">PM95: Percentage of ICT Service delivery available during core times</a>	Monthly	Bigger is Better	99.98	<b>100</b>	99	
<a href="#">PM96: Percentage of customers satisfied with MOT experience</a>	Quarterly	Bigger is Better	100	<b>100</b>	90	

## INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	23 MAY 2017	8
<b>CAPITAL PROGRAMME MONITORING REPORT 2016/17 – OUTTURN POSITION 31<sup>st</sup> MARCH 2017</b>			

### PUBLIC ITEM

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

### SUMMARY OF INFORMATION

This report sets out details of expenditure on schemes within the Council's approved capital programme for the financial year 2016/17.

### SOURCE OF INFORMATION

The report is based upon information on capital programme expenditure on a scheme by scheme basis extracted from the Council's financial ledger system for the period to 31st March 2017.

### LINK TO INFORMATION

<http://www.fylde.gov.uk/council/finance/budget-monitoring/2016-17/capital/capital/>

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

The purpose of this report is to provide an update of the Council's approved Capital Programme as at the financial year-end, 31st March 2017. The Committee is directed to take particular note of those schemes which are under the Committee's remit.

Further information on the financial outturn position for 2016/17 will be contained within the MTFS Outturn Report to the Finance and Democracy Committee in June 2017.




### FURTHER INFORMATION




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### CAPITAL OUTTURN 2016/17

KEY:  SCHEME DELIVERED TO BUDGET DURING THE YEAR  
 SCHEME UNDERSPENT AGAINST BUDGET  
 SCHEME OVERSPENT AGAINST BUDGET


APPROVED SCHEMES	Financing Source	Latest Budget 2016/17 £000	Actual Outturn 2016/17 £000	Variance £000	Variance	See key	Slippage Requested £000	Comments
<b><u>FINANCE &amp; DEMOCRACY COMMITTEE</u></b>								
Accommodation Project - Phase 3, 4 & 5 - East Wing Inc. Lift, Chaseley Link Bridge and One Stop Shop	Proceeds from the sale of surplus Council Assets, and the Accommodation Project Reserve	803	803	0	On target		0	Significant progress has been made during 2016/17 towards delivery of the Accommodation Project. Phases 3, 4 and 5 were completed in November 2016 and the new 'One-Stop-Shop' and call centre are now operational. Work commenced on the remaining phases of the scheme in late 2016 with completion expected during mid-2017. Regular update reports on the project will continue to be provided to Members. Slippage is requested as result of changes to the timings of the works relating to Phase 7 of the project.
Accommodation Project - Phase 6 - Council Chamber		363	363	0	On target		0	
Accommodation Project - Phase 7 - Internal Refurb / Services		475	110	365	Underspent		365	
<b>Sub total</b>		<b>1,641</b>	<b>1,276</b>	<b>365</b>			<b>365</b>	






### TOURISM & LEISURE COMMITTEE


Promenade Footways	No external finance - funded by borrowing/general asset	47	47	0	On target		0	The works have been completed within the approved budget during the year.
Hope Street Footways	Capital Investment Reserve	24	24	0	On target		0	The works have been completed within the approved budget during the year.
Lowther Pavilion Roof	Capital Investment Reserve	118	118	0	On target		0	The scheme has been completed within the approved budget during the year.
Sand Dunes re-modelling at North Beach Car Park / Summerfields	Capital Investment Reserve	17	17	0	On target		0	The scheme has been completed within the approved budget during the year.
Freckleton Memorial Park	Capital Investment Reserve / S106 Monies / External grants and contributions	172	172	0	On target		0	The scheme has been completed within the approved budget during the year.





<b>KEY:</b>	 SCHEME DELIVERED TO BUDGET DURING THE YEAR  SCHEME UNDERSPENT AGAINST BUDGET  SCHEME OVERSPENT AGAINST BUDGET
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APPROVED SCHEMES	Financing Source	Latest Budget 2016/17 £000	Actual Outturn 2016/17 £000	Variance £000	Variance	See key	Slippage Requested £000	Comments
<b><u>TOURISM &amp; LEISURE COMMITTEE (Cont'd)</u></b>								
Improvements to Children's Play Area - Derby Road, Wesham	S106 Developer Contributions	24	24	0	On target	😊	0	The scheme has been completed within the approved budget during the year.
Implementation of a Health Walk on Blackpool Road North Playing Fields, St Annes	External Grant	12	12	0	On target	😊	0	The scheme has been completed within the approved budget during the year.
<b>Sub total</b>		<b>414</b>	<b>414</b>	<b>0</b>			<b>0</b>	
<b><u>OPERATIONAL MANAGEMENT COMMITTEE</u></b>								
Replacement Vehicles	Capital Investment Reserve / Borrowing	407	369	38	Underspent	▲	38	Operational vehicles, of a bespoke specification, were not delivered to the Council by the year-end. Slippage is requested in this regard and the vehicles are now expected to be received in the early part of the financial year 2017/18.
Vehicle Wash-down Facility - Snowdon Rd Depot	Capital Investment Reserve	25	23	2	Underspent	▲	0	The scheme has been completed with a minor underspend in 2016/17.
North Promenade Toilets Refurbishment	Capital Investment Reserve	84	84	0	On target	😊	0	The scheme has been completed within the approved budget during the year.
Bus Shelter Replacement Programme	Capital Investment Reserve	50	51	-1	Overspent	⊘	0	The scheme has been completed with a minor overspend in 2016/17.
Car Park Improvements	No external finance - funded by borrowing/general asset disposal receipts	30	29	1	Underspent	▲	0	The scheme has been completed with a minor underspend in 2016/17.
Fylde Headlands Preliminary Work	Specific Government Grant (Environment Agency)	133	125	8	Underspent	▲	8	Preliminary design work has now been completed and a Marine Management Organisation licence application submitted. A planning application has also been submitted and approved. Slippage is requested in respect of the remaining elements of the preliminary works.
Repair & Renewal - Flood Defences	Specific Government Grant (Environment Agency)	33	6	27	Underspent	▲	0	The scheme has been completed within budget in 2016/17. The underspend is a consequence of limited eligibility by Fylde residents for grants under the scheme regulations.
<b>Sub total</b>		<b>762</b>	<b>687</b>	<b>75</b>			<b>46</b>	

<b>KEY:</b>	 SCHEME DELIVERED TO BUDGET DURING THE YEAR  SCHEME UNDERSPENT AGAINST BUDGET  SCHEME OVERSPENT AGAINST BUDGET
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APPROVED SCHEMES	Financing Source	Latest Budget 2016/17 £000	Actual Outturn 2016/17 £000	Variance £000	Variance	See key	Slippage Requested £000	Comments
<b>ENVIRONMENT, HEALTH &amp; HOUSING COMMITTEE</b>								
Disabled Facilities Grants Programme	Specific Grant (Better Care Fund) / External Contributions / Grant repayments	938	708	230	Underspent		230	This budget has seen a significant increase in central government funding during 2016/17 and a further contribution of £40k from Progress Housing which was received late in 2016/17 which has now also dealt with the backlog / waiting list for disabled facility works. The slippage of £230k reflects the residual balance from 2016/17. An annual monitoring report on DFG's is due to be considered by the Environment, Health and Housing Committee at its next meeting.
93 St Albans Road - Compulsory Purchase Order	S106 Developer Contributions	105	6	99	Underspent		99	Although the Compulsory Purchase Order (CPO) of this property had been completed by the end of the 2016/17 financial year, the claim for compensation by the former owner of the property had not been finalised at that time. Consequently slippage is requested to provide funding for the compensation payment during 2017/18.
Affordable Housing Scheme Sunnybank Mill, Kirkham	S106 Developer Contributions	460	0	460	Underspent		460	Council has agreed to use Section 106 funding to part fund the Sunnybank Mill project in order to deliver affordable homes and to regenerate this derelict brownfield site. Planning permission has only recently been granted and the payments have been agreed in two phases, 50% on commencement and 50% on completion. Slippage into 2017/18 is requested due to the delay in delivery of the scheme.
Affordable Warmth Scheme	Specific Grant (Lancashire County Council)	28	10	18	Underspent		18	This funding was received from Lancashire County Council late in the financial year and consequently it has not been possible to commit the full amount (£28,000) during 2016/17. Slippage into 2017/18 is requested in respect of the residual amount.
New memorial garden - Lytham Park Cemetery	Capital Investment Reserve	33	33	0	On target		0	The scheme has been completed to budget during 2016/17.
<b>Sub total</b>		<b>1,564</b>	<b>757</b>	<b>807</b>			<b>807</b>	

<b>KEY:</b>	 SCHEME DELIVERED TO BUDGET DURING THE YEAR  SCHEME UNDERSPENT AGAINST BUDGET  SCHEME OVERSPENT AGAINST BUDGET
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APPROVED SCHEMES	Financing Source	Latest Budget 2016/17 £000	Actual Outturn 2016/17 £000	Variance £000	Variance	See key	Slippage Requested £000	Comments
<b>PLANNING COMMITTEE</b>								
Woodlands Road Regeneration Scheme - Town Centre Phase 3	Capital Investment Reserve / S106 Developer Contributions	19	13	6	Underspent		6	The scheme is almost complete. Slippage is requested for £6k in 2017/18 for the remaining works and the final account is expected to be finalised early in the financial year 2017/18 within budget.
St Annes Regeneration Schemes	S106 Developer Contributions	37	39	-2	Overspent		0	The scheme has been completed with a minor overspend in 2016/17. The additional £2k of expenditure has been funded by a contribution from St Annes Town Council.
Kirkham Public Realm Improvements	S106 Developer Contributions	90	69	21	Underspent		21	The scheme is almost complete. Slippage is requested for £21k into 2017/18 for the remaining works and the final account is expected to be finalised early in the financial year 2017/18 within budget.
M55 Link Road - design works	S106 Developer Contributions	425	288	137	Underspent		137	A report was approved by Council on 4th July 2016 for a £425k fully funded addition to the capital programme in 2016/17 to be met from a S106 developer contribution to fund the detailed technical design of the proposed link road. This work is progressing and payment is being made in stages as work is completed rather than as an upfront payment. Accordingly payments will be spread across two financial years and slippage into 2017/18 in the sum of £137k is now requested.
<b>Sub total</b>		<b>571</b>	<b>409</b>	<b>162</b>			<b>164</b>	
<b>Total Expenditure</b>		<b>4,952</b>	<b>3,543</b>	<b>1,409</b>			<b>1,382</b>	