



Agenda

Operational Management Committee

Date:	Tuesday, 22 May 2018 at 6:30 pm
Venue:	Town Hall, St Annes, FY8 1LW
Committee members:	<p>Councillor Roger Small (Chairman) Councillor Sandra Pitman (Vice-Chairman)</p> <p>Councillors Julie Brickles, Alan Clayton, Delma Collins, Richard Fradley, Karen Henshaw JP, Paul Hodgson, John Kirkham, Kiran Mulholland, Jayne Nixon, Thomas Threlfall.</p>

Public Platform

To hear representations from members of the public in accordance with Article 15 of the Constitution.
To register to speak under Public Platform: see [Public Speaking at Council Meetings](#).

	PROCEDURAL ITEMS:	PAGE
1	Declarations of Interest: 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	Confirmation of Minutes: To confirm the minutes, as previously circulated, of the meeting held on 6 March 2018 as a correct record.	1
3	Substitute Members: Details of any substitute members notified in accordance with council procedure rule 22(c).	1
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Contact: Sharon Wadsworth - Telephone: (01253) 658546 – Email: 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	22 MAY 2018	4

COASTAL CLEANSING AND THE PROVISION OF BEACH BINS

PUBLIC ITEM

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

SUMMARY

The Fylde coast is an important area for tourism and recreation with high expectations regarding beach management and cleansing. Lytham St Annes is a popular tourist destination hosting numerous attractions and events with the number of visitors and residents using the beach, including the dunes, rising steadily per annum. The coastal area is also very popular with local and visiting dog walkers. The growth in new build properties and the improved 'tourism offer' through social media is leading to more local residents and visitors using the beach than ever before. Increasing numbers of beach users has a subsequent impact on litter and cleansing placing extra demand on existing resources. This report provides information on historical and current litter cleansing arrangements, recent developments in coastal resource provision and the valuable work of dedicated volunteer groups. It also outlines a proposal to extend the provision of litterbins on the seaward side of the beach and sand dunes between St Paul's car park at Fairhaven and Starr Gate, the management of the bins and additional cleansing.

RECOMMENDATION

1. The Committee is requested to make a decision whether to support the proposal to extend the provision of litterbins and cleansing arrangements on the seaward side of the beach and sand dunes between St Paul's carpark and Starr Gate.

SUMMARY OF PREVIOUS DECISIONS

None

CORPORATE PRIORITIES

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

REPORT

1. The Environmental Protection Act 1990 imposes duties on certain land owners to keep specific land clear of litter and refuse and local authorities to keep clean public highways for which they are responsible. The national Code of Practice on Litter and Refuse issued by the Department of Environment, Food and Rural Affairs is used as a guide for determining the levels of service provision for litter collection and cleansing by the local authority.
2. The Council has a statutory responsibility for the cleansing of the amenity beach in St Annes, this is the section of beach between the lifeboat station and public conveniences on North Promenade car park, during the official bathing season (1st May – 30th September). This is currently carried out by mechanical sand raking and removal with manual litter-picking. The service operates flexibility when providing additional resource to cleanse the beach at other times of the year subject to weather conditions, events and anticipated visitor numbers.
3. There is no statutory requirement on the local authority to cleanse the remainder of the beach or the sand dunes although litter picking does take place after busy weekends. Historically, ad hoc raking was carried out on other sections of the beach, including the section from the end of North Promenade car park to Starr Gate, usually following the high tide. As part of the dunes restoration project the mechanical raking ceased to allow natural accretion that supports sand dune development. The Coast and Conservation Team have subsequently implemented alternative cleansing options with the support of volunteer litter-picking groups to keep the area free of litter. A number of organised community litter picks take place throughout the year under the banner of FLAG (Fylde Litter Action Group).
4. In 2009 Trax Windsports Centre received a government grant which subsidised the provision of resources to assist with litter removal on the beach as part of kite surfing activities. The funding provided placements for disadvantaged youths who were able to offer support to empty beach litter bins. This involved locating bins on the beach at key locations, then Trax collecting the full bins with a beach buggy and trailer and taking the bins to a designated collection point on North Beach Car Park. The Council emptied these bins and Trax staff replaced the empty containers back on the beach. The bins were well used but unfortunately the government funding secured by Trax was withdrawn. Trax continued their scheme until 2011/12 and then stopped employing the large number of trainees. Support was withdrawn resulting in overflowing bins and associated complaints. The Council did not have the resource or equipment to continue offering this service so the bins had to be removed from the beach which led to a number of enquiries including complaints.
5. In response the Coast and Conservation Team piloted an alternative scheme that involved locating up to 24 x 240L grey wheeled bins on the beach covering the area between Starr Gate to St Pauls Avenue carpark, that were emptied once or twice weekly dependent on resources by the Coastal Patrol Officers. The team used the beach Land Rover and trailer manually pulling the bins to the back of the trailer then transporting them to North Beach car park to be emptied by the Operational Services Cleansing Team before redistributing the empty bins back across the beach, no additional resource was available to support the pilot.
6. The pilot was very well received by residents and visitors who could conveniently dispose of waste on the beach rather than carrying it with them for disposal in one of the many litterbins located along the promenade, or in some cases leaving it on the beach. During the pilot over 400 bin loads of rubbish were collected, including dog waste bags, beverage containers and disposable BBQs with an average weekly weight of 1 tonne in the height of summer.
7. However, the process was time consuming and required a full health and safety assessment to manoeuvre bins on an uneven, shifting surface and manually lifting on and off the trailer. During the peak season and weekends the pilot also added to the workload of the Coastal Patrol Officers who had priority statutory duties to attend to. As a consequence there were issues collecting the bins from the beach when resources were stretched, some bins were overflowing with unsightly litter accumulations. Numerous options were attempted to resolve these issues but it was not possible to provide an ongoing, safe and reliable beach litter bin service within the existing labour and fleet resources, and it became necessary to end the pilot and remove the containers from the beach.
8. The removal of the bins from the beach was supported with an education and social media campaign and the provision of 24 additional larger bins positioned at key locations along the promenade which provided nearly

double the capacity of the standard litter bin and have proved very popular. Additional litterbins have also been located along the roadside stretch of the promenade between North Beach and Starr Gate. In total there are 120 litterbins located along the seafront in the six miles from Starr Gate to the end of Lytham Green excluding those in town centres parks and gardens. In peak season the bins are emptied 2 to 3 times per day.

9. In addition, there are four volunteer litter picking groups affiliated with Keep Britain Tidy's national LoveMyBeach Campaign, which support the Council's litter collection and cleansing arrangements. Each group covers a designated section of beach from Lytham to Starr Gate, undertaking valuable litter picking in the respective areas at least one morning per week. The volunteers play a vital role in assisting the Council with the control of litter along Fylde's coastline complimented by numerous ad hoc organised litter picks on the beach and seafront throughout the year.
10. Despite the additional cleansing measures put in place to accommodate the removal of the beach bins, there are still requests to provide direct litter collection arrangements on the seaward side of the beach and sand dunes between St Paul's and Starr Gate. The Council does not currently have the necessary resources in terms of manpower or a suitable beach vehicle available to provide a litter collection service on the beach and officers have been asked to look at suitable alternative options.
11. A suitable vehicle that can drive on soft sand at the base of the dunes without posing a risk of becoming stuck is essential, the Fleet Manager has recommended a 4 wheel drive utility vehicle similar to that used by the Fylde Sand Dunes Project Team with a rear tipper cargo box to store bagged waste from beach bins (as per Fig 1 at the end of the report). This would remove the need for an additional trailer to be attached to the rear however the optional installation of a tow bar would provide flexibility if a trailer was required in future. The Fylde Sand Dunes Project vehicle was replaced in September 2017 at a cost of £18,200 funded through a grant allocated by the Environment Agency and is specific to the project. The estimated cost of a similar vehicle to perform the bin-emptying and litter picking duties on the beach is estimated between £18k and £20k.
12. The type of bins located on the beach must be a suitable size to meet the waste demand without presenting a manual handling risk to the operative i.e. a smaller bin with an inner liner which can be removed and replaced rather than a larger wheeled bin that would need to be physically removed and emptied. The bin would need to be covered at the top to prevent seagulls accessing the waste, with a steel inner and hard plastic outer to prevent corrosion and provide protection against water damage (as per Fig 2 at the end of the report). The top or front opening would need to be sufficiently large enough to permit the disposal of bulkier items and it is important that the style of the bin is suitable for the coastal environment and consistent in design.
13. Consideration must be given to the location of the bins so that they are not washed away at high tide. One option is to fit the bins on posts bolted onto concrete slabs in the sand to provide stability allowing high tides to wash around them without washing them away. An additional recommendation would be to drill holes in the outer bin case to let water flow in and out without mixing with the contents.
14. Officers have identified a litterbin design that is post mounted with a removable body and a curved hood to protect contents from the external elements. The bin has a 50 litre capacity and can be fitted with a removable bin liner, it should be possible to locate 24 of these bins along the coastline in similar locations as the previous wheeled bins at an estimated cost of £3,000, excluding any installation costs or maintenance.
15. The wheeled bins provided 5 x more capacity and were emptied once or twice a week at peak times, the smaller bins would need to be emptied on a regular, more frequent basis, ideally daily (and possibly more during peak times) with the actual frequency determined after a period of use. The council does not have the resource capacity to service the bins which would require a new post with an estimated cost of around £21,000. Additional beach and litter cleansing duties would be added to the role to support the work of the existing teams and volunteers and the resource would assist with the removal of windblown sand from the highway as well as other amenity cleansing tasks.
16. The resource to provide the bins, the emptying of them and the additional cleansing support as outlined in this report would require an initial capital investment estimated at £20k to £25k with ongoing revenue cost estimated at £21k to £25k per annum. If the committee decide to support the introduction of beach litter bins and the additional cleansing service as described a further report would be presented to the Finance and Democracy Committee to seek approval of additions to the capital and revenue budgets.

17. Members of the Operational Management Committee are asked to debate and consider the proposal to provide litterbins on the beach and additional cleansing support on the seaward side of the beach and sand dunes between St Paul's and Starr Gate.

IMPLICATIONS	
Finance	The resource to provide the bins, the emptying of them and the additional cleansing support as outlined in this report would require an initial capital investment estimated at £20k to £25k with ongoing revenue cost estimated at £21k to £25k per annum. If the committee decide to support the introduction of beach litter bins and the additional cleansing service as described a further report would be presented to the Finance and Democracy Committee to seek approval of additions to the capital and revenue budgets.
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 this report
Sustainability and Environmental Impact	Introduction of additional litter bin provision along the coastline will have a positive impact on the amenity and cleanliness of the area
Health & Safety and Risk Management	There will be no direct health & safety and risk management implications arising from this report

LEAD AUTHOR	CONTACT DETAILS	DATE
Kathy Winstanley	kathyw@fylde.gov.uk ; 01253 658634	3 rd May 2018

BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
none		

Appendix

Fig 1 – Example of 4 wheel drive utility vehicle suitable for beach driving

Fig 2 – Example of post mounted litter bin with curved hood



Fig 1 – Example of 4 wheel drive utility vehicle suitable for beach driving



Fig 2 – Example of post mounted litter bin with curved hood

DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICE DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	22 MAY 2018	5
PUBLIC TRANSPORT IMPROVEMENTS RELATING TO SECTION 106 AGREEMENT FOR LAND AT MILL FARM SPORTS VILLAGE, WESHAM (13/0655)			

PUBLIC ITEM

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

SUMMARY

The report addresses the matter of payment of a developer contribution (generated from the development at Mill Farm Sports Village, Wesham in relation to application 13/0655) in the total sum of £150,000 to Lancashire County Council to provide for the enhancement of local bus services in relation to the development. Funding will only be transferred to Lancashire County Council for this purpose following its receipt from the developer by Fylde Council.

RECOMMENDATION

1. To request that the Finance and Democracy Committee approve a fully-funded addition to the Capital Programme in 2018/19, 2019/20, 2020/21, 2021/22 and 2022/23 in the sum of £150,000 (£30,000 per year), to be met in full by a receipt of Section 106 monies (generated from the development at Mill Farm Sports Village, Wesham in relation to application 13/0655) in the same amount; and
2. That conditional upon receiving the approval as outlined above, that the sum of £30,000 be paid each year to Lancashire County Council to provide for the enhancement of local bus services in relation to the development. Funding will only be transferred to Lancashire County Council for this purpose following its receipt from the developer by Fylde Council.

SUMMARY OF PREVIOUS DECISIONS

None

CORPORATE PRIORITIES

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

REPORT

1. Permission was previously granted for the development of Mill Farm Sports Village, Wesham 13/0655. This was subject to a Section 106 agreement which has been entered into to enhance local bus services in relation to the development.
2. The agreement required a Bus Service Improvement payment of 5 annual contributions of £30,000 from the developer, the agreement wording is
'Bus Service Improvements: means the delivery of a Sunday service of limited frequency for Bus Service No. 76 (or other bus services serving the property), enhanced peak hour service frequency or improved evening service.'
3. Lancashire Council are proposing to use the money to enhance current peak bus journeys to restore to an hourly service. Although the planning obligation also mentions possibilities of providing an evening or Sunday service, LCC want to pursue the peak journey option. They hope to encourage residents along the route, to feel confident using the bus again for journeys to employment or education and hope this will have a better chance of being sustained going forward, when the 5 years of funding comes to an end.
4. Due to delays in the first payment being made and no meeting until September, to avoid any further delays in service provision, the report has been presented before payment has been made. Officers have received a commitment that the first payment will be paid by the 31st May 2018. If members agree to this report no money will be paid the LCC until Fylde have received this and each subsequent payment.

IMPLICATIONS	
Finance	The report requests approval for the transfer of s106 monies to LCC to deliver the required transport provision for the development at Mill Farm Sports Village, Wesham. This will necessitate an addition to the Capital Programme in the sum of £150,000 for which approval will be requested from the Finance and Democracy Committee following consideration of the issue by this Committee.
Legal	The council is obliged to use the contributions for the purposes set out in the agreement, failing which they would fall to be repaid to the developer.
Community Safety	There are no implications
Human Rights and Equalities	There are no implications
Sustainability and Environmental Impact	The scheme of enhanced public transport improvements assists in making the site more sustainable in the short term
Health & Safety and Risk Management	There are no implications

LEAD AUTHOR	CONTACT DETAILS	DATE
Karen Hodgkiss	karenh@fylde.gov.uk & Tel 01253 658515	1 st May 2018

BACKGROUND PAPERS		
Name of document	Date	Where available for inspection

DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	22 MAY 2018	6
OUTSIDE BODIES			

PUBLIC ITEM

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

SUMMARY

In April 2018 David Eaves resigned from his role of Borough Councillor leaving a vacancy on the Outside Body that he had been appointed to. The committee is requested to nominate a representative to the outside bodies that have a vacancy and where a nomination is required.

RECOMMENDATION

1. That the committee nominate one representative, for Full Council to approve, for the Lancashire Waste Partnership.

SUMMARY OF PREVIOUS DECISIONS

6 March 2018 Operational Management Committee recommended nominations to outside bodies.
 16 April 2018 Council confirmed the annual appointments to outside bodies.

CORPORATE PRIORITIES

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

REPORT

1. On 16 April 2018, the Council made a number of appointments to outside bodies. These appointments followed from recommendations from the programme committees for appointments from within their respective memberships.
2. A vacancy has arisen on the Lancashire Waste Partnership outside body following the resignation by David Eaves from his role of Borough Councillor. The committee is therefore requested to nominate one representative for approval at the next full council meeting.
3. The table below includes the name of the body/group and the role/purpose of the outside bodies under the remit of Operational Management that currently have vacancies.

Outside body / partnerships	Role/Purpose	Frequency of meetings	Representative
Lancashire Waste Partnership	The LWP incorporates 15 Lancashire waste authorities, at both officer and member level, in an active approach to integrated waste management across the whole county area	Every four months (3xp/a)	Vacant

4. It is important that the members nominated to represent the Council on outside bodies/working groups have an appropriate interest in the body/partnership/subject, can commit to positively represent the Council and be available to commit the time to attend the majority of the meetings involved.
5. The nominations from the Operational Management Committee will be presented to the next scheduled full Council meeting, to be held on 16 July 2018, for confirmation.
6. In accordance with Part 5f – Protocol for Members on Outside Bodies of the Constitution a reporting form must be completed by members serving on an outside body every six months, with all completed information being circulated to all members of the Council for information.

IMPLICATIONS	
Finance	There are no financial implications arising from this report
Legal	No implications arising from this report
Community Safety	No implications arising from this report
Human Rights and Equalities	No implications arising from this report
Sustainability and Environmental Impact	No implications arising from this report
Health & Safety and Risk Management	No implications arising from this report

LEAD AUTHOR	CONTACT DETAILS	DATE
Sharon Wadsworth	democracy@fylde.gov.uk	1 May 2018

BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
None		

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	22 MAY 2018	7
GREEN WASTE SUBSCRIPTION SERVICE – UPDATE			

PUBLIC ITEM

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

SUMMARY OF INFORMATION

At the January 2017 Operational Management Committee it was RESOLVED to approve recommendations for the operation of the green waste subscription scheme. The scheme was introduced in June 2017 with a charge of £25 in year 1. A report was presented to this Committee in November 2017 providing an estimate of the income and expenditure relating to the green waste subscription service for 2017/18. Now that the 2017/18 financial year has ended this report provides an assessment of the actual income and expenditure for the scheme for 2017/18.

SOURCE OF INFORMATION

Head of Health and Environment

LINK TO INFORMATION

[Green Waste Subscription Service – Update](#)

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

The information is being provided to update the members of the Operational Management Committee in respect of the income and expenditure relating to the green waste subscription service for the financial year 2017/18.

FURTHER INFORMATION

Contact Kathy Winstanley, Head of Health and Environment, kathyw@fylde.gov.uk, 01253 658634



INFORMATION NOTE

GREEN WASTE SUBSCRIPTION SERVICE – UPDATE

Background

The Council has an approved corporate priority to 'Mitigate the impact of the loss of the Lancashire County Council (LCC) waste subsidy', as set out in the Corporate Plan, with the reduction in funding to Fylde Council from LCC impacting from 2018/19 onwards. As part of planning to mitigate against this reduction in funding, the Council agreed at its meeting of 5th December 2016 to introduce an 'opt-in' green waste subscription service. The subsidy from LCC part funded all the recyclable collections (paper, cans, plastics, glass and green waste) however, green waste is the only recyclable material that can be charged for in legislation, so long as the charge is 'reasonable', with many local authorities doing so from inception of the service. Lancashire districts have benefitted from LCC contributing towards the cost of the service as part of the cost sharing agreement to support recycling initiatives across the county. The decision by LCC to withdraw the subsidy has led to almost all the Lancashire districts having to introduce a subscription service for the collection of green waste.

At the January 2017 Operational Management Committee it was RESOLVED to approve the introduction of a subscription service from 1st June 2017 at an annual subscription of £25 per bin in year 1, increasing in to £30 from year 2 (full year service April 1st to March 31st).

2017/18 Service

Following this decision, employees from Waste Services, Customer Services, IT, Finance and Communications met regularly to implement arrangements for the rollout of the scheme. An information leaflet was delivered to all suitable properties during March 2017 with details of the subscription service and how to make payment online, together with a comprehensive list of FAQs. The information circulated in the press and social media, encouraging residents to sign up at www.fylde.gov.uk/greenwaste. Electronic payments methods were preferred in line with the corporate digital transformation strategy, a small number of cash/cheques were accepted to assist residents who were unable to sign up and pay online.

Two temporary Customer Services staff were recruited for a six month period to support the team with the increased number of enquiries associated with the subscription service. The whole team underwent training to respond to green waste queries and assist residents in subscribing to and making electronic payment for the service over the phone and face to face in the contact centre. The waste team also worked closely with Customer Services staff to finalise appropriate scripts and frequently asked question responses to ensure the correct information was provided to Customers.

ICT and finance staff supported waste colleagues to ensure that the correct information was recorded at sign up and payment so that address details for subscribed properties could be uploaded into the Bartec system. Subscribed properties have an icon next to the address on the in-cab screen so the crews collect only from subscribed properties. Residents received a service sticker to attach to the green bin to assist the crews in identifying subscribed properties.

The service went live on the 1st June as scheduled. Unauthorised bins that were presented for collection were recorded so that targeted communications could be sent to encourage subscription to the scheme. This proved successful as the number of unauthorised bins presented steadily declined and subscriptions increased. Subscription rates peaked in mid-May ahead of the launch of the scheme however subscriptions continued to come in over the summer months as awareness of the scheme increased. Subscriptions for year 1 closed on 30th November 2017 with a total of 17,304 subscriptions.

Appendix 1 attached shows an updated estimate of the outturn costs and income for the green waste service for 2017/18. The total cost of the whole waste service for 2017/18 is c£2.4m, of which the estimated cost for the collection of green waste alone is c£641k - which is itemised in the appendix below.

The analysis has been prepared by estimating how much of each element of the total waste service cost relates to the collection of green waste.

The Council does not account separately for green waste as that would require the apportionment of all joint costs for staff, vehicles, overheads etc. at source i.e. whenever an invoice is received and processed, between green waste and other types of collection (such as general/grey bin waste, cardboard, plastics, glass etc.).

As many of the costs relate to all aspects of the waste collection service, for example vehicles and staff are employed on both the collection of green waste and household/grey bin waste, and the specific element of that service to which a particular cost relates is largely not identifiable, the analysis has been prepared by apportioning the annual costs for the whole service between the constituent elements according to the most appropriate apportionment method available. Where costs are more easily identifiable as relating to a particular element of the service (for example printing costs for the green bin stickers and the purchase of new replacement bins) these costs have been allocated directly to that element of the service.

As the income from subscription charges to the waste service relates entirely to green waste collection it is not necessary to apportion that income between the various elements and all is included within the green waste service income analysis.

Therefore the following analysis is comprised of a number of different accounting approaches (direct attribution, apportionment, etc.) to provide as accurate a picture as it is reasonably possible to produce for the costs and income relating to the green waste collection service for the 2017/18 financial year.

In addition to the income received directly from subscriptions, the Council received the following payments from LCC in 2017/18; a cost sharing payment of £627,576 and recycling income of £121,850. These payments were provided to support the introduction of a three-stream waste collection service and to encourage districts to promote recycling, and as such they are a contribution towards the costs of the green, blue and brown bin collections (paper, cans, plastics, glass and green waste). However, this is the final time that LCC will contribute in this way following its decision to withdraw this funding.

2018/19 Service

To date there have been 15,867 subscriptions for the 2018/19 green waste service. A further information update will be provided to members at a later committee meeting.

Attached: *Appendix 1: Estimated Costs and Income - Green Waste Collection Service 2017/18*

FURTHER INFORMATION AVAILABLE FROM

Kathy Winstanley, Head of Health and Environment, kathyw@fylde.gov.uk, 01253 658634

Paul O'Donoghue, Chief Financial Officer, paul.o'donoghue@fylde.gov.uk, 01253 658566

Estimated Outturn Costs - Green Waste Collection Service 2017/18

6 x front line refuse collection vehicles + 1 spare

Totals 2017-18 Cost of green bin collection service

Estimated Labour Costs, including NI and pension costs		
Drivers / Loaders / Supervisors / Admin / Agency / Back Office Support / Other	£289,344	
Sub-total	£289,344	<i>Direct</i>
Estimated Vehicle Costs		
Twin Bin Refuse Collection Vehicles	£212,934	
Sub-total	£212,934	<i>Direct</i>
Estimated Container Costs		
Cost of replacement Green Bins	£12,591	
Sub-total	£12,591	<i>Direct</i>
Estimated Promotion / Subscription Fee Collection Costs		
Additional comms / printing / leaflet and sticker costs	£33,129	
Bank Charges	£6,213	
Sub-total	£39,341	<i>Direct</i>
Total Operational Costs - Direct Costs	£554,210	
Estimated Support Service Costs		
All Support Service / Service Management Costs	£86,799	
Total Operational Costs - Indirect Costs	£86,799	<i>Indirect</i>

Total Estimated Operational and Support Costs - Green Waste Service: **£641,009**

2017/18 Income (subscriptions @ £25 per bin): **-£432,600**

2017/18 Estimated Net Cost of Service after income from subscriptions **£208,409**

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	22 MAY 2018	8
BUS SHELTERS - UPDATE OF ACTIVITY AND DEVELOPMENTS			

PUBLIC ITEM

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

SUMMARY OF INFORMATION

The report provides a progress update of activity and developments in the past 3 years in relation to the management of bus shelters in the borough.

SOURCE OF INFORMATION

Director of Development Services (Technical Services Division)

LINK TO INFORMATION

[15 September 2015 Operational Management Committee](#)

[24 November 2015 Operational Management Committee](#)

[19 January 2016 Operational Management Committee](#)

[15 November 2016 Operation Management Committee](#)

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

Members have asked for an update report to be provided on the management of bus shelters in the borough.

FURTHER INFORMATION

Contact - Andrew Loynd, andrew.loynd@fylde.gov.uk, 01253 658527

INFORMATION NOTE

BUS SHELTERS - UPDATE OF ACTIVITY AND DEVELOPMENTS

Background

At the Operational Management Committee meeting of [15 September 2015](#) a report was presented requesting the use of S106 funding from a residential development on Highbury Road East for the installation of 2 bus shelters on Leach Lane which was approved and installed for just under £6,600. On [24 November 2015](#) a capital bid of £30,000 for 2016/17 was considered by the Operational Management Committee to fund up to 8 new and replacement shelters. The committee recommended the capital bid for bus shelters in principle pending a detailed report on bus shelter provision.

A detailed report was presented to the Operational Management Committee on [19 January 2016](#) on the provision of bus shelters across the Fylde Borough. This highlighted that there are 68 shelters owned by Fylde Council with an annual maintenance budget of £9,000. 66 shelters are provided under a long-standing agreement with Adshel/Clear Channel where they supply and maintain the shelters at their cost in return for the advertising space this offers. A further 25 shelters which had been installed by Lancashire County Council, as a result of their Section 106 and Section 278 ¹requests, were under dispute as to whether Fylde Council or Lancashire County Council had responsibility for maintaining them.

The resolution of the committee was to continue maintaining the 68 bus shelters Fylde Council are directly responsible for, to recommend the proposed capital bid of £30,000 for additional and replacement bus shelters, to extend the agreement with Adshel/Clear Channel for 5 years and formally advise Lancashire County Council of the concerns of the Borough Council in relation to the lack of maintenance of the 25 shelters.

A report to the Operational Management Committee of [15 November 2016](#) proposed that the agreed £30,000 capital budget be spent on replacing 4 existing shelters and installing 4 new ones depending on final project costs. The 4 replacement shelters are located at Dixons Farm Mews, Clifton; Church Road (Methodist Church), St Annes; Church Road (Elms Avenue), Lytham and Preston Old Road (Stanagate to Preston), Clifton. The 4 new shelters are located at Clifton Drive North (Sandgate), Clifton Drive North (St Leonards Road West), Clifton Drive (Fairhaven Hotel) and Shephard Road (Newton Road).

Also at the Operational Management Committee of [15 November 2016](#) a separate report was submitted to propose the installation of a further 4 shelters at locations close to the Queens Manor development in St Annes. At a cost of £20,000 to be funded by an S106 contribution, the ongoing maintenance of these would be met by Fylde Council. These were located on Clifton Drive South (Osbourne Road), Clifton Drive South (Cartmell Road), Albany Road (High school lay-by) and Church Road (opposite Lindsay Avenue).

All new and replacement bus shelters were installed in early 2017. The total number of bus shelters that Fylde Council are responsible for maintenance is now 76. A new shelter was also installed by Adshel/Clear Channel on the A585 at Mill Farm in 2016, taking the number managed by Adshel/Clear Channel to 67 shelters.

¹ A section 278 agreement allows private developers to either fund or complete works to public highways outside or beyond the development site itself, such as traffic calming and capacity improvements. The document is signed by the local highway authority and the developer to ensure that works are completed to the highway authority's satisfaction.

Feedback

The general response from members of the public following the installation of the shelters in 2017 has been broadly positive. Some comments were received regarding a few shelters which did not have sides which allowed driving rain to get waiting passengers wet. The model of bus shelter that has been used is a modular design and as such it may be possible for half width or full width sides to be retrofitted so long as footpaths are not impeded. However in one or two of the locations the footway is narrow meaning through visibility must be maintained to ensure road safety.

Outstanding/new requests

From the report of [15 November 2016](#), 5 potential locations for new bus shelters were suggested but only 4 could be funded. The one shelter not installed was on Blackpool Road close to Milner Road. As a result of the new shelters on Clifton Drive North a complaint was received from a member of the public who uses the stop outside Darley Court, near the junction with Beach Road as this is now the only bus stop on Clifton Drive North without a shelter. There are also a further 10 requests for shelters from 2016 or before which are listed below.

Bus stop ID2500B0398, Leach lane (opposite Dawson Road), St Annes	Bus Services 17 and 916
Bus stop ID 2500LAA16035, Shepherd Road (adjacent Hope Street Recreation Ground), St Annes	Bus Service 78
Bus stop ID 2500DCL2074, Garstang Road, A586 (by Blackpool Old Road), Little Eccleston	Bus Services 42, 76, 77, 527, 607 and 853
Bus stop ID 2500LA00072, Moor Street (opposite Ward Street), Kirkham	Bus Services 75, 578 and 598
Bus stop ID 2500BTA01069, Clifton Drive South (by East Bank Road), St Annes	Bus Services 7, 11, 21, 68, 68C and 916
Bus stop ID 2500LAA07596, Lytham Road, A584 (by Land Registry), Warton	Bus Services 68, 76, 78, 598, 602, 853 and 959
Bus stop ID2500BTA01099, Heyhouses Lane (outside Booths), St Annes	Bus Services 78 and 688
ID2500BTA01098, Heyhouses lane (opposite Clifton Housing Development), St Annes	Bus Services 78 and 688
Bus stop ID2500B0276 , Commonside (opposite Ansdell Library), Ansdell	Bus Services 853 and 916
Bus stop ID2500B0277, Central Drive (opposite Derby Road, Ansdell	Bus Services 853 and 916

Outstanding S106 funding possibly available for bus shelters

The current S106 agreement funding that has been collected and could be spent on bus shelters are as follows:

£13,400 available to be spent on bus services/facilities in the vicinity of Crossacres, Highbury Road, St Annes with no time limit for this amount to be spent. Previously just under £6,600 was spent from the total available fund of £20,000 on 2 shelters on Leach Lane.

£13,200 available ‘...to provide or to facilitate the improvement of public transport or the development and implementation of sustainable transport initiatives in the vicinity of...’ Baines Farm, Staining. Funding must be spent by April 2021.

£22,320 available for ‘...the improvement of public transport facilities and sustainable transport initiatives within the vicinity of...’ Orchard Court, South Promenade, St Annes. Funding to be spent by October 2026.

LCC response

Following the Operational Management Committee resolution on [19 January 2016](#) to formally advise Lancashire County Council of the concerns of the Borough Council in relation to the lack of maintenance of their 25 shelters, Cllr Eaves, as Chair of the Committee, wrote to Cllr John Fillis. The response received, as reported to the Operational Management Committee on [15 November 2016](#), did not state whether Lancashire County Council formally accepted or denied liability for the bus shelters in question. A follow-up letter was sent to Cllr Iddon, the current County Cabinet Member for Highways and Transport, in September 2017 with Cllr Eaves original enquiry enclosed. A response to this was received in April 2018 and is attached. Following further clarification regarding two shelters (by Wood Street and on Albany Road) Lancashire County Council formally accept responsibility for maintaining all of them.

It should be noted the following request from Lancashire County Council:

‘For clarification purposes, I would ask in future that as the local planning authority, Fylde Borough Council specify in any future S106 Developer Agreements involving a contribution towards improved public transport that they are specifically worded and do not use generic terminology. If it established, that as part of the development, there is a requirement for the installation of a bus shelter(s) then a commuted sum for upkeep and maintenance of £800 per unlit shelter and £1,000 per lit shelter for a minimum period of five years is written into the agreement.’

Redundant shelters

A review of Lancashire County Council’s MapZone system, where all designated bus stops and current bus routes are mapped, has enabled an assessment of which shelters are no longer used by a bus service. Of those bus stops that do not currently have a bus service passing by them (either a primary route or a once-a-day service for commuters), only three of them have shelters. One of them is on Central Beach in Lytham which serves a National Express coach route from Blackpool to London. One shelter on Kilnhouse Lane opposite Tesco Express is provided by Adshel/Clear Channel. Only one shelter owned by Fylde Council is redundant; a brick shelter on the green triangle between Ballam Road and Park View Road in Lytham which is currently in reasonable condition and may be used by some as a sheltered seating area.

Maintenance

The maintenance budget was increased to £9,000 per year in 2015/16 when Fylde Council was responsible for 68 shelters. When the 8 new shelters were proposed, their maintenance was expected to be funded from that revised budget. However, should further new shelters be installed then the maintenance budget may need to be revised to take account of increase.

Some of the current bus shelters that have glazed/Perspex windows have been open to repeated vandalism. Older models have panes in both upper and lower sections of the shelters whereas newer shelters have metal sheeting on the lower section and Perspex panes on the upper sections. Historically these panes have been replaced like-for-like though over time this has resulted in mounting costs. As a lot of the vandalism involve lower section panes on older models needing to be replaced, Technical Services are currently trailing replacing them with metal sheeting that is colour co-ordinated with the shelter frame. It is hoped that this will reduce maintenance costs while being in keeping with the look of the shelters. Photographs of two trial shelters are shown below

Figure 1. Heeley Road



Figure 2. Norwood Road



FURTHER INFORMATION AVAILABLE FROM

Andrew Loynd, andrew.loynd@fylde.gov.uk, 01253 658527

Councillor David Eaves
Sent via email
Cllr.deaves@fylde.gov.uk

Phone: (01772) 535842
Email: keith.iddon@lancashire.gov.uk

Your ref:
Our ref: KI/JJ/23464
Date: 17 April 2018

Dear Councillor Eaves

Bus Shelter disputed ownership in Fylde and associated S106 / S278 Agreements

Thank you for your correspondence dated 18 February 2016 and follow up correspondence received from Andrew Loynd, Fylde Technical Support Manager, dated 18 September 2017. I am pleased to now be in a position to provide you with a response to the issues you have raised in full council concerning disputed ownership of Bus Shelters in Fylde.

Firstly, please accept my apologies for the delay in replying to you but as I am sure you will appreciate it has been a lengthy and complicated process reviewing the numerous planning applications associated with each of the disputed shelters has involved a number of different county council officers and required us to seek advice and clarification from our Legal Services Team.

I am pleased to be able to now report back to you with the following information:

I can confirm that of the original twenty five shelters on the disputed list, it has been established that seven of these are on the Line 17 St Anne's – Blackpool Quality Bus Route and as such, upkeep and maintenance does, as such, fall to the county council.

Of the remaining eighteen shelters it has been verified that sixteen of them were put in as part of S278 Highway Works agreements and again, as such, are our responsibility.

From our research, it appears that only the remaining two shelters on the list located at Wood Street and Albany Road respectively, were installed as part of S106 Agreements. (PA 11/0026 – 'improved public realm works' and PA 04/0499 £20k contribution for two bus stop upgrades.)

Continued...

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I would therefore concur with you that the majority of these shelters do in fact come under the county council's responsibility and have for the most part been installed as part of the planning condition under S278 Highway Works. From your list, it appears only two were installed under S106 Agreements, with only the shelter as part of the Albany Road Medical Centre development making specific reference to a bus stop upgrade which involved the installation of a new bus shelter.

For clarification purposes, I would ask in future that as the local planning authority, Fylde Borough Council specify in any future S106 Developer Agreements involving a contribution towards improved public transport that they are specifically worded and do not use generic terminology. If it established, that as part of the development, there is a requirement for the installation of a bus shelter(s) then a commuted sum for upkeep and maintenance of £800 per unlit shelter and £1000 per lit shelter for a minimum period of five years is written into the agreement.

I hope you find the above information both acceptable and useful. Hopefully, this finally establishes clear ownership and maintenance responsibilities of the shelters listed and provides us with a clear way forward in the future.

Please don't hesitate to get in touch if you require any further information.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Keith Iddon', with a large, stylized loop at the end.

County Councillor Keith Iddon
Cabinet Member for Highways and Transport

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	22 MAY 2018	9
CAR PARKING UPDATE ON RESIDENT PERMIT SCHEME			

PUBLIC ITEM

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

SUMMARY OF INFORMATION

The report provides a progress update on the Resident Permit Scheme.

SOURCE OF INFORMATION

Car park permit records

LINK TO INFORMATION

[Car Parking Update on Residents' Permit Scheme](#)

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

This is an annual update on the scheme's progress.

FURTHER INFORMATION

Contact - Andrew Loynd, andrew.loynd@fylde.gov.uk, 01253 658527

INFORMATION NOTE

CAR PARKING UPDATE ON RESIDENT PERMIT SCHEME

Fylde Resident Permit Scheme

Below are details of the number of permits and reissued permits (e.g. if the permit has been lost after being issued) that were purchased since the scheme started. During the pilot year all permits expired on 30th 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 and 2017 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 13th 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	105	9
01/03/15 to 13/03/16	150	79	229	13
14/03/16 to 12/03/17	223	70	293	12
13/03/17 to 13/03/18	158	163	321	24

Table 1 shows that the number of new permits issued has fallen from 2016/17 though the number of permit holders renewing has significantly increased. The total number of permit holders has increased.

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
01/03/15 to 13/03/16	£5,725	£195	£5,920
14/03/16 to 12/03/17	£7,325	£180	£7,505
13/03/17 to 13/03/18	£8,025	£360	£8,385

As the scheme becomes better known via the annual council tax leaflet sent to all residents, word-of-mouth and social media promotion it is expected that numbers will increase year-on-year. Once annual user numbers pass 1,000 the committee will be asked to review the scheme in accordance with the Cabinet resolution of 14th January 2015 and re-stated by the Operational Management Committee of 13th September 2016.

FURTHER INFORMATION AVAILABLE FROM

Contact - Andrew Loynd, Technical Support Manager, 01253 658 527

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	22 MAY 2018	10
CHRISTMAS PARKING SCHEME UPDATE			

PUBLIC ITEM

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

SUMMARY OF INFORMATION

The report provides a brief overview of the history of the provision of free parking during December each year, how the scheme was applied last year and how it is expected to be applied in future.

SOURCE OF INFORMATION

Previous Committee reports and Parking Services' records.

LINK TO INFORMATION

[Christmas Parking Scheme Update](#)

[24 November 2015 Operational Management Committee](#)

[13 September 2016 Operational Management Committee](#)

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

To advise how the free Christmas parking scheme operates and how it is currently intended to operate in future.

FURTHER INFORMATION

Contact - Andrew Loynd, Technical Support Manager, 01253 658 527



INFORMATION NOTE

CHRISTMAS PARKING SCHEME UPDATE

Background

On 24 November 2015 an update on Christmas Car Parking was provided to the Operational Committee confirming that free parking is offered on all Council operated car parks on the three full weekends leading up to Christmas with an associated annual loss of income of approximately £8,000 since 2009. A committee member requested that the scheme be reviewed.

On 13 September 2016, following a car park working group meeting and consultation with businesses, a report was submitted to the committee confirming the free Christmas weekend parking with a revised estimate of annual loss of income of up to £9,000. As a result of the business consultation the committee were asked to consider whether they wished the scheme to remain the same or to amend it. After a detailed debate the committee voted in favour of the terms of the Christmas Parking scheme remaining the same.

2017 Update

In 2017 the Council's free parking scheme coincided with the national Small Business Saturday initiative, which is held on the first weekend of December when free parking is championed to encourage Christmas shopping at local small businesses. In 2017 there were four full weekends in December in the lead up to Christmas Day which meant the Council's free parking scheme would miss Small Business Saturday. As such advice was sought from the Operational Committee Chair with the possible scenarios below:

- Provide free parking on the first three weekends of December but miss out 23rd and 24th (for which the Council could be criticised as it runs contrary to the principle of free parking in the lead up to Christmas)
- Provide free parking on the three weekends leading up to Christmas but miss out the first weekend of December (for which we could be criticised for missing Small business Saturday at the start of the month)
- Extend the scheme to all four weekends (which would cost an additional £2,500 to £3,000 in lost income).
- Extend the scheme to all four weekends but restrict it just to the Town Centre car parks (St Annes Sq, Wood St, Public Offices, Town Hall, Pleasant St, Lytham Station, Dicconson Terrace and Bath St) (which would cost up to an additional £1,000 in lost income)

The advice received was to proceed with option 2 in line with what had been offered in previous years. There was limited criticism for not providing free parking on the first weekend of December.

2018 and Beyond

In 2018 the same issue as 2017 will occur with four full weekends in December before Christmas Day. Currently it is intended that the free Christmas Parking Scheme will be operated in the same way as 2017, which will mean free parking on 8th, 9th, 15th, 16th, 22nd & 23rd December. From 2019 until 2022 there will be three full weekends in December before Christmas Day.

FURTHER INFORMATION AVAILABLE FROM

Contact - Andrew Loynd, Technical Support Manager, 01253 658 527

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	22 MAY 2018	11
FAIRHAVEN TO CHURCH SCAR COAST DEFENCE WORKS			

PUBLIC ITEM

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

SUMMARY OF INFORMATION

An update is given on the progress of the Fairhaven to Church Scar Scheme (the Scheme).

SOURCE OF INFORMATION

The Scheme's Project Manager (Mike Pomfret).

LINK TO INFORMATION

Please see the below 1 page summary note attached.

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

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

FURTHER INFORMATION

Contact Mike Pomfret, mike.pomfret@fylde.gov.uk.

INFORMATION NOTE

Fairhaven to Church Scar Coastal Defence- Update

- Working with the Friends of the Estuary the first 'Beach Clean' was undertaken on the 11.04.18 at Church Scar.
- An updated public newsletter was distributed during week commencing 26th March 2018 to the local residents with reference to the start of the revetment works, the updated working hours and the monthly coffee mornings. (See attached)
- The 'Customer Experience Centre' was opened for the first time on the 26th February 2018 and is being well received. There have been 340 people attend the visitor centre since it opened. All customer enquiries are dealt with through the Customer Experience Centre.
- The first coffee morning was held on the 06th April 2018 and was well received. Over £350 has now been raised for the RNLI. These are being held every other month to enable residents and visitors to engage with the project. The coffee mornings are advertised on Twitter, the newsletter and on notice boards on the site perimeter.
- There has been no accidents, safety incidents or near misses to date.
- The piling works at Church Scar are complete c850m, with vibration measurements at property boundaries being well below the normal limits.
- A quotation for the new Scallop Benches at Church Scar (to replace the Memorial Benches) is pending from the Supplier (VBA Joint Venture Ltd (VBA) for the Scheme.
- Church Scar is currently programmed to be 'practicably complete' by January 2019
- Fairhaven is currently programmed to have the satellite welfare facilities & compounds in St Pauls Car being installed in November / December 2018.
- The overall current contract completion date being the 31st March 2020.
- A working day was held with the Environment Agency (EA) on the 23rd April 2018. The purpose of the EA's invite was to explore potential further funding for undertaking works at Granny's Bay during the current mobilised construction campaign.
- This exercise resulted in an identified potential of up to £2m of further funding for Granny's Bay, with a further visit from the EA scheduled for the 8th June 2018. Alongside this a quotation for the works has been requested from VBA Joint Venture Ltd.
- The Scheme is progressing well, benefitting from Cllr Threlfall's continual support.

FURTHER INFORMATION AVAILABLE FROM

Mike Pomfret, Coastal Defence Project Manager, email Mike.pomfret@fylde.gov.uk , 01253 658464.

11 May 2018

Dear Customer

Your May Update for our work at Fairhaven and Church Scar Promenade

Great News! The piling at Church Scar is now complete, and the temporary road which is used to transport materials along the promenade has been created. The temporary road will allow a one way traffic system for our construction vehicles to transport materials along the promenade.

What is happening next?

- The demolition of the existing sea defence wall for Phase 1 of the work at Church Scar is underway, and we will continue to remove this over the upcoming months
- The construction of the new sea defence wall at Church Scar has begun, and this will be topped with a thin layer of concrete
- The layer of concrete will act as a bedding for the new concrete sea defence wall units, which we will then begin to place
- The placement of the new units will take approximately 6 months to complete

How will this affect you?

- During our normal working hours you may notice an increase in construction traffic on our designated delivery routes, and along the promenade
- To install the new concrete units, we will use a crane which will be visible on site for the 6 month period
- The promenade at Church Scar will remain closed until the completion of phase 1 of the work

What are we doing to minimise disruption?

- Keeping you up to date with our work
- Avoiding deliveries during rush hour traffic
- Ensuring that the area is kept clean by using a road sweeper
- Monitoring the vibration levels to ensure that we are working well within the recommended limits of the code of practice for noise and vibration

Royal Tea Party Monday 21 May 10:00am – 1:00pm

We will be hosting a Royal Tea Party at the Customer Centre on Fairlawn Road to raise funds for Lytham St Anne's RNLI. Please come in and see us for cakes, refreshments and a full update on site progress while you are here.

May we take this opportunity to thank you for your patience and co-operation; this has really helped our team. We appreciate your understanding and value your feedback.

Still have a question?

You can tweet us as @fyldecouncil, email us listening@fylde.gov.uk or call us on: 01253 658658.

Yours faithfully

Customer Services

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	22 MAY 2018	12
YEAR-END PERFORMANCE 2017/18			

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 2017/18. Performance is reported against the targets set for the year and commentary is provided by performance exception.

SOURCE OF INFORMATION

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

LINK TO INFORMATION

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

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

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

FURTHER INFORMATION

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

Year-end Commentary by Performance Exception for the Operational Management Committee

***** PERFORMANCE ABOVE TARGET *****

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

PM03: Number of complaints received (Corporate) was 93, last year's comparison figure was 199, the target is 240.

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 reengineering 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 100 complaints for 2018/19. 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) status is green this being the best score, last year's comparison status was green and the target is green.

The operator licence risk score for Fylde Council is in the green giving a very good "satisfactory" status. This is backed up by a full annual audit carried out independently by the Freight Transport Association. 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. This is backed up by the facility's IRTE Workshop Accreditation (Institute of Road Transport Engineers').

PM74: Percentage first time HGV fleet MOT passes was 100% and last year's comparison figure was 95.65%. The target is 90%.

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

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

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






PM07: Number of complaints not responded to within five working days was 11 and last year's comparison figure was 19. The target is zero.

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.













PM49: Percentage of phone calls to 01253 658658 answered was 79.58% and last year's comparison figure was 87.81%. The target is 90%.

The number of calls to 01253 658658 during 2017/18 increased by 24% (from c77,000 to c96,000) for a number of reasons including the introduction of the Green Waste subscription service. During the year the team was also hit by higher than usual turnover in staff which resulted in several more new recruits being employed with the additional time required to provide training and trainers within the team. Additional resources were recruited on temporary contracts to meet the increased demand and they remain on the team in 2018/19. It is expected that demand for the service in the coming year will reduce to more usual levels. More self-service options have been introduced and are in the pipeline which should provide the opportunity for customers to use self-serve channels thus reducing the number of calls through our legacy channels.

PERFORMANCE KEY ICON STATUS

	Over Performance – the indicator is over performing against target
	On Track – the indicator is performing within tolerance of target.
	Cautionary Under Performance – 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.
	Under Performance – the indicator is under performing against target.
	Missing Data – 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.
N/A	Not Applicable – no comparable data available. This could be due to the methodology being change or being a new measure created.

APPENDIX 1: Performance Measures yearend performance (1st April 2017 – 31st March 2018)

Operational Management						
Local Key Performance Indicators	Frequency	Good Performance Is	APR 2016 MAR 2017	APR 2017 MAR 2018	Year-end Target	Performance Status
PM03: Number of complaints received (Corporate)	Monthly	Smaller is Better	199	93	240	
PM06: Percentage of customers satisfied with the service received from Fylde Council	Monthly	Bigger is Better	77.48	79.6	85	
PM07: Number of complaints not responded to within five working days	Monthly	Smaller is Better	19	11	0	
PM102: Current Operator Compliance Risk Score (traffic light)	Quarterly	Bigger is Better	Green	Green	Green	
PM47: The number of unique hits on the Council's website www.fylde.gov.uk	Monthly	Bigger is Better	489654	519932	499992	
PM49: Percentage of phone calls to 01253 658658 answered	Monthly	Bigger is Better	87.81	79.58	90	
PM55: Missed bins as a percentage of all collections	Quarterly	Smaller is Better	0.04	0.04	0.05	
PM56: Percentage of household waste recycled	Quarterly	Bigger is Better	49.5	40	40	
PM64: % satisfaction with IT service overall	Monthly	Bigger is Better	99.1	100	95	
PM74: Percentage first time HGV fleet MOT passes	Quarterly	Bigger is Better	95.65	100	90	
PM95: Percentage of ICT Service delivery available during core times	Monthly	Bigger is Better	100	100	99	
PM96: Percentage of customers satisfied with MOT experience	Quarterly	Bigger is Better	100	100	100	

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	22 MAY 2018	13
CAPITAL PROGRAMME MONITORING REPORT 2017/18 – OUTTURN POSITION 31st MARCH 2018			

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 2017/18.

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 2018.

LINK TO INFORMATION

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

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 2018. 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 2017/18 will be contained within the MTFs Outturn Report to the Finance and Democracy Committee in June 2018.






FURTHER INFORMATION




Contact Paul O'Donoghue (Chief Financial Officer)





e-mail: paul.o'donoghue@fylde.gov.uk Tel: 01253 658566

CAPITAL OUTTURN 2017/18

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




APPROVED SCHEMES	Financing Source	Latest Budget 2017/18 £000	Actual Outturn 2017/18 £000	Variance £000	Variance	See key	Slippage Requested £000	Comments
<u>FINANCE & DEMOCRACY COMMITTEE</u>								
Accommodation Project - Phase 6 & 7 - Council Chamber & Internal Refurb / Services	Proceeds from the sale of surplus Council Assets, and the Accommodation Project Reserve	500	500	0	On target		0	The completion of these phases of the scheme, within the approved budget, marks the completion of the internal refurbishment and modernisation of the Town Hall. This has been a major capital scheme, delivered over a number of years, resulting in much improved office accommodation and fit-for-purpose meeting rooms and Council Chamber.
Sub total		500	500	0			0	
<u>TOURISM & LEISURE COMMITTEE</u>								
Fairhaven Lake & Promenade Gardens	Capital Investment Reserve / Direct Revenue Finance	113	108	5	On target		5	Half of the project funding was expected to be required during 2017/18. This level of funding has not actually been required and the balance will now be used in 2018/19, subject to the slippage request being approved.
Development of Play Area - Bridges Playing Field, Warton	S106 Developer Contributions	107	107	0	On target		0	The scheme has been completed within the approved budget during the year.
Fleetwood Road Playing Fields, Wesham	S106 Developer Contributions	25	25	0	On target		0	The scheme has been completed within the approved budget during the year.
Mussel Tank Project	Specific Grant (LSA Civic Society)	130	130	0	On target		0	The scheme has been completed within the approved budget during the year.
Sub total		375	370	5			5	





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

APPROVED SCHEMES	Financing Source	Latest Budget 2017/18 £000	Actual Outturn 2017/18 £000	Variance £000	Variance	See key	Slippage Requested £000	Comments
OPERATIONAL MANAGEMENT COMMITTEE								
Replacement Vehicles	Capital Investment Reserve / Borrowing / S106 Developer Contributions / Direct Revenue Finance	1,316	1,297	19	Underspent		19	An operational vehicle, of a bespoke specification, was not delivered to the Council by the year-end. Slippage is requested in this regard and the vehicle is now expected to be received in the early part of the financial year 2018/19.
Fylde Headlands Preliminary Work	Specific Government Grant (Environment Agency)	8	8	0	On target		0	The scheme has been completed within the approved budget during the year.
Public Transport Improvements	S106 Developer Contributions	18	18	0	On target		0	The scheme has been completed within the approved budget during the year.
Fairhaven and Church Scar Coast Protection Scheme	Specific Government Grant (Environment Agency) / Capital Investment Reserve	2,825	2,995	-170	Overspent		-170	Although grant for this scheme may be claimed three months in advance of it being expended, grant may not be claimed beyond the financial year end date. There has recently been an accelerated spend on the scheme towards the end of financial year 2017/18 and the balance of the associated grant was claimed early in the new financial year. Expenditure forecasts will continue to be reviewed as the scheme progresses and adjusted as necessary.
Sub total		4,167	4,318	-151			-151	

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

APPROVED SCHEMES	Financing Source	Latest Budget 2017/18 £000	Actual Outturn 2017/18 £000	Variance £000	Variance	See key	Slippage Requested £000	Comments
ENVIRONMENT, HEALTH & HOUSING COMMITTEE								
Disabled Facilities Grants Programme	Specific Grant (Better Care Fund) / External Contributions / Grant repayments	1,255	1,010	245	Underspent	▲	245	This budget has seen a significant increase in central government funding during 2016/17 and 2017/18 which has facilitated the clearance of the backlog / waiting list for disabled facility works. The slippage of £245k reflects the residual balance from 2017/18. An annual monitoring report on DFG's is due to be considered by the Environment, Health and Housing Committee at its next meeting. The £245k is fully allocated and represents the on-going work within the section. The slippage has allowed the service to continue into the current financial year as the Council are still awaiting confirmation and receipt of the 2018/19 DFG allocation.
Housing Needs Grants	DFG Grant Repayments	8	8	0	On target	😊	0	The scheme has been completed within the approved budget during the year.
93 St Albans Road - Compulsory Purchase Order	S106 Developer Contributions	99	89	10	Underspent	▲	0	The scheme has been completed (purchase of the asset) in 2017/18 with a minor underspend.
Affordable Housing Scheme - 93 St Albans Road Refurbishment	S106 Developer Contributions	56	56	0	On target	😊	0	The first phase of the scheme has been completed to budget during the year.
Affordable Housing Scheme - Sunnybank Mill, Kirkham	S106 Developer Contributions	460	460	0	On target	😊	0	The first phase of the scheme has been completed to budget during the year.
Affordable Housing Scheme - Church Road Methodist Church, St Annes	S106 Developer Contributions	275	0	275	Underspent	▲	275	There has been a delay in the transfer of land from the Methodist Church to Great Places Housing Association. The scheme has been awaiting approval from Regional Methodist Church Circuit, which is now expected soon, allowing the scheme to progress in 2018/19, subject to the slippage request being approved.
Affordable Warmth Scheme	Specific Grant (Lancashire County Council)	46	15	31	Underspent	▲	31	The Affordable Warmth Scheme is an ongoing programme funded by Lancashire County Council (LCC). LCC have confirmed that the scheme will continue in 2018/19. The slippage requested is expected to be fully-utilised in 2018/19, if approved.
Sub total		2,199	1,638	561			551	

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

APPROVED SCHEMES	Financing Source	Latest Budget 2017/18 £000	Actual Outturn 2017/18 £000	Variance £000	Variance	See key	Slippage Requested £000	Comments
PLANNING COMMITTEE								
Woodlands Road Regeneration Scheme - Town Centre Phase 3	Capital Investment Reserve / S106 Developer Contributions	6	6	0	On target		0	The scheme has been completed within the approved budget during the year.
St Annes Regeneration Schemes	S106 Developer Contributions	170	162	8	Underspent		8	This scheme relates to the refurbishment of St. Andrews Road South in St Annes. It was anticipated that the scheme would be completed by the end of the 2017/18 financial year. However, with the onset of adverse weather conditions in March 2018 the scheme was not fully completed. It will, however, be completed by the end of May 2018.
Staining Regeneration Schemes	S106 Developer Contributions	40	40	0	On target		0	The scheme has been completed within the approved budget during the year.
M55 Link Road - design works	S106 Developer Contributions	387	279	108	Underspent		108	This scheme relates to 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. The design works are due to be completed by June. Subject to overall funding agreements being in place tendering by LCC for construction of the new road is due in autumn of 2018.
Sub total		603	487	116			116	
Total Expenditure		7,844	7,313	531			521	