



# MINUTES

## Operational Management Committee

<b>Date:</b>	Tuesday, 6 March 2018
<b>Venue:</b>	Town Hall, St Annes.
<b>Committee Members Present:</b>	Councillor Sandra Pitman (Acting Chairman) Councillors Frank Andrews, Alan Clayton, Sue Fazackerley MBE, Richard Fradley, John Kirkham, Jayne Nixon.
<b>Other Councillors Present:</b>	None
<b>Officers Present:</b>	Paul Walker, Tracy Morrison, Kathy Winstanley, William Fisher, Darren Bell, Simon Stott, Sharon Wadsworth.
<b>Other Attendees:</b>	1 member of the public was in attendance during the course of the meeting.

Prior to the commencement of the meeting Councillor Pitman as acting Chairman offered her best wishes to Councillor Eaves and expressed his disappointment at not being able to attend for this the first committee meeting in the new Council Chamber.

### Public Platform

There were no speakers on this occasion.

#### 1. Declarations of Interest

Members were reminded that any disclosable pecuniary interests should be declared as required by the Localism Act 2011 and any personal or prejudicial interests should be declared as required by the Council's Code of Conduct for Members. There were no declarations of interest on this occasion.

#### 2. Confirmation of Minutes

RESOLVED: To approve the minutes of the Operational Management Committee meeting held on 16 January 2018 as a correct record for signature by the Chairman.

#### 3. Substitute Members

The following substitutions were reported under Council procedure rule 22(c):

Councillor Sue Fazackerley substituting for Councillor David Eaves

### Decision Items

#### 4. Green Waste Subscription Service – Payment Process

Tracy Morrison, Director of Resources, introduced a report that outlined all the payment options available for residents, enabling subscribing for the green waste subscription service to be available 24/7. It was highlighted that the move towards a digital focus reflected a predominant customer demand and was supported by the recently adopted Transformation Strategy. It was recognized that a digital option was not the preferred option for

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some residents and, as detailed within the report, the more traditional methods for contacting and making payment were still available. Mr. William Fisher, Customer Services Manager, provided members with an overview of the variety options available to residents from the customer services team. These included staff holding drop in sessions at the Citizens Advice Fylde offices on Moor Street Kirkham and in exceptional cases visiting residents in their homes to offer assistance and advice.

Ms. Morrison and Mr. Simon Stott, ICT Manager, updated members on the matter of not being able to offer the Direct Debit option for 2018/19. Assurances were provided that a solution to the issue was being sourced with an aim for a recurring payment option to be available for 2019/20.

Councillor Pitman proposed two additional recommendations for consideration and following a discussion and vote on each proposal the committee RESOLVED:

1. to endorse the payment process for the green waste subscription service and the approach taken to ensure the most efficient value for money methods whilst ensuring equality and the opportunity for engagement by every resident in the borough.
2. to endorse the commissioning of a bespoke digital integrator to allow residents the option of an electronic recurring payment (Direct Debit) to be introduced for the 2019/20 collection service.
3. to communicate clearly to residents the option of recurring payments, when available for, 2019/20.

#### 4. Appointment to Outside Bodies/Working Groups

The Committee were invited to recommend nominations to the various outside bodies (within the remit of the committee) for consideration at Full Council and to confirm the establishment of any working groups that the committee had approved.

Paul Walker, Director of Development Services, clarified to members that the working group detailed in the report for the Coastal Project Board was no longer required as it had been replaced with the Outside Body, Fairhaven and Church Scar Coastal Defence Project Board.

Following consideration of each outside body in turn, it was RESOLVED to:

1. Recommend the following nominations to the outside bodies for consideration by council:
  - Lancashire Waste Partnership – Councillor David Eaves.
  - Fairhaven and Church Scar Coastal Defence Project Board – Councillor Thomas Threlfall.
  - PATROL – Councillor John Kirkham.
  - Sintropher Working Group – Councillor John Kirkham.
2. Confirm the continued establishment of the following working group:
  - Car Parking Working Group comprising Councillors Alan Clayton, Richard Fradley, Paul Hodgson, Edward Nash, Sandra Pitman.

#### Information Items

The following information items were received by the committee.

#### 5. Fylde's Coastal Strategy Review

The committee received a progress report on the delivery of the Fylde Borough Council Coastal Strategy and Action Plan 2015 to 2032. The Chairman expressed her thanks to Darren Bell, Head of Technical Services, and the wider team for all the successful bids and initiative projects that were ongoing in connection to the coastal strategy.

#### 6. Car Parking Annual Report 2016/17

The Fylde Parking Annual Report for 2016/17 had been published and was publically available to view on the council website.

7. The Residents Survey 2017

The outcome of the sixth Resident Survey was reported to the committee. Councillors expressed a desire to have access to any comments that were included in the responses to the survey to identify areas for improvement.

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