

Agenda

Environment, Health and Housing Committee

Date:	Tuesday, 15 June 2021 at 6:30 pm
Venue:	Town Hall, St Annes, FY8 1LW
Committee members:	<p>Councillor Tommy Threlfall (Chairman) Councillor Jayne Nixon (Vice-Chairman)</p> <p>Councillors Ben Aitken, Frank Andrews, Paula Brearley, Noreen Griffiths, Peter Hardy, Will Harris, Karen Henshaw JP, Roger Lloyd, Sally Nash-Walker, Bobby Rigby.</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 9 March 2021 as a correct record.	1
3	Substitute Members: Details of any substitute members notified in accordance with council procedure rule 23(c).	1
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DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	15 JUNE 2021	4
CONTAIN OUTBREAK MANAGEMENT FUND (COMF)			

PUBLIC ITEM

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

SUMMARY

In 2020/21 the Government introduced a fund to assist local authorities to limit the potential for the spread of the virus namely the Contain Outbreak Management Fund (COMF).

The fund provides local authorities in England with finance to help reduce the spread of the virus and support local public health. The funding was put in place to recognise the on-going public health and outbreak management costs to local government in tackling COVID-19.

Fylde was initially awarded £888,580 for 2020/21, with a further award of £101,179 being made for 2021/22.

The allocation of the funding in 2020/21 was responded to by the Chief Executive using his emergency powers. This delegation gives power to the Chief Executive to make emergency decisions in consultation with the relevant committee Chairman, or Vice-Chairman in his/her absence, together with the Leader of the Council. The projects agreed for spend against the funding award were agreed by the Chief Executive, in consultation with the Leader of the Council, with engagement from the respective Programme Committee Chairmen.

RECOMMENDATIONS

1. To note the position with respect to the allocation and spend to date of the 2020/21 Contain Outbreak Management Fund which has been allocated under the Chief Executive's delegation.
2. To approve the projected spending against projects identified in 2021/22
3. To recommend to Finance and Democracy Committee a revenue budget increase of up to £101,179 in 2021/22 fully funded from the government grant funding stream for Contain Outbreak Management
4. That an information report be brought to the committee at its November 2nd meeting outlining the overall position with expenditure against this budget at that time
5. To note that an independent evaluation of the 2020/21 grants scheme run on behalf of the Council by the Council for Voluntary Services (CVS) will be undertaken with the outcome to be considered by the Director of Resources, in consultation with the Chairman of the Committee, prior to embarking on a further round of grants to be administered by the CVS in 2021/22.

SUMMARY OF PREVIOUS DECISIONS

None

CORPORATE PRIORITIES	
Economy – To create a vibrant and healthy economy	√
Environment – To deliver services customers expect	
Efficiency – By spending money in the most efficient way	
Tourism – To create a great place to live and visit	√

REPORT

CONTAIN OUTBREAK MANAGEMENT FUND (COMF)

The Council was been provided with a Contain Outbreak Management Fund (COMF) in the sum of £888,580 for 2020/21. The funding could be rolled into 2021/22 if it was for a committed purpose. A further award of £101,179 was made in 2021/22.

1. The Department of Health and Social Care provided some guidance on what it might be appropriate to use the funding for including:
 - *Targeted testing*
 - *Contact tracing*
 - *Enhanced communications and marketing*
 - *Delivery of essentials for those in self-isolation*
 - *Targeted interventions for specific sectors*
 - *Harnessing capacity within other sectors*
 - *Specialist support*
 - *Additional resources to respond to compliance with, and enforcement of, restrictions and guidance.*
2. Table One below shows projected expenditure against the 2020/21 funding award across both 2020/21 and 2021/22.
3. Table Two shows projects considered to date for spend against the 2021/22 budget allocation.
4. Clearly some of the budget headings for carry forward items from the 2020/21 budget allocation, together with the proposed budget for 2021/22 are best estimates. Any adjustments to these amounts will be dealt with through financial regulations in terms of virements.
5. Members will also recall a fully funded revenue budget increase in the sum of £74,155 was approved at council at its meeting on 19 October 2020 in order to fund a scheme through the Council for Voluntary Services to support local vulnerable residents as a result of the pandemic. The funding from this initiative was a result of funding from DEFRA. This scheme was successfully ran in 2020/21 and as a result a further funding allocation was made within the COMF budget in the sum of £80,000 (see Table One below). The Council for Voluntary Services has indicated its willingness to continue with this initiative in 2021/22 subject to a satisfactory independent evaluation being undertaken of the initial programme to chronicle the good work which has taken place and consider any modifications required going forward to strengthen/streamline the process. The Director of Resources will commission such an evaluation and consider the outcome of this in consultation with Councillor Threlfall as Chairman of the Committee, prior to embarking on the 2021/22 programme.

TABLE ONE COMF 2020/21 - MHCLG Section 31 - Contain Outbreak Management Funding	£ 888,580
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COMF Funding Category	Expenditure / Project	Estimated Timelines	
		£ 2020 / 21	£ 2021 / 22
Additional Contact Tracing	Covid-19 Contract Tracing to 30/06/2021	17,396	18,000
Enhanced Comms & Marketing	Covid Outbreak Communications to 31/03/2021	30,777	39,723
Additional Contact Tracing	Covid-19 Lateral Flow Testing to 31/03/2022	20,384	83,124
Enhanced Comms & Marketing	Hire of Electronic Signage to 31/03/21	2,872	-
Compliance & enforcement of restrictions & guidance	Covid-19 Enforcement 2021 /22 (Revenue & Capital)	-	208,000
Additional Contact Tracing	Rural Mobile COVID Testing Vehicle	44,048	3,952
Compliance & enforcement of restrictions & guidance	Additional Bulk bins and housings - Road Map Resource	19,821	2,179

Compliance & enforcement of restrictions & guidance	In year overtime operational operational costs overspent on 3470 and 3450 agency budgets	70,000	-
Compliance & enforcement of restrictions & guidance	Additional litter pickers / baggers / coastal custodians 29/3 to 17/5 and drivers or agency - Road Map Resource	-	22,000
Enhanced Comms & Marketing	Printing Signage, Advertising digital and print, videography & photography	224	29,775
Compliance & enforcement of restrictions & guidance	Possible provision of toilet blocks with cleaner Easter Weekend or signage and marking for existing toilets- Road Map Resource	2,495	4,810
Enhanced Comms & Marketing	TIC advisors six weekends 29/3 to 17/5 - Road Map Resource	-	9,000
Enhanced Comms & Marketing	Additional 2 months hire of digital display screens	-	9,000
Enhanced Comms & Marketing	Purchase of digital screen and licence	-	23,000
Compliance & enforcement of restrictions & guidance	Food consultants for premises recovery	-	35,000
Clinically Vulnerable / shielding	Support for the vulnerable / shielding from April 1st	-	80,000
Compliance & enforcement of restrictions & guidance	Continuation of Covid Secure Officers (64 hours a week at scp 11 for 13 weeks).	-	12,000
Compliance & enforcement of restrictions & guidance	Funding for additional parks staff resource - 3 x agency gardeners/ litter pickers at £12.09 per hour - 37 hours per week from 29th March for 21 weeks	-	30,000

Compliance & enforcement of restrictions & guidance	Portable toilets and servicing - North Beach car park, St Anne's to May 17th	-	5,000
Enhanced Comms & Marketing	Borough wide signage campaign for each stage of the national Road Map	-	8,000
Enhanced Comms & Marketing	Surveys, research, report and administration cost for evaluation feedback and shared learning on impact of COVID, recovery of the community and economy and long term action / support	-	20,000
Compliance & enforcement of restrictions & guidance plus Comms	Road Map resource and compliance supervisor role - 20 week position to co-ordinate all COVID related measures and projects within the council and between partners.	-	28,000
Compliance & enforcement of restrictions & guidance	COVID Ambassadors providing weekend and Bank Holiday advice, support, monitoring at each stage of the Road Map	-	10,000
		208,017	680,563

TABLE TWO - COMF 2021/22 - MHCLG Section 31 - Contain Outbreak Management Funding 2021/22**£101,179**

COMF Funding Category	Expenditure / Project	£ 2021 / 22
Compliance & enforcement of restrictions & guidance	Signage for concessionaires to assist with socially distanced queueing	1,000
Enhanced Comms & Marketing	Toilet signage	5,030
Compliance & enforcement of restrictions & guidance	Extending arrangements with CSP	40,980
Compliance & enforcement of restrictions & guidance	Splash park - Increased staffing resources are required to manage extra crowd stewardship and extra cleansing and sanitising between bookable periods of use to September 2021	14,618
Compliance & enforcement of restrictions & guidance	Extra costs to cover high demand shift patterns to respond to high visitor number during the summer months	4,659
Enhanced Comms and Marketing	Covid outbreak communications	34,892

DECISION-MAKING ARRANGEMENTS

6. The purpose of the fund is to assist local authorities to limit the potential for the spread of the virus and initiatives often need a quick response as issues arise which sits uncomfortably with the council's committee timetables. As a consequence, the Chief Executive's delegated authority was utilised to respond to the initial funding award in 2020/21.
7. The report recommends to the Finance and Democracy Committee approval of a fully funded revenue budget increase of £101,179 in 2021/22 to be met in full from the government grant funding stream as detailed in the report. The COMF award for 2020/21 has been added to the revenue and capital budgets in line with the decision made by the Chief Executive using emergency powers.

IMPLICATIONS	
Finance	The report recommends to the Finance and Democracy Committee approval of a fully funded revenue budget increase of £101,179 in 2021/22 to be met in full from the government grant funding stream as detailed in the report. The COMF award for 2020/21 has been added to the revenue and capital budgets in line with the decision made by the Chief Executive using emergency powers.
Legal	The council needs to put in place accountable and transparent arrangements in relation to its decisions on how the fund is used.
Community Safety	There are no implications
Human Rights and Equalities	There are no implications
Sustainability and Environmental Impact	There are no implications
Health & Safety and Risk Management	There are no implications

LEAD AUTHOR	CONTACT DETAILS	DATE
Tracy Manning	Tracy.manning@fylde.gov.uk Tel 01253 658506	17 May 2021

BACKGROUND PAPERS		
Name of document	Date	Where available for inspection

DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	15 JUNE 2021	5

ROUGH SLEEPER INITIATIVE FUNDING 2021-2022

PUBLIC ITEM

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

SUMMARY

In December 2018 Fylde BC, working jointly with Lancaster City and Wyre Council, were awarded Rapid Rehousing funding from Ministry of Housing Communities and Local Government (MHCLG). The funding was launched as part of MHCLG Rough Sleeping Strategy in August 2018 and the commitment under the Rough Sleeping Strategy August 2018, to half rough sleeping in the UK by 2022 and to end it by 2027. Fylde Council were awarded £30,000.

MHCLG have announced a continuation of the Rough Sleeper Initiative funding for 2021/22. Fylde Council have been awarded a further £52,000. £27,000 is from the Rough Sleeper Initiative Funding with an additional £25,000 emergency funding for accommodation, support and move on costs.

The initial funding enabled a Rapid Rehousing Officer to be employed to undertake support for clients presenting with multiple complex support needs, at risk of, or sleeping rough. Initially the post was funded till March 2022. The funding was not received till the Autumn of 2019 and the post was in place by January 2020. In January 2021, this Committee, and the Finance and Democracy Committee approved a revision to the Flexible Homeless Support Grant (FHSG) and Homeless Reduction Act (HRA), funding received in 2019/20 be used to continue the Rapid Rehousing post from 2022 to 2026.

Fylde Council's Homelessness and Rough Sleeping Strategy 2020-2025 has a vision to work to prevent and relieve homelessness in Fylde and provide homelessness services that are accessible, professional and make a difference. We work with clients facing homelessness to ensure they have the expertise needed to enable them to engage with a range of services to support them to resolve their housing situation and improve their health and well-being and give them the confidence to access and a tenancy with the skills required to ensure their home is affordable, settled and if they are facing difficulties know who to approach for help.

The purpose of this report is to update Committee on proposals to utilise the Rough Sleeper Initiative Funding, no longer required to fund the Rapid Rehousing Officer, to continue the Next Steps programme developed in 20/21 and bring in extra support for 21/22 for clients presenting with substance misuse and related problems, including mental health issues, to improve their self-worth, access and continue with the support that is available.

RECOMMENDATIONS

Committee are requested to:

1. Note the contents of the report and the Rough Sleeper Initiative funding announced for 2021/22.
2. Recommend to Finance and Democracy Committee approval of a fully funded budget increase to provide external support for clients with substance misuse and related problems, for £27,000 in 2021/22 to be met from MHCLG funding under the Rough Sleeper Initiative, for 2021/22.
3. Recommend to Finance and Democracy Committee approval of a fully funded budget increase to the Next Steps funding programme, for £25,000 in 2021/22 to be met from MHCLG funding under the Rough Sleeper Initiative, for 2021/22.

SUMMARY OF PREVIOUS DECISIONS

[Policies on the Procurement and Allocation of Temporary Accommodation 23/02/2016](#)

[Lancashire Single Homelessness Initiative evaluation 06/09/2016](#)

[Fylde Coast Homeless Prevention Trailblazer 14/03/17](#)

[Homeless Reduction Act 2018](#)

[Fylde Coast Homelessness Trailblazer Evaluation 05/06/18](#)

[Final update on Fylde Homelessness Strategy 2013-18 06/11/2018](#)

[Fylde Council Homelessness and Rough Sleeping Strategy 2020-2025 draft for consultation 03/09/2019](#)

[Fylde Council Homelessness and Rough Sleeping Strategy 2020-2025 07/01/2020](#)

[Final Fylde Council Homelessness and Rough Sleeping Strategy 2020-2025 07/01/2020](#)

[MHCLG Next Steps Funding to support homeless households 19/10/2020](#)

[Update Fylde Council Homelessness and Rough Sleeping Strategy 2020-2025](#)

CORPORATE PRIORITIES

Economy – To create a vibrant and healthy economy	
Environment – To deliver services customers expect	
Efficiency – By spending money in the most efficient way	√
Tourism – To create a great place to live and visit	

REPORT

BACKGROUND

Fylde Council Homelessness and Rough Sleeping 2020-2025

1. **Environmental Health and Housing Committee on the 7th January 2020 approved Fylde Council's Homelessness and Rough Sleeping Strategy 2020-2025.** The Strategy covers; an overview of homelessness legislation since 1977 to present day, a picture of homelessness in the borough and achievements under the 2013-18 Homeless Strategy.
2. Our vision is to work to prevent and relieve homelessness in Fylde and provide homelessness services with our partners that are accessible, professional and make a difference. We will work to ensure all our clients facing homelessness have:
 - Access to expertise needed to enable clients to engage with a range services that will support them to resolve their housing situation and improve their health and well-being.
 - The confidence to access and maintain a tenancy with the skills required to ensure their home is affordable, settled and if they are facing difficulties know who to approach for help.

3. The Strategy has three strategic aims for Fylde Housing Services in order to achieve this vision and Appendix 2 contains an action plan that comments on how we will deliver these aims. Then action plan has been developed in partnership with Fylde Homeless Partnership group.
 - Priority One – Developing a service that is focussed on preventing homelessness
 - Priority two – Developing a service that is focussed on relieving homelessness
 - Priority three – Partnership working to achieve our vision and values
4. **The Homeless Reduction Act 2018 fundamentally changed the way local authorities support homeless people in their areas.** The Act was enacted from April 2019 and prevention and relief statutory duties are available to any household vulnerable to homelessness in 56 rather than 28 days. This broader definition of homelessness beyond priority need groups means that local authorities are able to support households that are currently considered the hidden homeless and will provide greater assistance to single person households not in a priority need category.
5. **Fylde Coast Homeless Response Cell – Covid 19** was established following MHCLG writing to all local authorities and statutory partners outlining a joint responsibility to safeguard as many homeless people as possible from COVID-19. MHCLG outlined a strategy based on NHS medical guidance and support which aims to reduce the impact of COVID-19 on people facing homelessness and ultimately prevent deaths during this public health emergency.
6. Guidance suggested that all partners need to be involved in a coordinated and planned way including; Local Authority – for leading on securing and funding accommodation, Local Authority public health including commissioned drug and alcohol treatment services, social care and support; NHS –for commissioning and provision of primary care, community services, urgent and emergency care, hospital discharge and mental health; Voluntary Sector for providing shelters, hostels, outreach support and food banks. It stated that this multi-agency response should be organised and coordinated through local response cell and via emergency response arrangements, specifically with Local Resilience Forums (LRF).
7. Within the Fylde Coast a Homeless Response Cell was set up in March 2020. This Cell is in operation to present day and discusses the support needs of homeless clients within the service across Fylde, Blackpool and Wyre local authorities. As a result direct referrals are made into support agencies on day of presentation to the homeless service and regular updates are provided which includes engagement in support in place and non-engagement.

ROUGH SLEEPER INIATIVE FUNDING £27,000

Support for clients with substance misuse related problems

8. Fylde Council Housing Service would like to use the opportunity presented by this funding, to explore options to support clients with substance misuse related problems, to initially engage, and continuation of that engagement, with support services that are available. The intention is to reduce the likelihood of clients with substance misuse and related problems re-presenting to the Homelessness Service.
9. Related problems can include tenancy failure within 6 months of a tenancy being established, anti-social behaviour once tenancy has been established, detrimental effect on an individual's mental health, self-sabotage of support put in place by professionals concerned about an individuals health and well-being and vulnerable individuals being targeted, to retract back into life choices that impact on their ability to sustain tenancies and abstain from substance mis-use.
10. The Covid 19 Fylde Coast Homeless Response Cell ensured referrals for support with clients presenting with substance misuse related problems were immediate, however, some clients due to non-engagement after the initial referral, stopped engaging with the support and became closed to those services. Though at any point in time a new referral can be made.
11. Fylde Housing Services have in place a Tenancy Support Policy that provides 3 levels of tenancy support determined by presenting needs, for example history of failed tenancy, drug/alcohol addiction, mental health and family breakdown. Appendix 1 provides an overview diagram of the Tenancy Support Service.

12. Clients who present with 6-8 support needs are provided with 12 weeks tenancy support to ensure the tenancy is set up, all bills are in payment and benefits are in place.
13. Clients who present with 8-10 support needs are referred into the Rapid Rehousing Support Service as soon as they present to the Local Authority as homeless. This service works with clients throughout their journey within the service – prevention, relief and main housing duty – and then for a minimum of 12 weeks of tenancy support once accommodation has been sourced. However, in our experience many clients require support beyond the 12 weeks.
14. Once the tenancy has been set and the tenancy support has ended, the homelessness service will not be made aware that clients with identified support needs for substance misuse related problems, have stopped engagement with the support in place, until they re-present to the Homelessness Service.
15. There are several common reasons why people stop engaging with support that is available specifically focussed on substance misuse and related problems:
 - Form of self-sabotage, as once they leave the support made available, they are likely to relapse back to alcohol and drugs,
 - The individual did not want to go engage with the support in the first place, and are not fully committed to recovery,
 - Their vulnerability, enhanced as being homeless, can often affect their confidence to continue with treatment and support,
 - Individual's feel overwhelmed with the withdrawal symptoms.
16. The intention is to explore utilising the experience and skills of substance specific services to provide external floating support to clients who present to the Homelessness Service with a history of substance misuse and related problems, that have resulted in tenancy failure.
17. Support will include:
 - Assist clients to maintain their health, well-being and personal safety
 - Assisting to engage with individuals, professionals and other bodies concerned about a client's welfare
 - Ensuring support within the community and drug/alcohol services is accessed
 - Support to cope with the practicalities of everyday life
 - Providing life skills training
 - Assisting with personal budgeting and debt counselling
 - Assisting to deal with relationships and disputes
 - Assisting to deal with benefit claims and other professional correspondence related to maintaining a tenancy
 - Responding to emergency alarm calls 24 hours a day when an individual feels they are struggling with treatment
18. Clients will be referred into the support by Fylde Council Homelessness Service where a prevention or relief duty under the Homeless Reduction Act has been accepted and there is a history of non- engagement with individuals, professionals and other bodies concerned about a client's welfare.
19. The costs of support and length of support required are still to be determined and approaches have been made to each of the organisations listed below to begin initial discussions.
20. Substance misuse services in Fylde include (links to websites are included at the end of the report):
 - Change, Grow, Live (CGL formally known as Inspire). CGL are commissioned and funded by NHS and Lancashire County Council (LCC) to provide substance mis-use services across Fylde and Wyre.
 - Brighstarts are a Community Interest Company dedicated to providing high quality homes and support for people with substance misuse related problems. They also provide external floating support for clients referred into their service.
 - Mulberry Projects are an independent non-commissioned Supported Housing Project which provides adstinent based recovery housing and support for those in recovery from alcohol/drug misuse.

- Allerton is an integrated social care, housing, and development company, working so that everyone can live the life they choose in a home they love.

ADDITIONAL EMERGENCY ACCOMMODATION FUNDING £25,000

21. During the Covid pandemic Fylde Council working with Wyre Council, were awarded Next Steps Funding from MHCLG to help vulnerable accommodated as part of the Covid 19 emergency response. The Next Steps Accommodation Programme made available the resources needed to support local authorities and their partners to ensure that the current provision that has been set up to safeguard people who were taken safely from the streets is able to continue, until appropriate and suitable accommodation can be sourced, having particular focus on the successful resettlement and recovery of those who have or are at risk of rough sleeping.
22. The funding was awarded jointly with Wyre Council and in total across the two authorities is £112,210 (Fylde £55,444.50 and Wyre £56,765.50). The funding has several distinct elements - securing of 5 rooms in B&B accommodation in St Annes, Rent in Advance, Rent in Advance top up for under 35's who are only entitled to the shared room rate and essential items required to establish the tenancy, for example white goods, carpets and furniture.
23. The intention is to use the Emergency accommodation funding to continue the Next Steps programme until the resources are spent. The allocated budget of £55,444.50 awarded in the Autumn of 2020/21 was fully spent by the end of March 2021.
24. The Next Steps Funding has enabled:
 - A Housing Options Customer Services Specialist Post to deal with all initial housing enquiries from customers to provide a comprehensive front line housing service and signposting to other organisations with a focus on preventing homelessness wherever possible. The role provides advice and assistance to households on the range of housing options available to them in Fylde and make appointments with the Homelessness and Housing Advice Officers and Private Sector Team, as appropriate.
 - This post was funded by Next Steps to the end of March 2021 and has been extended to March 2022, shared equally between Housing and Customer Services, funded by remaining FHSG and HRA funding for 20/21.
 - A requirement of the funding was that additional accommodation was secured and available for clients to be placed in emergency temporary accommodation within the local authority area of Fylde. The funding has been used to secure 5 rooms in B&B and apartments in St Anne's, supporting a total of 17 single people and families.
 - Provided funding for the accommodation, when they were not occupied or were required to remain empty for a period prior to a deep clean.
 - Where requested, the funding enabled a deep clean of the rooms/apartments when they became empty.
 - Fund damage to rooms and this was requested on 3 occasions.
 - Provide basic household items for 3 households which included bedding, small electrical items, cooking equipment and eating utensils.
 - Provided funding to clear rent arrears for 3 clients where the arrears were acting as a barrier to them entering social rented accommodation.
 - Provided 8 clients with funding for rent in advance and rent bond to enable them to access both the social and private rented sectors.
 - Provided 16 clients with an essential electrical items package from Salisbury's in Kirkham which included fridge, freezer and cooker.
 - Provided 6 clients with carpets throughout the accommodation, where the carpets had been removed by the landlord or previous tenant.

- Enabled the service to secure emergency accommodation within B&B in Blackpool for during the Christmas period.
- During lockdown the funding was used to provide evening meals for clients in B&B including Christmas Day, and where the B&B owners were unable to provide meals, provided microwaves in rooms.

CONCLUSION

- Note the contents of the report and the continuation of MHCLG funding for 2021/22 under the Rough Sleeper Initiative funding.
- Recommend to Finance and Democracy Committee approval of a fully funded budget increase to provide external support for clients with substance misuse and related problems, for £27,000 in 2021/22 to be met from MHCLG funding under the Rough Sleeper Initiative, for 2021/22.
- Recommend to Finance and Democracy Committee approval of a fully funded budget increase to the Next Steps funding programme, for £25,000 in 2021/22 to be met from MHCLG funding under the Rough Sleeper Initiative, for 2021/22.

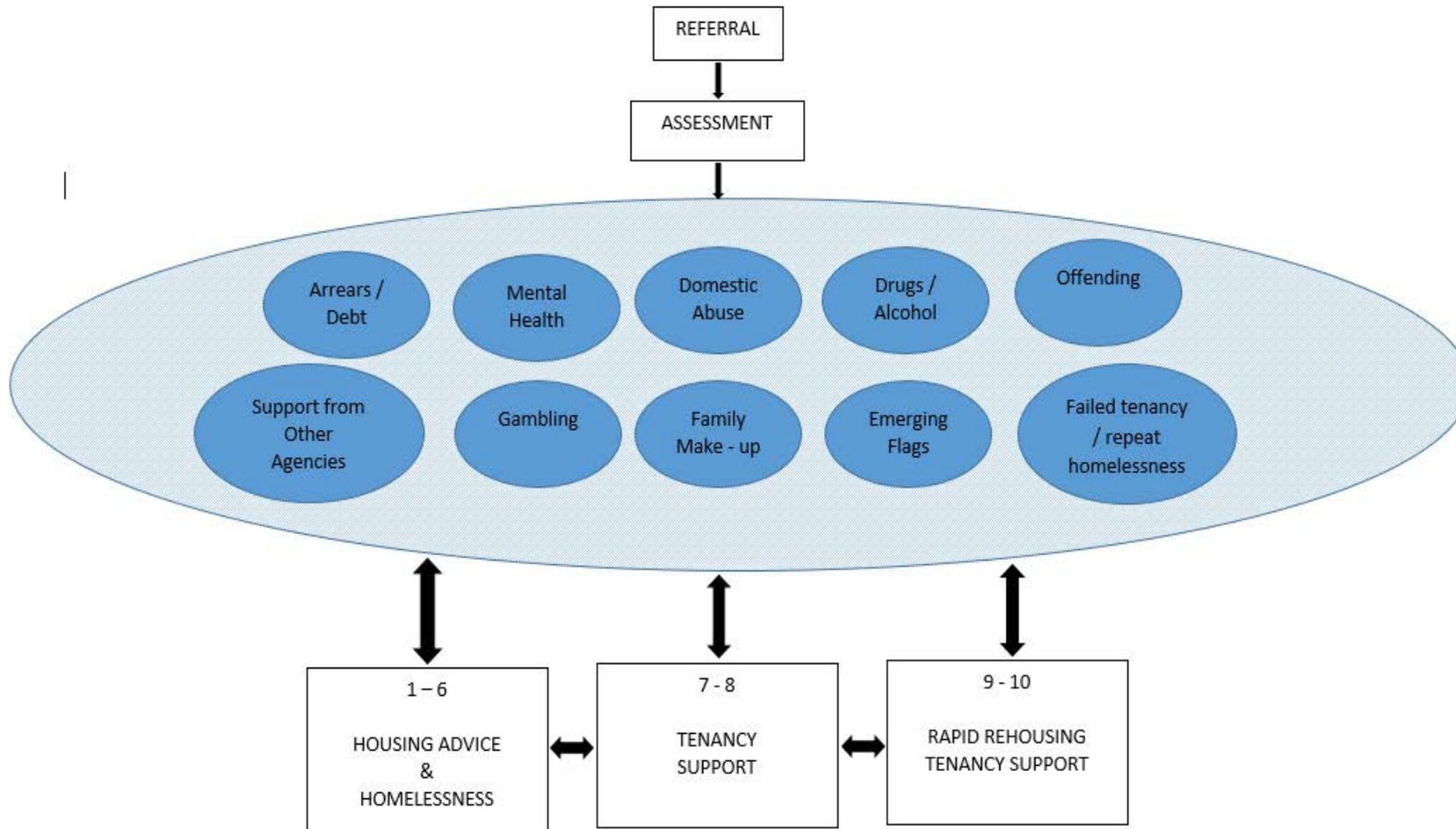
IMPLICATIONS	
Finance	The report recommends that Finance and Democracy Committee be asked to approve fully funded budget increases as follows: to the Next Steps programme of £25,000 in 2021/22 and support for clients with substance misuse and related problems of £27,000 in 2021/22.
Legal	None
Community Safety	None
Human Rights and Equalities	None
Sustainability and Environmental Impact	None
Health & Safety and Risk Management	None

LEAD AUTHOR	CONTACT DETAILS	DATE
Kirstine Riding	Tel 01253 658569	19/05/2021

BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
Change Grow Live	18/05/2021	https://www.changegrowlive.org/
About Bright Start Recovery Homes	18/05/2021	http://www.brightstarhomes.co.uk/about_us.html
Allerton Care	18/05/2021	https://www.allerton.co.uk/
Fylde Council Homelessness and Rough Sleeping Strategy 2020-2025	2020	https://new.fylde.gov.uk/funding-approved-to-support-the-homelessness-and-rough-sleeping-strategy-2020-2025/

Attached Documents
Appendix 1 – Fylde Council Tenancy Support

Appendix 1 – Fylde Council Tenancy Support Service



DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	15 JUNE 2021	6

FYLDE COUNCIL 'HANDY PERSON AND SANCTUARY SCHEME PILOT SERVICE'

PUBLIC ITEM

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

SUMMARY

In 2019 Lancashire County Council (LCC) Full Council Meeting approved the proposal for the cessation of Integrated home improvement services across Fylde. At that time Fylde Council Core Service, (designed to facilitate repairs and adaptations to enable someone to stay in their home), and Handyperson Service, (designed to keep people in their own homes and to prevent the risk of trips and falls), were delivered by Care and Repair Fylde and Wyre.

On the 15th November 2019, Fylde Council considered a request from Care and Repair Fylde and Wyre to continue with the £30,000 commitment under the current funding agreement, plus an additional £40,000 for a grant period to be agreed, a total funding commitment of £70,000. Committee resolved to continue to fund the service at the current level of £30,000 for 2020/21, to allow the Council time to consider the most appropriate arrangements for providing the Core and Handyperson service in Fylde. The level of funding was insufficient to enable Care and Repair Fylde and Wyre to continue to deliver the service in Fylde and it ceased on the 31 March 2020. Since that time there has been no operation of either the Core or Handyperson services in Fylde.

A handyperson service is targeted at lower income households, particularly older and disabled people and predominately (but not exclusively) for those living in the owner-occupied sector. The service straddles both health, housing and social care aims and objectives to enable clients to remain in their own homes. Being able to afford and organise repair, maintenance and adaptation of the homes is especially difficult for those living on a low pension and potentially facing declining capacity e.g. reducing mobility, sight loss or frailty.

A Sanctuary Scheme is designed to enable victims of domestic abuse to remain in their own homes where it is safe for them to do so and where it is their choice. The service also ensures that when clients move into their new home security measures can be installed.

The purpose of this report is to:

- Update Committee on negotiations with Care and Repair Preston to deliver a 'Handyperson and Sanctuary Scheme Pilot service' in Fylde for 12 months, in order to gauge the level of demand for the service and to inform a formal procurement of the service in 2022.
- Preston Care and Repair were awarded the contract for Minor Aids and Adaptations within Fylde in 2020 by LCC. This is a statutory function provided by LCC, Adult Social Care. The Handy Person and Sanctuary Scheme pilot will run alongside the minor aids and adaptations service.
- The Sanctuary Scheme, for clients experiencing domestic abuse, will comply with new duties placed on Local Authorities under the Domestic Abuse Bill 2021.

RECOMMENDATIONS

Committee are requested to:

1. Note the contents of the report and approve the Handy Person and Sanctuary Scheme pilot scheme proposed, in partnership with Preston Care and Repair, using existing revenue resources.
2. Committee are requested to disapply the rules to comply with the contract procedure on the basis that:
 - a. The pilot is required to gauge demand for both the Handyperson and Sanctuary service
 - b. Preston Care and Repair are already running the minor aids and adaptations programme in Fylde
 - c. The purpose of the pilot is to inform a competitive procurement of the Handyperson and Sanctuary Scheme in 2022 on completion of the 12 month pilot.
3. Note that an evaluation of the Pilot will be presented to this Committee after 12 months.

SUMMARY OF PREVIOUS DECISIONS

Community Focus Committee, 04/12/2014 – Resolved to recommend to Cabinet the partnering arrangement for Care and Repair in the report.

Cabinet 04/01/2015 – Care and Repair Update 2014/15

Cabinet 11/02/2015 – Recommend partnering proposals contained in the report.

[Environment, Health and Housing Committee 21/02/2017 – Information Item Care and Repair Update 2015/16](#)

[Environment, Health and Housing Committee 13/03/2018 – Information Item Care and Repair Update 2016/17](#)

[Environment, Health and Housing Committee 08/01/2019 – Information Item Care and Repair Update 2017/18](#)

[Environment, Health and Housing Committee 05/11/2019 – Care and Repair Service \(Wyre and Fylde\) 2015/16 to 2018/19.](#)

CORPORATE PRIORITIES

Economy – To create a vibrant and healthy economy	
Environment – To deliver services customers expect	√
Efficiency – By spending money in the most efficient way	√
Tourism – To create a great place to live and visit	

REPORT

BACKGROUND

1. In 2019 Lancashire County Council (LCC) Full Council Meeting approved the proposal for the cessation of Integrated home improvement services across Fylde. At that time Fylde Council Core Service, designed to facilitate repairs and adaptations to enable someone to stay in their home, and Handyperson Service, designed to keep people in their own homes and to prevent the risk of trips and falls, were delivered by Care and Repair Fylde and Wyre.
2. On the 15th November 2019, Fylde Council considered a request from Care and Repair Fylde and Wyre to continue with the £30,000 commitment under the current funding agreement, plus an additional £40,000 for a grant period to be agreed, a total funding commitment of £70,000. Committee resolved to continue to fund the service at the current level of £30,000 for 2020/21, to allow the Council time to consider the most appropriate arrangements for providing the Core and Handyperson service in Fylde. The level of funding was insufficient to enable Care and Repair Fylde and Wyre to continue to deliver the service in Fylde and it ceased on the 31 March 2020.
3. Data was provided annually by Care and Repair Fylde and Wyre on demand and jobs undertaken, however, bar the Handyperson service, data was across Fylde and Wyre. The evaluation undertaken in 2019 to support

the request for additional funding to continue the service within Fylde, concluded difficulties in quantifying demand specifically for Fylde residents for the Handy Person, as separate to the Minor Aids and Adaptations Service provided by LCC Adult Social Care.

4. Preston Care and Repair were awarded the contract for Minor Aids and Adaptations within Fylde in 2020. Previously this was provided by Care and Repair Fylde and Wyre. This is a statutory function provided by LCC, Adult Social Care. An assessment is completed by Occupational Therapists and minor aids and adaptations, for example hand and grab rails up to the value of £1,000, are placed through this service. Larger adaptations are referred to the Disabled Facilities grant Programme administered by Fylde Council.

PROPOSALS FOR A HANDYPERSON AND SANCTUARY SERVICE PILOT

5. Fylde Council are to pilot a Handy person and Sanctuary Scheme within Fylde for a period of 12 months to inform a formal procurement of the service in 2022, in partnership with Preston Care and Repair.
6. A pilot is required to gauge demand for both services.
7. Preston Care and Repair were awarded the contract for Minor Aids and Adaptations within Fylde in 2020 by LCC. Therefore, to pilot the Hand Person service alongside this service makes operational sense.
8. Fylde Council do not currently fund a Sanctuary Scheme for Domestic Violence victims. Preston Care and Repair operate this service as part of the Handy person Service in Preston, South Ribble, West Lancashire and Chorley. Therefore, to include the service as part of the pilot would be a sensible approach.

HANDYPERSON SERVICE

9. Preston Care and Repair is an independent home improvement agency with charitable status (Registered Society 27847R). It was established in 1993 to support older, disabled and vulnerable people in the Preston area. Over the past 20 years, it has grown to cover Preston, South Ribble, West Lancashire and Chorley. It provides practical help and support with all aspects of being safe, secure, warm, and independent including home repairs, adaptations and improvements as well as independent advice and information.
10. The provision of a handy person service straddles both health, housing and social care aims and objectives. Being able to afford and organise repair, maintenance and adaptation of the homes is especially difficult for those living on a low pension and potentially facing declining capacity e.g. reducing mobility, sight loss or frailty. Appendix 1 provides an independent evaluation of 'Integration in Action – small but significant' detailing the impacts and cost benefits to the NHS and Social Care of the Preston Care and Repair handy person service.
11. The service covers the direct provision of affordable help with small jobs around the home, these works can include: small repairs to the fabric of the dwelling (e.g. to doors and windows), minor adaptations (e.g. grab rails), 'odd jobs' (e.g. putting up curtain rails and shelves), home safety checks with remedial actions e.g. installing a second handrail on stairs, securing loose carpets), security measures (e.g. lock replacement, anti-intruder lighting).
12. The service is targeted at lower income households, particularly older and disabled people and predominately (but not exclusively) for those living in the owner-occupied sector.
13. The previous arrangement with Care and Repair Fylde and Wyre, Fylde Council received quarterly and annual updates on the progress with the service in Fylde.
14. During the Pilot, Preston Care and Repair are to provide updates on a quarterly basis on number of referrals made, number of Healthy Home Assessments completed, and types of jobs completed following the referral.
15. Fylde Council Housing Service are to receive all referrals to be passed onto Preston Care and Repair. The purpose is to enable the service to have a handle on demand, presenting issues and required jobs, following the referral.
16. Clients referring into the service will be means tested and this will be undertaken by Fylde Council. If clients are in receipt of any benefit; (Universal Credit (UC), Personal Independence Payment (PiP), Employment Support Allowance (ESA), Pension Credit or Council Tax Credit they will receive the labour at no cost but would be expected to pay for the materials at cost.

17. Preston Care and Repair will complete a full Healthy Homes Assessment which is included in Appendix 2 of this report. The Assessment would be triggered either through a conversation with the customer when the enquiry comes in or from the Handyman Service referring back in if they felt it was necessary.
18. The purpose of this assessment is to consider the health and wellbeing of the client, financial information, details of the property, security, smoke alarms, heating and general safety inside the home. The assessment looks at a range of issues which could be in addition to the presenting issue and make referrals to the appropriate agencies, e.g. Fire Service and LCC Adult Social Care for minor aids and adaptations.
19. Preston Care and Repair as part of the pilot will also undertake training with staff in services likely to refer in for support, namely Housing and Environmental Health Services.
20. It has been agreed as a starting point that the basic cost of piloting the service is based on an estimate of 100 referrals, which would generate a 100 plus handyman jobs. The costs includes 20 Healthy Homes Assessments. Table 1 details the proposed costings for the Handyman service. If referrals increase above 100, costs will increase for Labour, Healthy Homes Assessments, Administration and Overheads.
21. The costings include an element for marketing of the service and attending events with Charities and Church Groups, for example Age UK, Dementia Action, Church Group coffee mornings, Job centres, Citizens Advice Bureau and Carers Associations undertaken by Preston Care and Repair.
22. Fylde Council will also promote the scheme with information on the website and social media platforms such as Facebook and Twitter. Staff will promote the service at partnership meetings and once staff within the housing service have been trained the Officer responsible for handling referrals will also be available to attend local community events.
23. The Housing Service have an allocated budget for £30,000 Care and Repair, that was previously used to fund Care and Repair Fylde and Wyre.

Table 1: Fylde Proposed Costings for Handyman Service	
Technician Labour for 100 Referrals inc travel time allowance	£8,250
Caseworker Enhanced Healthy Homes Assessments x 20	£1,320
Marketing 10 events/year	£1,260
Administration/Monitoring & Reporting & Database contribution	£3,412
Leaflets - Template and printing of 5,000 leaflets	£510
Overheads charge 12%	£2,950
Cost to deliver service	£17,702

SANCTUARY SCHEME

24. The Sanctuary Scheme is designed to enable victims of domestic abuse to remain in their own homes where it is safe for them to do so and where it is their choice.
25. Fylde have previously contributed to such a scheme via the Community Safety Partnership with funding providing to Fylde Coast Women's Aid. This funding is no longer available and there is limited data available on demand.
26. The Domestic Abuse Bill 2021 places new duties on Local Authorities to provide support for victims of domestic abuse and their children within safe accommodation. Local authorities are to develop and publish a strategy for the provision of support that covers their locality that assesses the need for accommodation-based services.
27. Fylde Council Housing Service are working with LCC and local authorities across Lancashire, reporting to the new Domestic Abuse Partnership Board through the Lancashire Community Safety Partnership Board in line with Part 4 (Local Authority Support) of the DA Bill, to develop Strategies to meet the new duties.
28. This pilot will help to inform demand for a sanctuary scheme in Fylde that can be used to assist victims to remain within their own homes or to ensure new homes can have additional security measures to provide a safe place.

29. Local Authorities have been provided with New Burden funding under the Domestic Abuse Act to develop domestic violence services within their locality. A future report will be presented to this Committee on recommended approaches to meet identified need within Fylde, and it is likely an element of this funding will be used to fund the Sanctuary Scheme going forward.
30. Preston Care and Repair operate the Sanctuary Scheme in Preston, South Ribble and Chorley as part of the Handyperson service.
31. Table 2 details schedule of works and costings for elements included in the Sanctuary Scheme. Clients are not expected to contribute to these costs. Fylde Council will be invoiced per customer/property visit, as opposed to having an amount of monies upfront. Where works required are not listed, a quotation for the works will be obtained. All the prices listed on the sanctuary schedule are excluding VAT
32. Fylde Council Housing Service are to receive all referrals to be passed onto Preston Care and Repair. Referrals will be made through agencies providing support such as Fylde Housing Service, Fylde Coast Womens Aid, Citizens Advice Bureau and the Police.

Table 2: Sanctuary Scheme schedule of works and pricing schedule	
Emergency Lock change – 1 door	£62
Emergency Lock Change – each additional door	£22
Security Survey	£55
Survey + includes supply and fit two security measures on site	£117
Basic security package	£147
Solar external lights	£58

FYLDE COUNCIL CONTRACT PROCEDURE RULES

33. The council's contract procedure rules require that contracts worth over £10,000 be let using a competitive procedure or be called off from a framework which has itself been subject to competition. However, in certain circumstances, a contract may be exempt from that requirement. The rules set out the circumstances where a contract may be exempt. None of those circumstances apply to the pilot Handyperson and Sanctuary Scheme.
34. Even outside those circumstances, the relevant committee can resolve to not apply the rules to a particular contract. The committee is asked to not apply the normal requirements to the Handyperson and Sanctuary scheme pilot and instead award the work directly to Preston Care and Repair, for the following reasons:
 - a. The pilot is to gauge demand in both the Handyperson and Sanctuary Services.
 - b. Preston Care and Repair were awarded the contract for Minor Aids and Adaptations within Fylde in 2020 by LCC. Therefore, to pilot the Handyperson service alongside this service makes operational sense.
35. Fylde Council do not currently fund a Sanctuary Scheme for Domestic Violence victims. Preston Care and Repair operate this service as part of the Handyperson Service in Preston, South Ribble, West Lancashire and Chorley. Therefore, to include the service as part of the pilot makes operational sense.

CONCLUSION

36. Committee are requested to note the contents of the report and approve the Handy Person and Sanctuary Scheme pilot scheme proposed, in partnership with Preston Care and Repair, using existing revenue resources.
37. Committee are requested to disapply the rules to comply with the contract procedure rules on the basis that:
 - a. The pilot is required to gauge demand for both the Handyperson and Sanctuary service
 - b. Preston Care and Repair are already running the minor aids and adaptations programme in Fylde
 - c. The purpose of the pilot is to inform a competitive procurement of the Handyperson and Sanctuary Scheme in 2022 on completion of the 12 month pilot.

38. Note that an evaluation of the Pilot will be presented to this Committee after 12 months to inform a competitive procurement process.

IMPLICATIONS	
Finance	The report proposes a pilot scheme with an estimated cost of £17,702 which will be funded from the existing recurring revenue budget for Care and Repair of £30,000.
Legal	Contract procedure rules are not to be applied.
Community Safety	None
Human Rights and Equalities	None
Sustainability and Environmental Impact	None
Health & Safety and Risk Management	None

LEAD AUTHOR	CONTACT DETAILS	DATE
Kirstine Riding	Email & Tel 01253 658569	19/05/2021

BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
Local Authority support for victims of domestic abuse and their children within safe accommodation factsheet	18/05/2021	Local authority support for victims of domestic abuse and their children within safe accommodation factsheet - GOV.UK (www.gov.uk)

Attached Documents:-

Appendix 1 – Small but significant brochure

Appendix 2 – Preston Care & Repair Healthy Homes Assessment Form

Integration in Action

Small but Significant: Evidence of impact and cost benefits of handyperson services

Preston Care and Repair handyperson service



This brochure summarises the impacts and cost benefits to the NHS and Social Care of the Preston Care and Repair handyperson service based on the findings of an independent evaluation.

Outcomes include:

- improved older people's physical health
- improved mental health
- prevented/reduced risk of acute health episodes and unplanned hospital admissions
- reduced GP visits/calls on other health professionals' time
- extended safe, independent living at home
- improved wellbeing and quality of life
- High rate of Return on Investment - fiscal and societal
- For falls reduction alone ROI was 4.28:1 i.e. every £1 spent on the handyperson service health and social care saved £4.28

The NHS England view of housing

The 'Next Steps in the NHS Five Year Forward View' highlights the importance of keeping people healthier for longer, improving care, reducing health inequalities and working jointly across professional boundaries, including housing.

NHS England (NHSE) is signed up to a national Memorandum of Understanding as a commitment to support joint action across housing, health and care. NHSE's CCG Engagement Programme has published a 'Quick Guide to Health and Housing'

This brochure outlines how an independently evaluated*¹ local handyperson service is contributing to achievement of NHS, Public Health and Social Care outcomes.

“As I live on my own (with health problems) I sometimes feel vulnerable. I can trust Preston Care and Repair to send me a vetted, trustworthy worker” Mrs S, 89yrs

Why improve older people's homes?

Where people live - the quality, suitability and stability of their home - has a significant impact on occupants' physical and mental health. There are quantifiable costs resulting from housing disrepair, with annual first year treatment costs to the NHS and social care in excess of £1.4bn*²

A forward looking view of the NHS, which envisages not only a greater emphasis on prevention but also health care increasingly delivered at or closer to home, will only be achievable if patients live in suitable, decent and adapted homes where such care can be safely provided.

Health & Housing Links

- Each year around 30% of people aged 65yrs+ and 50% of those aged 80yrs+ experience a fall, most of which occur at home and with falls risk level linked to home hazards
- 2 million older households live in non-decent homes, 78% in the owner occupied sector
- Many long term health conditions have a causal link to or are exacerbated by poor housing e.g. respiratory conditions, arthritis, mental health problems, heart disease, stroke etc.

Preston Care and Repair handyperson service

- helping older people live independently and well at home

Covering four Lancashire Boroughs - Preston, South Ribble, Chorley and West Lancs - the Preston Care and Repair handyperson team carry out a wide range of small repairs and minor adaptations in the homes of older and disabled people. They offer everyone a 'Healthy Home Assessment' with remedial measures to reduce home hazards, particularly to reduce falls risk, and also alert Care and Repair caseworkers if they identify older people with other housing issues.

*¹ <http://careandrepair-england.org.uk/wp-content/uploads/2018/07/Small-but-Significant-Handyperson-Evaluation-CRE-2018.pdf>

*² Nicol S, Roys M, & Garrett H (2015) Briefing paper: The cost of poor housing to the NHS Building Research Establishment

The Impact

Results of the independent evaluation of the Preston Care and Repair handyman service.

OUTPUTS

1,865 handyman jobs were completed for 929 older people in the year, with volunteer input into 268 jobs, in a year 8^{*3}

- Nearly half of those helped by the handyman service are over 80yrs (46%), older women (77%), living alone (72%) often living with chronic long term health conditions and disability.

OUTCOMES

Preston Care and Repair handyman service has a significant impact on older people's mental and physical health, wellbeing, independence and quality of life.

- Falls risk was reduced for 37% of the older people using the handyman service.
- Improved wellbeing was a key outcome for 90% of older service users
- Other outcomes include reduced risk of hospital admission, faster, safer hospital discharge to home, improved safety and security, reduced worry and stress associated with maintaining the home.

The handyman service provides older people with great relief from worry about their home, making them feel more independent and in control. It is exceptionally highly valued.

- 96% of older people said that the handyman service made them less worried about their home.
- 100% of older people said that they would use the service again and would recommend it to others.
- 77% said they would not have jobs done if the handyman service was not there due to worry about finding a trustworthy builder.
- Trust was a key factor. It was important to older people that the handyman service was delivered by a local, not for profit, trustworthy provider to which they had ready access i.e. a phone call away.

COST BENEFITS

For every **£1 spent** on the handyman service the saving to health and care from falls reduction alone is **£4.28**. *(This return on investment does not include many of the other fiscal and social gains e.g. improved wellbeing, reduced anxiety, hospital discharge etc.).*



^{*3} 12 month equivalent figures based on 9 months data collection. Additional handyman jobs were completed e.g. for younger disabled people (not included in these figures)

Time to act

There is a strong policy drive to encourage greater integration and partnership working across sectors, particularly with regard to prevention and extending healthy, independent later life. As this report highlights, older people identify handy person services as a very important resource to enable safe, independent living at home.

The impacts of handy person services straddle health, housing and social care aims and objectives. They offer a highly cost effective solution with significant cost benefits and a high rate of return on investment, both financial and social.

“My husband used to do everything, so it makes all the difference to me just knowing Preston Care and Repair are there. It makes me feel that I can manage. It is such a relief when you have never had to do these things and you don't know where to turn to.”

Mrs G, 84yrs



About Care & Repair England

Care & Repair England (Charitable Society Reg. No. 25121R) aims to improve older people's housing. It innovates, develops, promotes and supports practical housing initiatives & related policy and practice which enable older people to live independently in their own homes for as long as they choose.

info@careandrepair-england.org.uk www.careandrepair-england.org.uk
[twitter@cr_england](https://twitter.com/cr_england)

About Preston Care and Repair

Preston Care and Repair is an independent home improvement agency with charitable status (Registered Society 27847R). Over the past 20 years it has grown to cover Preston, South Ribble, West Lancashire and Chorley. It provides practical help and support with all aspects of being safe, secure, warm and independent including home repairs, adaptations and improvements as well as independent advice and information.

Tel: 01772 204096 info@carerepair.org www.carerepair.org

Every effort has been made to ensure that the information in this document is accurate. However, Care & Repair England does not accept any responsibility for errors or omissions.

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Published 2018

HEALTHY HOME ASSESSMENT

Appointment Date: _____

Time: _____ :

Date of referral:		Completed by:	Neil Fryer – Caseworker
Case No:	CA -	Client No:	CL – CL -

PERSONAL DETAILS:			
Mr/Mrs/Miss/Ms	Name:	Date of Birth:	Age:
Address		Telephone: <i>(Contact name if different to client)</i>	
Any other occupants?			
Referred by:			
Contact info:			
Reason for referral:			

TO BE COMPLETED WITH CLIENT

HEALTH & WELLBEING:		
Long term health conditions	Yes/No	
Mobility issues	Yes/No	
Sensory impairments (vision/hearing)	Yes/No	
Had a fall inside house in last 12 months	Yes/No	
Carer / Support in place Cleaning/general chores/gardening	Yes/No	
Independent – e.g. Bus/Train/Shopping	Yes/No	
Does client have 'Lifeline'	Yes/No	Comments – Leaflet re Progress (Other providers available)
Ethnicity		

HEALTHY HOME ASSESSMENT

BENEFITS & PENSIONS			
Attendance Allowance		PIP	
State Pension		Disability Living Allowance (Care / Mobility)	
Pension Credit		Council Tax Benefit	
Private Pension		Employment Support Allowance	
Other		None	
OTHER COMMENTS/OBSERVATIONS:			

PROPERTY DETAILS:							
Type	Detached	Semi	Terrace	House	Bungalow	Flat	Other
Tenure	Owner/ Occupier	Private Tenant	LA Tenant	Shared Ownership	Housing Association Name:		Other

HOME SECURITY		
Is a Key Safe available?	Yes/No	£60
General - 5-lever locks / UPVC multi Locking system/ additional security? Chain / spyhole <small>Approx. £3-£4 & £4-£5</small>		
OTHER COMMENTS/OBSERVATIONS:		

FIRE SAFETY		
Are smoke alarms working in property? <small>How old / Correct locations / Recently Tested</small>	Yes/No	Approx. £12 each
Is there a carbon monoxide monitor?	Yes/No	Approx. £20 each
Do fire and heaters appear to be in good working order and safely used?	Yes/No	
Any overloaded electrical sockets? <small>Block Adaptors / Extension Leads</small>	Yes/No	
OTHER COMMENTS/OBSERVATIONS:		
Refer to Lancs Fire & Rescue	<input type="checkbox"/>	

HEALTHY HOME ASSESSMENT

STAYING WARM		
Does home have working central heating? If no, describe heating arrangements	Yes/No	
Has central heating been serviced last 2 years?	Yes/No	
Does the client use programmes controls?	Yes/No	demonstrate how to use them if required/possible
Is the property insulated (Loft &/or Cavity)? Does the client experience draughts	Yes/No	
OTHER COMMENTS/OBSERVATIONS:		
<p>Refer for CHiL (info provided) <input type="checkbox"/></p>		

Are there any areas the client has particular concern with in the home?	Yes/No	

HEALTHY HOME ASSESSMENT

GENERAL SAFETY INSIDE THE HOME		
Bathroom / Kitchen / Living room(s) / Bedroom(s)		
Would any area benefit from grab rails or other aids? Bathing/showering Using Toilet Getting in/out of bed Chair raisers Perching Stools Trolley	Yes/No	
Additional handrail (s) required on stairs?	Yes/No	£80 approx. if private can be available at no cost on LCC A&A
Improvements required to:- Lighting Flooring Obstacles/trip hazards /trailing wires	Yes/No	
Does property appear to be in good structural condition?	Yes/No	
Any Evidence of mould or damp?	Yes/No	
OTHER COMMENTS/OBSERVATIONS:		
<p>Refer to Falls Team/OT <input type="checkbox"/></p>		

Are there any existing adaptations or equipment in place?	Yes/No	Note equipment/adaptations
e.g. Zimmer/Rollator Grab Rails Toilet Frame/Raiser Perching Stool Bed Lever Outdoor Rail 2 nd Stair Rail Chair Risers Shower Stool/seat etc		

HEALTHY HOME ASSESSMENT

GENERAL SAFETY OUTSIDE THE HOME:		
Assisted Bins Service required?	Yes/No	
Improvements required for safe access into property?	Yes/No	Grab rails / handrails / steps / ramps
Improvements required for safety of paths and surfaces?	Yes/No	
Improvements required to exterior lighting?	Yes/No	
OTHER COMMENTS/OBSERVATIONS:		

REFERRALS (let the client know if you think they could benefit from any of the following referrals)			
Falls Team <input type="checkbox"/>	Lancashire Carers <input type="checkbox"/>	LCC Social Services (OT) <input type="checkbox"/> 0300 123 6720	Age UK/Age Concern <input type="checkbox"/>
LFRS <input type="checkbox"/> 0800 169 1125	Citizens Advice <input type="checkbox"/>	Assisted technology Provider <input type="checkbox"/> Progress Lifeline 01772 678910	Local Council <input type="checkbox"/>
CHiL <input type="checkbox"/>	Safe Trader <input type="checkbox"/>	Mobility Aids & Equipment <input type="checkbox"/>	Housing Association <input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other _____			
Client provided information to enable them to self-refer <input type="checkbox"/>			

CLIENT CONSENT:	
I confirm the above information and give my consent to Preston Care & Repair to record my details and where applicable and only as agreed share with other agencies as discussed in order for me to access services and advice: <input type="checkbox"/>	
Signed (Client):	Date: / / 2021

HEALTHY HOME ASSESSMENT

FURTHER HOME IMPROVEMENT AGENCY ACTIONS:		
Handyperson visit required?	Yes/No	
Referral required to Technical Service?	Yes/No	
Further Caseworker Assistance?	Yes/No	

Details:

HEALTHY HOME ASSESSMENT

Risk Assessment					
Client Name & Address:					
Hazard	Risk Rating			Control Measures	Who is at Risk
	Low	Med	High		
General Environment (Security of technician/caseworker/ Van, equipment etc).				Ensure Van is secure and if appropriate park so that you can drive away without reversing or turning. Lone Worker Policy	Technician Case Worker
Potential for violence, abuse, general safeguarding concerns.				No lone visits, Lone worker policy	Technician Case Worker Client
Dogs/other animals.				Isolate animal if possible. Consult with owner and assess.	Technician Case Worker
Cleanliness of environment for working – infections etc				Use gloves and ensure that all equipment and clothing is cleaned after use. Clean cuts immediately.	Technician Case Worker
Entrance and exit routes clear and able to carry equipment and materials.				Assess easiest route and consult owner reference removal of obstacles or clearing of route.	Technician Case Worker
Other hazards – Describe:					
OVERALL RATING					
Low Risk	No Further action required.				
Medium Risk	Ensure that control measures are in place and if necessary review whilst carrying out the job.				
High Risk	DO NOT proceed until management have been consulted and other control measures have been considered and put in place.				
Other Comments/Concerns					
Name:	Neil Fryer				
Signature:	Date: / / 2021				

HEALTHY HOME ASSESSMENT

OFFICE USE ONLY:

Rockwood Score (Include a D if required)			
1 Very Fit – People who are robust, active, energetic and motivated. These people commonly exercise regularly. They are amongst the fittest for their age		6 Moderately Frail – People need help with all outside activities & with keeping house. Inside they often have problems with stairs and need help with bathing and night need minimal assistance (cuing, standby) with dressing.	
2 Well – People who have no active disease symptoms but are less fit than category 1. Often they exercise or are very active occasionally, e.g. seasonally		7 Severely Frail – Completely dependent for personal care from whatever cause (physical or cognitive). Even so they seem stable and not at high risk of dying (within 6 months)	
3 Managing Well – People whose medical problems are well controlled, but are not regularly active beyond routine walking.		8 Very Seriously Frail – Completely dependent, approaching the end of life, they could not recover even from a minor illness.	
4 Vulnerable – While not dependent on others for daily help, often symptoms limit activities. A common complaint is being “slowed up”, and/or being tired during the day.		9 Terminally Ill – Approaching the end of life. This category applies to people with a life expectancy <6 months, who are not otherwise evidently frail.	
5 Mildly Frail – These people often have more evident slowing and need help in high order IADLs (finances, transport, heavy housework, medications). Typically mild frailty progressively impairs shopping and walking outside alone, meal preparation and housework.		Scoring fragility in people with dementia the degree of frailty corresponds to the degree of dementia:- Mild Dementia ; forgetting details / repeating questions Moderate Dementia ; recent memory impaired although can remember past life. Can do personal care with prompting. Severe Dementia ; Cannot do personal care without help	

Case Manager:-		Signposting on Case:	
Update client info <input type="checkbox"/>	Update & Upload HHA <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scan and save HHA <input type="checkbox"/>	Create Case Actions / Tasks <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other actions:			
HIA initiated <input type="checkbox"/>			<input type="checkbox"/>
Order Equipment on spread sheet <input type="checkbox"/>			
External referrals Initiated <input type="checkbox"/>			
Signed:		Date:	/ / 2021

Date	Action(s)	Update	Diary

DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	15 JUNE 2021	7

HOLIDAY, ACTIVITY AND FOOD PROGRAMME (HAF)

PUBLIC ITEM

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

SUMMARY

As part of the government's commitment to tackling child hunger, funding has been made available to deliver a school holiday program of physical and enrichment activities, together with a healthy meal, for children in receipt of free school meals.

The objectives of the programme are for attendees to:

- eat more healthily over the school holidays
- be more active during the school holidays
- take part in engaging and enriching activities which support the development of resilience, character and wellbeing, along with their wider educational attainment
- be safe and not to be socially isolated
- have a greater knowledge of health and nutrition
- be more engaged with school and other local service

Fylde has been provided with an indicative budget allocation of £123,000 to deliver a scheme in 2021/22, with additional funding to recruit a scheme coordinator, for six months.

Committee approval is required to proceed with a project of this value however, the timescales for recruitment of the coordinator were limited. Authorisation to proceed was sought from the Chief Executive under Chief Executive's Delegated Powers: *"Power to make emergency decisions in consultation with the relevant committee Chairman, together with the Leader of the Council"*. The Leader of the Council and the Chairman of the Environment, Health and Housing Committee have also provided consent, in advance of a committee decision to proceed.

RECOMMENDATIONS

1. That the Committee support the emergency decision of the Chief Executive to proceed with the recruitment of the HAF Co-ordinator;
2. That the Committee approve delivery of the HAF project as set out in the report; and
3. That the Committee request that Finance and Democracy Committee approve a revenue budget increase of £123,000, fully funded from specific HAF grant, for the delivery of the HAF programme in Fylde in 2021/22

SUMMARY OF PREVIOUS DECISIONS

N/A

CORPORATE PRIORITIES	
Economy – To create a vibrant and healthy economy	√
Environment – To deliver services customers expect	√
Efficiency – By spending money in the most efficient way	√
Tourism – To create a great place to live and visit	√

REPORT

Background

- On 8 November 2020, the government announced that the holiday activities and food programme will be expanded across the whole of England in 2021. The programme has provided healthy food and enriching activities to disadvantaged children since 2018. The Government is making £220 million available to local authorities in England to coordinate the programme.
 - School holidays can be particular pressure points for some families because of increased costs (such as food and childcare) and reduced incomes, with children from disadvantaged families less likely to access organised out-of-school activities; more likely to experience ‘unhealthy holidays’ in terms of nutrition and physical health; and more likely to experience social isolation. Free holiday clubs are a response to this issue, with the aim to make free places available to eligible children for the equivalent of at least 4 hours a day, 4 days a week, 6 weeks a year.
- Local authorities are asked to ensure that the offer of free holiday club provision is available for all children eligible for and in receipt of free school meals in their area, on a voluntary basis. Places may also be made available to other children who can pay to attend.
- The aims of this programme are for children who attend this provision to eat more healthily over the school holidays; be more active during the school holidays; take part in engaging and enriching activities which support the development of resilience, character and wellbeing along with their wider educational attainment; be safe and not to be socially isolated; have a greater knowledge of health and nutrition; be more engaged with school and other local services; and for the wider family to develop their understanding of nutrition and food budgeting.

Scheme Details

- Local authorities may coordinate the programme themselves or work with another organisation to coordinate the provision on their behalf. LAs are encouraged to work with a wide range of community and voluntary partners in the delivery of this programme.
- The role of coordinating this holiday provision involves mapping the holiday provision to ensure that holiday provision exists and is supporting the areas of greatest need; establishing a steering group of local representatives to support implementation and delivery; drawing in wider support to enhance the local programme i.e. sponsors, food/activity providers and local businesses etc.; developing a local plan for provision in the area; ensuring that sufficient, adequate provision is available across the area for children with SEND or additional needs; awarding funding to holiday club providers to ensure there is enough provision to meet demand; supporting all providers to meet the framework of minimum standards including safeguarding requirements and maintaining food standards; supporting all providers to improve the quality of their provision; working with families to reduce dependency by educating families around purchasing and preparing healthy meals on a sustainable basis; promoting and advertising provision to encourage the most at-need children to attend; working with other local services or agencies to ensure a joined-up and efficient approach; and building local partnerships and sharing learning and good practice among local partners.
- Local authorities will receive grant funding based on predicted participation levels and the numbers of children eligible for and in receipt of free school meals in the area. The funding will cover the provision of free holiday places and the coordination of the programme locally. Administrative costs must not exceed 10% of the total funding allocated on the costs associated with running the programme. The remaining 90% can be used flexibly to support setting up new provision where needed; paying for additional staff to expand

existing provision; paying for additional staff to meet additional needs; bringing in activity providers such as sports coaches; or establishing partnerships with catering organisations. Funding can also be used to purchase equipment for the programme but should be limited to 2% of the overall programme expenditure.

7. Holiday clubs must be able to provide information, signposting or referrals to other services and support that would benefit the children who attend their provision and their families, such as Citizen's Advice; healthcare practitioners; family support services or children's services; housing support officers; Jobcentre Plus; and organisations providing financial advice.
8. All organisations and individuals (including volunteers) involved in the delivery of the holiday activities and food programme and must have relevant and appropriate policies and procedures for safeguarding; health and safety; relevant insurance policies; and accessibility and inclusiveness.

Local Provision (Fylde)

9. £3.16 million has been made available for distribution across Lancashire districts on a pro rated basis. Fylde has 1401 registered children in receipt of free school meals (FSM) representing 3.9% of the total allocation across the county. A 30% reach represents 420 children; a 35% reach represents 490 children.
10. Fylde has been provided with an indicative budget allocation of £122,691.84 based on FSM numbers - the final figure will be confirmed once the central offer has been finalised, including additional Public Health funding (once confirmed). The figure is likely to increase but not significantly. The central costs are based on the summer holiday only and do not include Christmas week.
11. In addition, there is support funding for a scheme coordinator - each district will be allocated 2.5 days of funding for the coordinator post, for a six-month period. This equates to £15K per district plus 28% on costs - £19.2K. The 2.5-day post are a 6month post 1st May – end Oct 202. Districts may 'buddy up' and appoint a full-time person to cover 2 districts.
12. Fylde and Wyre have agreed to share a full-time post with Fylde as the employing authority and Wyre reimbursing for their portion of the salary costs. A job description and personal specification has been prepared for the role and job evaluated. The job has been advertised internally and interviews will be held at the beginning of June; the successful candidate must be in a position to commence their new role as soon as possible to finalise scheme arrangements and planning in advance of the July school holidays.
13. In Fylde, we will be working with several partners that already run successful school holiday provision, including Streetwise, YMCA, Fylde Rugby Club and AFC Fylde, as well as some smaller providers. Places will be purchased at these holiday clubs using the funding provided, assigning the available places via a booking system.
14. Smaller satellite clubs will also be established in areas of greater need in Freckleton, Kirkham and Central St Annes, making use of community buildings and schools to deliver the sessions. Enquiries are being made with commercial recreational ventures in the area to see if discounted fees can be negotiated for families in need, as part of the HAF programme.
15. A number of afternoon sessions will be arranged for older children (12 – 16), working with outreach workers already active in the community, in Memorial Park, Parkview and Ashton Gardens.
16. The Fylde (and Wyre) coordinator will be working closely with the coastal coordinator from Active Lancashire, providing 1:1 support, and with the Blackpool coordinator, who has experience delivering the scheme as part of the government pilot program.
17. Weekly progress meetings will be scheduled with the LCC Early Help Partnership officer for this region; Biweekly meetings will also take place with LCC and Streetgames, a national charity providing sport programmes for disadvantaged communities. Streetgames have extensive experience in this area and were commissioned by LCC to deliver an online program of support over Easter, during lockdown.
18. Work is currently being undertaken to identify providers of nutritional education programmes, who make use of interactive games and cookery demonstrations to engage with the children, providing additional take home provisions for the family.

IMPLICATIONS

Finance	The report sets out details of grant funding received by the council to deliver the HAF project, and requests that Finance and Democracy Committee approve a funded revenue budget increase of £123,000, fully funded from the specific HAF grant, for the delivery of the programme in Fylde in 2021/22 as detailed in the report.
Legal	No legal implications arising as a result of this report
Community Safety	No Community Safety implications arising as a result of this report
Human Rights and Equalities	No Human Rights and Equalities implications arising as a result of this report
Sustainability and Environmental Impact	No Sustainability and Environmental impact implications arising as a result of this report
Health & Safety and Risk Management	No Health & Safety and Risk Management implications arising as a result of this report

LEAD AUTHOR	CONTACT DETAILS	DATE
Kathy Winstanley	Kathy.winstanley@fylde.gov.uk	26 th May 2021

BACKGROUND PAPERS

Name of document	Date	Where available for inspection
NA		

DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	15 JUNE 2021	8

CONFIRMATION OF WORKING GROUPS

PUBLIC ITEM

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

SUMMARY

Following changes to committee membership at Council, on 19th April 2021 for the municipal year 2021/22, it is timely for the programme committees to review the current appointments to any working groups that are currently established and relate to the terms of reference of the Environment, Health and Housing Committee. The establishment of working groups is within the responsibility of the individual programme committees and does not need the approval of Council.

RECOMMENDATION

The committee is invited:

1. To confirm the membership to any working groups that relate to the terms of reference of the committee.

SUMMARY OF PREVIOUS DECISIONS

20 July 2020 – Council noted and endorsed the list of current working groups.

CORPORATE PRIORITIES

Economy – To create a vibrant and healthy economy	√
Environment – To deliver services customers expect	√
Efficiency – By spending money in the most efficient way	√
Tourism – To create a great place to live and visit	√

REPORT

1. it is timely for the programme committees to review the current appointments to any working groups following changes to committee memberships, for the municipal year 2021/22, that were made at Council on 19 April 2021.
2. Programme committees can establish their own subject specific working groups to be set up when required in order to advise the parent programme committee on a particular topic/issue.

3. The table below lists those working groups that relate to the terms of reference of the Environment, Health and Housing Committee that are currently established.
4. The establishment of working groups is within the responsibility of the individual programme committees and does not need the approval of Council.
5. It is important that the members nominated to working groups have an appropriate interest in the subject, can commit to positively represent the Council and be available to commit the time to attend the majority of the meetings involved.
6. The members nominated should ideally be a member of the programme committee to which the matter relates to.
7. The conclusion of any working group would be brought to committee in a formal report.

Environment, Health and Housing Committee– Working groups			
Working group	Role/purpose	Notes	Current representation
Carbon Neutral Working Group	To investigate and consider the options to minimize the reliance on single use plastic items across the borough to become a 'plastics conscious' borough. To develop a Carbon Reduction Action Plan with a view to the Council becoming net-zero carbon by 2050	Current	Councillors Tommy Threfall, Noreen Griffiths & Karen Henshaw (plus 3 reps from OpMgmt and 2 reps from Planning)
Arboriculture & Landscape Strategy working group (Lead committee Planning)	This working Group comes under the remit of the planning committee and input and representatives from the EH&H committee were invited from Jan 2020.	Current	Councillors Chris Dixon, Jayne Nixon & Ray Thomas (plus 3 reps from Planning)
Flooding/Surface Water Management	To review the current situation and to develop a comprehensive set of recommendations and proposals to improve the way surface water management in Fylde was undertaken to reduce flooding in the future and to ensure that arrangements for dealing/responding to emergency flood incidents in Fylde were robust and effective to provide reassurance to members, residents and landowners	Current	Councillors Tommy Threfall, Roger Lloyd, John Singleton, Chris Dixon, Peter Anthony & Kiran Mulholland

IMPLICATIONS	
Finance	No 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
Democratic Services	democracy@fylde.gov.uk	25/5/21

BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
None		

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	15 JUNE 2021	9
ANNUAL REPORT CITIZENS ADVICE FYLDE 2020/2021			

PUBLIC ITEM

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

SUMMARY OF INFORMATION

The purpose of this report is to provide an annual summary to the Committee on the work of the Citizens Advice Fylde. This is in accordance with the requirements of the CAB's agreement with the Council. Members are reminded that Fylde Council is the funding body for the Fylde Citizens Advice service through the provision of an annual grant.

SOURCE OF INFORMATION

The Citizens Advice Fylde Annual Report, attached, has been prepared by Natalie Reeves, the Fylde Citizens Advice Chief Executive.

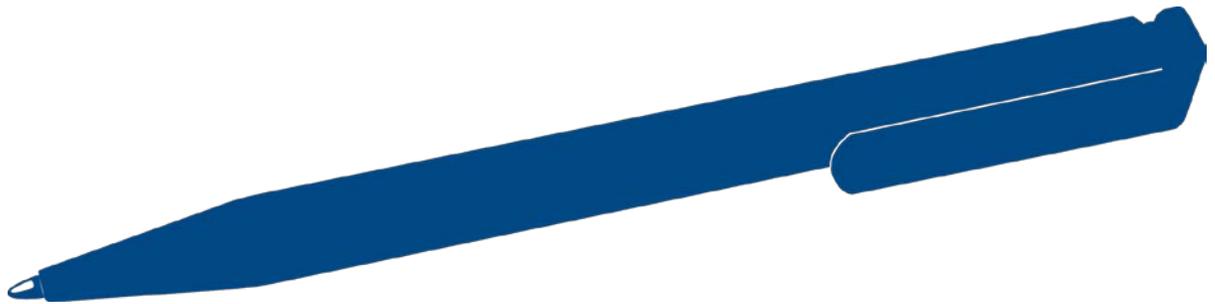
WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

This information is provided to enable the committee to have an overview of the performance of the Citizen Advice Fylde in the last financial year and scrutinise its service to Fylde residents.

FURTHER INFORMATION

Contact: Tracy Manning, Director of Resources; Tel 01253 658521; e-mail: tracy.manning@fylde.gov.uk

Annual Report 2021



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Overview

This report concentrates, for statistical purposes, on our work during the year April 2020/March 2021. However, it also includes some information on developments since April 2021, along with our plans for the future.

Citizens Advice Fylde has been serving the Fylde community since 1968. At present we operate from our main office in Kirkham between 9am and 4pm Mon-Fri. We would normally take a mixture of appointments, drop-ins and telephone enquiries through our Adviceline system. Our St Annes Outreach would be at the Town Hall on Tuesdays for appointments and on Wednesdays for drop-ins.

However, due to COVID, the service has been a telephone only service since March 2020. We are currently in the process of making necessary adjustments to the office to reopen to the public during summer 2021.

Our Aims:

To provide the best possible advice to the citizens of Fylde in order that they can deal with the problems they face.

To train, encourage and enable local people to volunteer to provide advice to fellow citizens.

To enable and assist volunteers currently out of work to acquire skills and gain confidence so that they can return to the workplace.



Staffing



Our core staff during the reporting period was: Natalie Reeves, Chief Executive Officer and Lisa Bolton, Advice Service Manager - along with Robert Egford, Session Supervisor, Kim Cook, Volunteer Development Officer and Oleg Melehovs Administrator.

Robert Egford retired in November 2020 and Andrea Clay is now Session Supervisor.

We have 30 Advice volunteers, including 12 trained Adviceline Assessors, 10 trained Full Advisors and 8 advice volunteers in training. We also have volunteers performing admin duties, computer maintenance and IT upgrades, as well as acting as Trustees.

We are continuing to prioritise the recruitment of volunteers to fully cover Adviceline and to allow staff development to the Full Advisor role if desired. However, it has been difficult during the pandemic, to enroll new volunteers when there has been no office based staff. There are a number of trainees ready to progress onto shadowing Adviceline volunteers.

The aim is to have sufficient Full Advisors to increase our outreach work. We have a dedicated member of staff engaged in Volunteer Development. We will also continue to arrange a number of training courses for our paid staff and volunteers using Citizens Advice Training modules and training courses provided through external sources such as Shelter and Lancashire County Council. We will also continue to develop in-house courses and work with other Citizens Advice Offices to provide training specific to our needs. Our Advisors are kept up to date on all subject areas through our Advisernet website, which is constantly maintained and updated by Citizens Advice nationally. We also receive information bulletins provided by Citizens Advice nationally, the Department for Work and Pensions, the Council for Voluntary Services and many other sources.

Citizens Advice Fylde uses the national Performance Quality Framework process to ensure quality of advice, customer satisfaction, and effective leadership. A sample of cases is audited each month. We will continue to be visited 3 yearly for Management/Finance compliance in order to maintain our AQS (Advice Quality Standard) Mark of 'General Help with Casework'. Our last Leadership Self-Assessment in January 2021 resulted in confirmation that we were exceeding the required Citizens Advice standard in all aspects of governance, management and planning.

Each Citizens Advice Office is separately registered with the Financial Conduct Authority. Our Financial Registration Number is **617610**.

Our Advice Service



Adviceline **0808 278 7881**



Website <https://www.citizensadvice.org.uk/local/fylde/>



Twitter **@FyldeCAB**



Facebook **Citizens Advice Fylde**

Since September 2007 we have been open five days a week, 35 hours per week. Our core opening times are Mon- Fri 9am – 4pm.

Prior to lockdown we had up to eight appointment slots available Tuesday to Thursday. When capacity allows, our drop-in clients can be seen immediately or, if not, a suitable appointment made for them.

We also offered appointments as an **outreach service at St Annes Town Hall** every Tuesday, with a drop-in Wednesday mornings. This allows us to cater for clients who prefer a face-to-face consultation but would have difficulties travelling to Kirkham. We are hoping to reinstate the outreach service as soon as practicable.

Our **Telephone Adviceline Service** has been up and running since the beginning of November 2015 and operates between 10am and 4pm each day. They will be initially be assisted using the Citizens Advice Public Website; If the client requires more in-depth help then an appointment will be made for them at their local Office.

From March 2020, all appointments are carried out by telephone. We intend to continue a telephone service, with face to face available for vulnerable clients who need extra help. Further, we will have a videolink computer in the downstairs area to enable clients to speak to us via a videolink if they do not have the technology or know how to do so from home.

We offer a form filling service, this is carried out by the client posting the form to us and it is filled out through a telephone appointment and then returned to the client to check and sign.

We have continued to offer financial advice through our **MoneyPlan** project. This is delivered by a trained Financial Adviser volunteering their services free of charge. He is able to offer a free first interview, giving generic financial advice to our clients according to their specific situation. Appointments are booked through us and over the past year the Adviser has given advice over the phone. Should the client require further help we provide a list of financial advisers in the area and at that point they are advised that they are likely to be charged by whomever they choose to contact.

The government-backed **Pensionwise** service was also delivered by phone Clients who are over 50 and have personal or workplace pensions can receive free guidance on their options as they plan for retirement.

We continue to explore ways of increasing our levels of service to the whole of the Fylde. We have updated and simplified our website, enabling the public to find us easily and to access general Citizens Advice information through a link to www.citizensadvice.org.uk. Links are also provided from here to other useful websites. Citizens Advice Fylde has a Facebook page and is on Twitter.

Partnership Working



We are a referral agent for **Fylde Foodbank** who share the lower floor of our building and operate from the Kirkham premises on a Monday and a Friday. This has also allowed us to contribute to **Lancashire County Council's** Crisis Support scheme, through which emergency support (mainly food) can be provided alongside the offer of advice that might improve the client's situation more generally.

We attend the **Fylde Homelessness Action Group** and provide statistics on Debt, Housing and Welfare Benefits to Fylde Council as requested. We work closely with Fylde Housing department, particularly with the housing and homelessness officers. Citizens Advice Fylde remains a Hate Crime Reporting Centre for the Fylde, working closely with Lancashire Police.

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

Other Projects



Rosemary – This project began in January 2017 and was initially funded by The Allen Lane Foundation for one year. It involves the specialist training and provision of a Domestic Violence worker for Fylde for one day a week. Natalie Reeves is the project worker; she is qualified as an Independent Domestic Violence Advisor (IDVA) and Independent Sexual Violence Advisor (ISVA). Natalie also participates in and Chairs the Fylde and Wyre Multi-Agency Risk Assessment Conference (MARAC).

At Home

This project was previously funded by **United Utilities** for three years for the provision of a home visiting service for one day a week. The idea is to provide advice to those unable to visit the office or St Annes, while at the same time helping to combat social isolation. Robert Egford was the project worker. Since lockdown began in March 2020, this service has been via telephone, with the form filling service taking place. From April 2019 to March 2020. The health and well-being of clients is greatly enhanced by the work done and it is a service we really hope to be able to continue. Part of the project is also for volunteers to be trained up to continue the work.

Fylde Energy

From February 2020 we have been running the Fylde Energy Project, funded by the Energy Saving Trust. This is a project offering help and support with energy related issues, including bills, tariff checks and disputes. Two part-time members of staff were employed to administer the project and deliver the advice and support. From December 2020, this has been enhanced by an emergency COVID fund from Fylde Council to offer financial support for clients suffering fuel poverty as a result of the COVID crisis. Since receiving the funding in December, we have assisted 53 people in fuel poverty as a direct result of COVID. This has been an incredibly valuable service helping the neediest, who were in their homes more over the winter period, to keep warm.

Covid Debt Fund

In December 2020 Fylde Council provided funding to assist clients directly affected by Covid with fees for debt relief orders. The effects of the financial impact of COVID are

still filtering through, we have currently committed to fees for 16 clients. However, we expect this figure to increase as the full impact becomes more apparent.

Help to Claim

Funded through National Citizens Advice by DWP we continue to offer help and support to claimants with their initial Universal Credit claim. This contract has just been renewed by DWP and will run for another year.

Customer Satisfaction



We are part of a National Citizens Advice Initiative called the Customer Experience Survey. We are asking our clients if they are happy to be contacted by Citizens Advice directly to give feedback on the service they have received.

The latest report shows that for the overall client experience of using our service, 86% of clients felt it was positive or very positive.

85% thought the service had helped them to find a way forward. We would obviously like this to be higher but many problems are ongoing and clients may still be using our service. 92% of clients said that they would be likely or very likely to recommend our services to friends and family.

Recruitment and Training



Recruitment remains a priority for us in order to fully staff Adviceline and to support those wishing to transfer from Adviceline to full Advice. To support this a portion of our reserves continues to be used to fund a one day a week Volunteer Development post. The numbers on Adviceline are currently stable, and some Adviceline volunteers are going on to train as full advisers. All Citizens Advice offices are finding it difficult to attract volunteers. We do have a number of volunteers who come to us and work with us to help us but also to improve their skills. These volunteers have been very successful in subsequently gaining employment. As we come out of lockdown we are increasing our recruitment drive.

Funding Bids



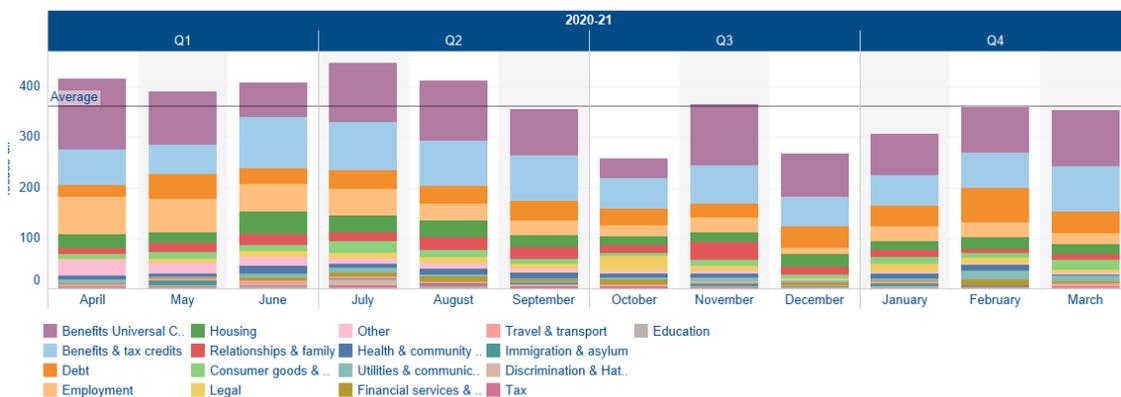
We are constantly exploring avenues of funding; particularly concentrating on opportunities where deprivation does not need to be high and that would benefit our Fylde demographic. We continue to explore these opportunities both as an individual office and in partnership with other Citizens Advice offices throughout Lancashire.

Statistics for April 2020 to March 2021

In all, we helped **998 individual clients** deal with **4266 issues**. Whilst the number of clients has remained consistent, the number of issues we are helping clients with has risen.

Our impact on society can in part be measured by the following figures, however a price cannot be put on the peace of mind and feeling of wellbeing that comes from knowing that your issues have been listened to and an action plan put in place for dealing with them.

Main Issue*

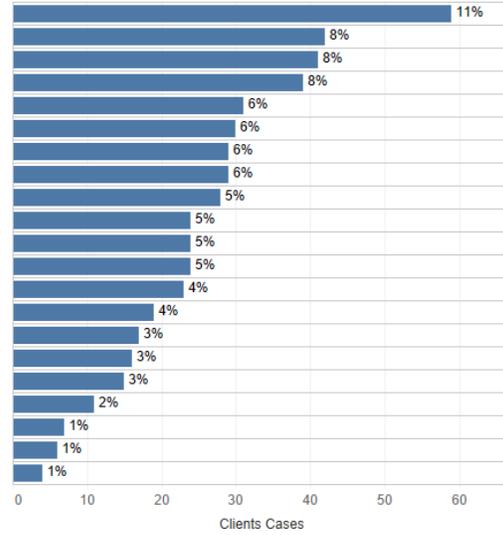


*Clients may come with multiple issues. This information therefore shows either the sole issue or the first of these multiple issues.

Clients by Ward

Ward

Local Authority Ward	Local Authority	Clients
Medlar-with-Wesham	Fylde	59
Central	Fylde	42
Ashton	Fylde	41
Kirkham North	Fylde	39
Kirkham South	Fylde	31
Kilnhouse	Fylde	30
St Leonards	Fylde	29
Warton and Westby	Fylde	29
Freckleton East	Fylde	28
Heyhouses	Fylde	24
Park	Fylde	24
St Johns	Fylde	24
Fairhaven	Fylde	23
Newton and Treales	Fylde	19
Freckleton West	Fylde	17
Ansdell	Fylde	16
Clifton	Fylde	15
Singleton and Greenhalgh	Fylde	11
Elswick and Little Eccleston	Fylde	7
Staining and Weeton	Fylde	6
Ribby-with-Wrea	Fylde	4



Key Statistics

Fylde (member)

01/04/2020 31/03/2021



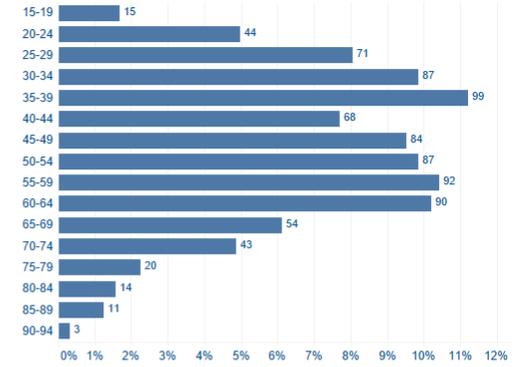
Summary

Clients	998
Quick client contacts	673
Issues	4,266
Activities	3,093
Cases	981
Outcomes	
Income gain	£203,258
Re-imbursments, services, loans	£2,340
Debts written off	£51,088
Repayments rescheduled	£336
Other	£10,108

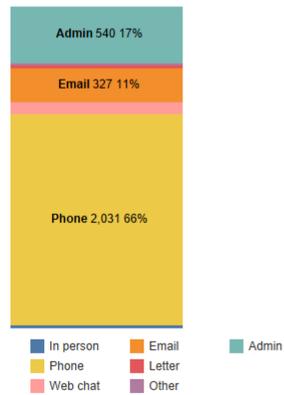
Issues

Issues	Clients
Benefits & tax credits	910
Benefits Universal Credit	324
Consumer goods & services	1,164
Debt	147
Discrimination & Hate & GVA	445
Education	31
Employment	15
Financial services & capability	439
Health & community care	67
Housing	99
Immigration & asylum	302
Legal	33
Other	127
Relationships & family	123
Tax	218
Travel & transport	27
Utilities & communications	41
Grand Total	4,266

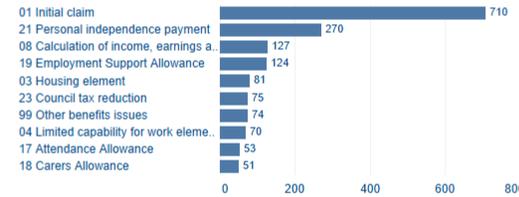
Age



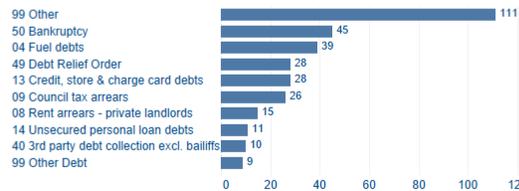
Channel



Top benefit issues



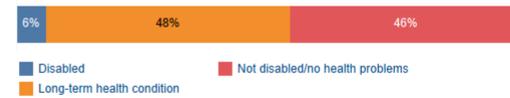
Top debt issues



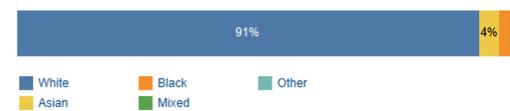
Gender



Disability / Long-term health



Ethnicity



Research and Campaigns



Research and campaigns work is a dual aim of Citizens Advice. We believe that raising awareness of both national and local issues and identifying trends is key to a 'prevention rather than cure' approach, benefitting clients and society as a whole.

The profile of research and policy work within Citizens Advice is kept high by the publication of press reports and by the appearance on TV and radio of our previous chief executive Gillian Guy and I have no doubt will be continued by her successor Clare Moriarty.

At Fylde, we have a Research and Campaigns coordinator, Anne Gray, who continues to be involved with reporting trends and issues to Citizens Advice nationally, which have been identified through our advice work and statistics. Our Trustees often also assist with this work. We continue to receive updates from Lancashire Police and Trading standards on a regular basis, keeping us updated on consumer issues, scams and frauds which may affect our clients. We are part of the Lancashire Research and Campaigns Cluster Group, which allows us to work together with other Citizens Advice offices on issues relevant to clients across Lancashire. We use our Twitter and Facebook pages to post information about these issues and to direct our followers to useful resources.

Examples of current national campaigns can be found on <https://wearecitizensadvice.org.uk/>.

Our office made a particular local contribution to four national campaigns in 2020/21:

Bailiff Reform

Last year, Citizens Advice helped 41,000 people with bailiff issues.

In 2014, the government introduced reforms to the bailiff industry. These sought to clarify the rights of entry for bailiffs, the items bailiffs could take, and the fees bailiffs could charge.

The 2014 reforms were a step in the right direction. But without any effective means of enforcement, these rules have failed to clean up the industry.

Since 2014 we've seen a 24% rise in bailiff problems. Our research finds that:

2.2 million people in England and Wales have been contacted by a bailiff in the last 2 years.

1 in 3 of these have seen bailiffs breaking the rules - such as by forcing entry into a home or removing goods needed for work.

This works out as 1 person every minute being forced to deal with a rule-breaking bailiff.

Bailiffs are refusing to accept reasonable offers of payment when debt can't be paid in full. 1 in 4 people contacted by bailiffs has had an affordable payment offer rejected.

In addition, there are significant barriers to making complaints and, when people do, the process doesn't work:

72% of people who experience a bailiff breaking the rules do not complain at all.

The complaints process isn't independent and bailiff firms are seen to shift the blame while complainants are kept in the dark.

Complaints lead to unsatisfactory outcomes. Remedial action rarely leads to a bailiff being penalised for breaking the rules.

This lack of consequences serves to deter future complaints.

In order to address widespread bad practice within the bailiff industry, we're calling on the government to:

Introduce an independent bailiff regulator to oversee the activities of bailiffs and bailiff firms.

Create a free, independent complaints process to help eliminate problems in the industry.

Fair play for prepay

Prepay energy customers were paying more and receiving a second class service. Suppliers have committed to better customer service and support, and improved the choice of tariffs and ease of switching.

Dialing down debt

Mobile phone companies' lagged behind other industries at supporting customers who were in debt. We changed the law so that they now have to give customers the option to cap how much they spend on their phone bill each month. The main providers also agreed to improve their debt collection practices.

Loyalty penalty

Across essential services, customers are being penalised for their loyalty - from telecoms to financial services. Huge numbers of customers are on uncompetitive deals, paying far more for a service than a new customer would.

We don't think a customer's loyalty should be penalised.

8 in 10 bill payers are charged significantly higher prices for remaining with their existing supplier in at least one essential market. We estimate that loyalty costs these consumers several billion a year.

Customers don't realise they're being penalised for their loyalty, and face obstacles when trying to shop around.

Depending on the market, up to 64% of consumers didn't know that loyal customers are charged the same or more than newer customers.

Customers in vulnerable situations are disproportionately stung by the penalty.

Older, lower income and less educated consumers are more likely to face the loyalty penalty.

Citizens Advice submitted a super-complaint about the £4.1bn loyalty penalty to the Competition and Markets Authority (CMA).

In their response, the CMA agreed with our findings. They recommended that regulators take urgent action, and provide regular updates on what steps they are taking to stop loyal customers from being penalised.

In June 2019, the CMA reported on the progress being taken to tackle the loyalty penalty 6 months after their initial response. The Government also committed to ensuring that both they and regulators take further action to tackle these harmful business practices.

We've since continued to work on the issue, including a report setting out the progress that has been made 2 years on from submitting the super-complaint. Regulators have taken steps to address the issue, but more needs to be done to solve the problem. We'll continue to engage with regulators and the government to help end the loyalty penalty.

Broadband must be made affordable for everyone

Broadband must be made affordable for everyone.

The coronavirus pandemic has shown us how indispensable broadband is. It has allowed people to continue to manage their lives. Working and studying online, accessing benefits and banking all require a reliable, stable connection.

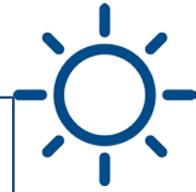
Even before the pandemic, we were concerned that many people couldn't afford broadband. Millions more have now lost income and fallen into debt, making broadband unaffordable at the very moment it's most needed. After the pandemic, making sure everyone has access will be crucial to rebuilding the economy.

We strongly back Ofcom's call for all providers to offer an affordable tariff for people on low incomes.

The European Electronic Communications Code was transposed into national legislation in December 2020. With approval from the Secretary of State, Ofcom can now require providers to introduce affordable broadband tariffs in the UK.

The Future

Citizens Advice Fylde is committed to continuous improvement of its practices and procedures in order to ensure provision of, and access to, its core services for all Fylde residents. This includes actively looking to increase our accessibility through our outreach provision.



We will continue to work closely with Fylde Council and other voluntary agencies in Fylde to provide a holistic approach to our clients' issues. We will strive to source new funding and partnership working in order to meet demand. We will use the resources provided by our national membership of Citizens Advice to support our strategic planning for the future, drawing on regional networks in order to learn from good practice elsewhere, and participating in new initiatives if appropriate opportunities arise.

If anyone would like to contact me for a chat about what we do and/or about volunteering opportunities they would be very welcome to do so. I can be contacted on 01772 673014.

Natalie Reeves
Chief Executive Officer

Supported by:



INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	15 JUNE 2021	10

AGE UK LANCASHIRE – ANNUAL REPORT

PUBLIC ITEM

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

SUMMARY OF INFORMATION

The Council has a Service Level Agreement in place with Age UK Lancashire to provide an information and advice service in Fylde. As part of this agreement, Age UK provides a report to committee each year, summarising its performance over the previous year.

SOURCE OF INFORMATION

<http://www.ageuk.org.uk/lancashire>

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

Age UK Lancashire is identified as one of the Council's key formal partnerships. There is a service level agreement in place where the Council pays a grant of £12,000 per annum for the information and advice service. The annual report produced by Age UK Lancashire provides an opportunity for councillors to ensure that the council is receiving value for money.

FURTHER INFORMATION

Contact Tracy Manning (658521) or Claire Yates, Age UK Lancashire (0300 303 1234)

Fylde Borough Council Annual Report

Period covered: 1st April 2020 – 31st March 2021

Compiled by: Zoe Johnston, Information & Advice Service Manager

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General Update

Age UK Lancashire (AUKL) is the leading organisation in the county providing support & services to enable vulnerable people and their carers to live independently in the way they choose. We promote & facilitate social inclusion and improve health and wellbeing through a variety of delivery models. These can include group and peer activities, befriending and mentoring and one-to-one tailored and person-centred support. Services vary across areas according to local need.

The Covid-19 pandemic has created new challenges for Age UK Lancashire, as with all businesses and organisations across the globe, and we saw first-hand the impact on older people in our community who were often vulnerable and in many cases isolated. The national lockdown in March 2020 meant working practices and delivery methods had to be reviewed urgently and new practices put in place to ensure our clients remained supported during these difficult times. This has meant a switch to more telephone and email work being carried out instead of face to face contact with clients. As national lockdown rules continue to ease over the next few weeks and months, we hope to resume face to face office appointments and home visits as soon as possible, though the safety of our clients and staff remain our number one priority.

Since April in Fylde Borough we delivered the following services:

- Information & Advice including case work
- Hospital Aftercare – practical support for people discharged from hospital
- Befriending scheme – offering social visits and contact with volunteers
- Home Help service – providing cleaning, shopping and other errands
- Removing Barriers – supporting veterans
- Age of Opportunity – supporting people aged 50+ back into employment
- Support at Home – shopping, prescription collections, errands and domestic support
- Good Day Calls – regular chats and ‘check-ins’ for clients who are lonely and/or isolated (set up in response to Covid-19)
- Art of Isolation and Veterans Art of Isolation projects – encouraging individuals to submit examples of creativity during the pandemic

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Information & Advice

Age UK Lancashire provides a comprehensive Information & Advice service to clients over the age of 65 years and their carers throughout the Fylde area. This is a free, one-to-one service supporting, informing and advising older people and their carers, often at the most vulnerable times in their life. Our services include: signposting and referral to other agencies, providing information and advice, form filling and casework. There has been decreased demand for the home-visiting element of our service which supports older people who are housebound. This was expected as those who are housebound due to illness or disability are also likely to be medically vulnerable and therefore were in the 'shielded' group for the earlier stages of lockdown. We have used other methods of delivering our services to enable clients to claim their welfare benefit entitlements using both staff and trained volunteers. We achieved this by carrying out telephone appointments, exploring easements with DWP and Lancashire County Council and liaising with family members and through other support already in place for the client.

Our organisation also invested in a Digital Inclusion Coordinator to support with clients who may be able to benefit from use of IT. In addition we secured a number of tablets which we have been able to loan to clients to help them remain connected to family and friends, in some cases with the support of our Digital Inclusion Officer, or other support staff. We have provided tablets, mobile wifi and credit to 6 Fylde district residents, all delivered to the door. These services have also proved valuable in helping clients to access on line grocery shopping.

In the reporting period 1st April 2020 to 31st March 2021, we received 375 calls via our Customer Services team from 225 Fylde residents. Though many of these calls were for information and signposting, more in depth advice was provided to 118. During those appointments we explored 257 topic areas.

We support all enquiries that are within our area of expertise and will actively refer to other specialist advice services where appropriate such as Citizen's Advice for debt advice and Welfare Rights for benefit appeals.

Our Customer Services Advice Line service is well established, offering older people and their carers a contact point for information or signposting. The team can also refer into our services as required.

Our most common enquiries usually include:

- Welfare Benefits
- Travel and leisure (including Blue Badge applications)
- Local services and activities

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- Community and social care
- Housing options

The service can usually be accessed by calling in to the Age UK Lancashire office in St George's Rd, St Anne's, by telephone, email, letter, referral from other community services or via one of Age UK Lancashire's other services. As the office is not yet open to the public due to Covid-19 restrictions, information is visible in the office windows advising clients how they can contact us by telephone. Home visits are usually provided for people unable to access the office, complex cases and lengthy form-filling, though as previously mentioned, we are not currently offering home visits. Our telephone and email service operates Monday to Friday 9am – 5pm (via our 0300 303 1234 number) with an out of hours answerphone facility which gives the customer the option of ringing the Age UK National Advice Line for support out of hours (open 8am-7pm, 365 days per year).

The service works in partnership with a number of local key partners, including the Department for Work and Pensions, Welfare Rights, Pension Wise, Disability Information, Community Mental Health Team, Extensive Care Team, New Fylde Housing, Fylde CA, Care & Repair, Lancashire Fire and Rescue Service, Hospital Discharge Team, Trinity Hospice, Social Services, Stroke Association, Alzheimer's Association, Parkinson's Society, Alzheimer's Society and Lytham Hospital Dementia services.

The service provided by Age UK Lancashire during this 12-month period has identified over £2,205,447.70 per annum in unclaimed benefits across the county, with £242,319.07 of that figure being for Fylde residents of State Pension age. This money is most often spent in the local economy.

Further Background

Our Fylde based adviser will retire in April and so we are currently recruiting to the post. The service manager is covering provision whilst we are in that process. We are also recruiting a part time senior administrator for the service. We aim to be able to offer office-based appointments and home visits for those clients who are unable to come to us. At this time, we are only offering a telephone advice service for the safety of our staff and clients, and in line with government guidelines.

Prior to March 2020 we were also supported by three Information & Advice volunteers undertaking home visits and completing welfare benefit claim forms, particularly Attendance Allowance. We had one volunteer who supports older people to complete online blue badge applications in the office and one Meet and Greet volunteer who helps by offering a reception service to visitors to the office by signposting, providing information or actively referring the client's enquiry to an appropriate service. One of these volunteers continued to carry out duties from home, but the nature of the role, as well as confidentiality issues have meant that other volunteers are not currently carrying out their roles. Sadly, one of our volunteers recently passed away following a short illness and two others have decided not to

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return as they wish to prioritise family time. We are in regular contact with our other volunteers and are hoping they will resume their duties in the coming months. In addition, we aim to recruit additional volunteers to support the Information & Advice service in Fylde office over the next year.

Age UK Lancashire has a comprehensive mandatory training plan for both staff and volunteers. We have invested in a high quality online training resource via ME Learning which enables many more staff and volunteers to access up-to-date training and undertake courses at their convenience. Regular meetings are usually held with all the volunteers to update them and provide general support. We make sure they are familiar with the standards, policies and procedures set by the Information and Advice Quality Standard. Training includes Basic Life Support, Safeguarding Adults level one, Safeguarding Children level one, Dementia Awareness, Information Governance, Mental Capacity Act, and Fire Safety Awareness. We have recently updated our mandatory training to include LGBTQ Awareness, PREVENT, and Infection Control, as well as further training on safeguarding adults who may be at risk of self-harm.

The Information and Advice staff also undertake training on Pension Age Welfare benefits, Social/Community Care, Housing, Charity Log (in house Database), Information & Advice Quality Program training meetings, The Care Act, and General Data Protection Regulation.

Quality

We continue to hold the nationally recognized Age UK Information and Advice Quality Programme (IAQP) and the Advice Quality Standard which are rigorous and robust processes to ensure we are delivering a service that meets all their requirements. We are in the process of renewing this accreditation. We also hold the ISO 9001 and the Age UK organisational standard.

Promotion and Engagement

We continue to support the Older People's Forum and the FAB group and we keep in contact with the social groups in the area. We participate in fortnightly Dementia Hub zoom meetings, and are hopeful that face to face meetings can resume in August. We continue to refer people to Just Good Friends in St Annes, Lancashire Carers, Carers Count and Alzheimer's Singing For The Brain..

We are not currently attending any 'in person' events for safety reasons.

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Campaigns

Age UK Lancashire has supported the following national campaigns:

- Care In Crisis
- Winter Warmth and Winter Health
- Painful Journeys
- Jo Cox Commission on Loneliness
- Switched off, saving the free TV license for older people
- Campaign with Ed Balls raising awareness of social care systems and costs, particularly relating to dementia
- Digital Inclusion
- Work with Good Things Foundation to provide on line training through Learn My Way

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Appendices

Appendix A – Case Study

Case studies will follow when we are able to obtain signatures from clients for data sharing beyond the pandemic. Case studies are complete and in line with client consent.

Appendix B - Profile Data for Fylde 2020-21 Q1-4

TOPIC OF ENQUIRY	NUMBER OF ENQUIRIES
Age UK Services	4
Benefits	189
Community Care	11
Consumer	10
Health Conditions	4
Health Services	1
Housing	7
Legal	6
Leisure and Social Activities	3
Residential Care	2
Travel	19
Nationality and Immigration	1
Grand Total	257

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Client feedback

Our clients are issued with a feedback form at the end of their service. The results of these during this reporting period are that:

Your benefit claim was successful - 78.57 % agreed

Your general wellbeing has improved - 57.14 % agreed

You feel more independent or less isolated - 60.71 % agreed

Your knowledge of where to go for advice has increased - 82.14 % agreed

You were satisfied with the service and would recommend it to others - 100 % agreed

Average score 1-5

Staff were friendly and knowledgeable - 5 out of 5

I was treated with respect – 5 out of 5

My privacy and confidentiality were ensured - 4.9 out of 5

The service met my expectations – 5 out of 5

I received the service at the right time for me - 4.9 out of 5

How likely are you to recommend our service? - 4.9 out of 5

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Client comments

“No complaints with any part of the service i received. Would highly recommend Age UK to family & friends.”

“I feel this way because of the professionalism of your wonderful staff. Thank you very much.”

“All my questions were dealt with promptly and I felt satisfied everything was clearly pointed out.”

“The staff and services at Age UK Lancashire 7 St Georges Road are exceptional. I was treated with respect and good help. Thank you.”

“All very good and helpful staff, made her feel welcome. Amazing service thank you.”

“I did not know which way to turn at the time. I turned the right way. Thank you.”

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INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	15 JUNE 2021	11

ANNUAL OVERVIEW - FYLDE COMMUNITY SAFETY PARTNERSHIP 2020-2021

PUBLIC ITEM

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

SUMMARY OF INFORMATION

This report provides information on the performance of the Fylde Community Safety Partnership. This is a statutory requirement under the Crime and Disorder (Overview and Scrutiny) Regulations and Sections 19 and 20 of the Police and Justice Act 2005 as amended by Section 125 of the Local Government and Public Involvement in Health Act 2007, the Police and Crime Act 2009 and the Police Reform and Social Responsibility Act 2011.

SOURCE OF INFORMATION

Tracy Manning, Director of Resource; Lancashire County Council Multi Agency Data Exchange; Lancashire Insight; Responsible Authorities of the Community Safety Partnership.

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

This is a statutory requirement under the Crime and Disorder (Overview and Scrutiny) Regulations and Sections 19 and 20 of the Police and Justice Act 2005 as amended by Section 125 of the Local Government and Public Involvement in Health Act 2007, the Police and Crime Act 2009 and the Police Reform and Social Responsibility Act 2011.

FURTHER INFORMATION

Contact Tracy Manning, Director of Resources, 01253 658521 or Tracy.manning@fylde.gov.uk

INFORMATION NOTE

FYLDE COMMUNITY SAFETY PARTNERSHIP

OVERVIEW FOR 2020/21

1. The Partnership, its priorities and funding position

1.1 Statutory Partners in Fylde CSP comprise:

Fylde Council

Lancashire County Council

Lancashire Constabulary

Lancashire Fire and Rescue Service

Public Health including Fylde and Wyre Clinical Commissioning Groups

Cumbria and Lancashire Community Rehabilitation Company and the National Probation Service

The above-named partners are also referred to as responsible authorities.

There are additional partners who participate but are not statutorily obligated to do so, such as representatives from the Police and Crime Commissioner's Office and the voluntary sector.

The Fylde Community Safety Partnership's overarching aim is:

"To promote community safety, reduce levels of crime, disorder and road casualties, as well as improving the quality of life for all those who live, work and visit the Borough of Fylde."

The Partnership is statutory in nature and its partners are obligated to participate. Fylde Council is the lead partner in terms of the administration within the Fylde Community Safety Partnership together with budget coordination.

1.2. Strategic Assessment

It is a statutory requirement for the Community Safety Partnership partners to identify key issues facing the Partnership based on an evidence base. A strategic assessment exercise was organised to take place with several CSP partners in 2020 to review issues facing the Partnership and re-set its priorities as necessary considering this. As a result the Community Safety Partnership revised its Partnership Plan up until 2022 and identified that areas of focus were countering exploitation, anti-social behaviour, domestic abuse, road safety, alcohol and drug misuse, reducing reoffending and serious violent crime.

To some extent these mirror the issues identified in the 2019-2022 Lancashire Community Safety Agreement of violence against the person, domestic abuse, sexual offences, exploitation, and road safety.

1.3 Partnership Financial Position

Income

Funding available to the Partnership is limited. It holds residual funding passed to it by the former Local Strategic Partnership which currently stands at just over £25,441. In 2020/21, the Partnership was awarded £15,300 from the Police and Crime Commissioner's Community Safety grant. This is to deliver a programme of activity to promote safer communities and encourage confident young citizens.

Below is a list of key areas to be addressed by the project:

- *Improve engagement with children and young people using sport and physical activity to promote positive values.*
- *To provide young people with access to informal learning, opportunities, information and resources on their own turf*
- *To stimulate, challenge & empower young people*
- *To inform young people about existing or proposed services and to encourage them to access these*
- *Improve community cohesion*
- *Reduce anti-social behaviour*

Additionally, Fylde Council provide a budget for a monitored town centre CCTV system which operates in Kirkham, Lytham, and St. Anne's. Wyre Council monitors the cameras on behalf of Fylde Council through its CCTV suite located at the Civic Offices in Poulton. The system can capture crime taking place and acting in response to suspicious behaviour. The Borough Council and Lancashire Constabulary have also been collaborating during the course of the year to gather together evidence for a funding bid to be put forward to the Borough Council – and other partners as appropriate – to refresh the Council's camera network which has now been in place for a number of years. The refresh would bring the cameras up to date with new technology which allows incidents to be recoded in colour as opposed to black and white which enhances image capture.

Members of the Partnership continued to respond to added pressures during the pandemic during the year. The changing nature of regulations throughout this period has been of challenge to respond to and both Lancashire Constabulary and Fylde Council have been at the heart of this response. The Council have had responsibility to ensure that support was offered to the business sector in terms of complying with regulations with the Constabulary having responsibility for ensuring that individuals responded appropriately.

Formal meetings of the Partnership have continued on-line.

2. Crime Statistics

Based on the period April 2020-March 2021, crime in Fylde was recorded as follows:

- 1. Violent Crime- 2,193**
- 2. Victim-Based Crime- 3,333**
- 3. Domestic Abuse- 730**
- 4. ASB- 3,857**

For Lancashire the figures for April 2020-March 2021 are as follow:

- 1. Violent Crime- 65,517**
- 2. Victim Based Crime- 101,419**
- 3. Domestic Abuse- 22,530**
- 4. ASB- 96,674**

3. Areas of focus and the work of the Community Safety Partnership

3.1 Anti-Social Behaviour

The reduction of anti-social behaviour (ASB) in our communities continues to be a priority for the Partnership. Partners come together to consider the reported ASB issues arising across a range of areas, including personal, nuisance, street beggars and environmental issues. Discussions within this group also focus on individuals who

are high risk victims of anti-social behaviour and actions can be taken by agencies to reduce or eliminate this risk.

The Anti-Social Behaviour Crime and Policing Act in 2014 has provided the victims of Anti-social behaviour with several measures which can be implemented by the Council, Police and Housing Providers to address the behaviour of perpetrators. It also provides the victims with the opportunity to invoke a Community Trigger where they feel that agencies are not dealing with their complaints of ASB.

Strengthened guidance was published in 2020 concerning community triggers. The strengthened guidance builds on previous updates to make sure there is a greater focus on the impact of anti-social behaviour on victims. It provides greater clarity on the process of the Anti-Social Behaviour Case Review, highlighting that relevant bodies should always consider inviting the victim or, if more appropriate, their representative to case review meetings to help the panel understand their perspective. It also explains that local areas can have independent chairs at review meetings to provide an external view on the case.

The updated guidance stresses that victims must be front and centre of the approach police and local agencies take when tackling anti-social behaviour.

The Council issued Community Protection Warnings and Notices throughout the year covering a range of anti-social activities including street begging. Plans were also developed to recruit an in-house team of Enforcement Officers who would work across the Borough to provide help and advice to reduce anti-social behaviour, with the ability to fine persistent offenders. The recruitment of this team began in 2020/21 and it is envisaged that they will be in place by the end of June 2021.

The Safe Communities and Confident Young Citizens Programme will also provide an ability to engage with younger people engaged in anti-social behaviour in channel their energy into more positive activities.

3.2 Substance Misuse

Drugs and Alcohol

The misuse of drugs remains a relatively low threat in Fylde compared to most other parts of Lancashire. There continues to be a change in the substance of choice – from Class A drugs to cannabis and psychoactive substances (legal highs) The use of ‘Spice’ has been highlighted as a potential risk due to its availability and low cost.

Fylde CSP has alcohol misuse as a local priority area. However, Public Health have a strategy which will subsequently address most of the concerns especially amongst young people who tend to ‘experiment’ with alcohol.

3.3 Fire Safety

Lancashire Fire and Rescue Service (LFRS) report that Fylde remains an area which is not a cause for concern but remains an area of review for the partnership.

Community Fire Safety Practitioners provide a programme of education and awareness to the community and there continue to be fire awareness sessions such as the ESCAYPS course which accepts young person referrals who receive a 5-week structured programme of fire awareness education.

The Fire service continue to provide Home Fire Safety Checks for the vulnerable and community work has become a vital part of the service provided by LFRS.

Lancashire Fire and Rescue has continued to support Fylde Council in raising awareness of the BBQ ban on the coastal strip and providing information to the public.

3.4 Domestic abuse

The definition of domestic abuse is ‘any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults 16 years or over who are or have been intimate partners or family members, regardless of gender or sexuality’.

Overall, high risk victims of domestic abuse have remained reasonably stable in Fylde in terms of the numbers of offences recorded and as a proportion of the total crime in Fylde, however these numbers are relatively low in

comparison. It is believed that this is because of a continued drive to encourage victims to report abuse recognising that there has previously been an under-reporting of domestic related crime.

In common with other Council's, a 'MARAC' exists to consider domestic abuse. This as a monthly 'multi-agency risk assessment conference' and it meets to discuss the victims of domestic abuse deemed to be at a high risk of harm with an aim to reduce the risk to the victims or their immediate families. Part of the work involves specialist workers having close links with victims of domestic violence and protective interventions as necessary. The number of cases referred in averages less than ten per month. Specialist domestic violence courts located within Blackpool deal with the more extreme cases.

Following the service re-commissioning undertaken in early 2017, the service provision across Lancashire and in Fylde falls under Lancashire Victims Services and Fylde Council make an annual contribution towards the Domestic Abuse service.

The voluntary sector through Fylde Coast Women's Aid also continues to provide an excellent service and delivers a range of services to advise, educate and support families. The Group does much work within schools.

It is a mandatory responsibility placed on the Community Safety Partnership to conduct a 'Domestic Homicide Review' (DHR) where a fatality occurs when there are two or more people aged 16 years or older and living together in a close relationship. To date there has been no such fatalities within the Fylde area.

3.5 Police and Crime Commissioner and knife crime

The office of the PCC is a non-statutory partner in the CSP, but the PCC has been keen to continue involvement with the CSP's and sends a representative to CSP meetings. Knife crime has become a key priority for the PCC as Lancashire was in the top five areas in the UK for knife crime. Regular updates are provided to the CSP on this initiative.

The PCC also holds regular meetings with Council representatives on the Police and Crime Panel whose role it is to hold the Commissioner to account for his actions.

The PCC has responsibility for:

- Appointing the Chief Constable and holding them to account for the running of their force
- Setting out a 5-year Police and Crime Plan (in consultation with the Chief Constable)
- Determining local policing priorities.
- Setting the annual local precept and annual force precept and annual force budget
- Providing community safety grants

The PCC has a budget which currently includes the policing grant from the Home Office, various other grants include the Drugs Interventions Programme funding and funds raised through the local authority precepts in the Lancashire force area.

PCCs are not a 'responsible authority' on Community Safety Partnerships, however, they are an influential and valued partner. There is a reciprocal duty for the Office of the Police and Crime Commissioner (OPCC) and responsible authorities to cooperate with each other and have regard to each other's priorities for the purposes of reducing crime and disorder, including ASB, reducing reoffending and reducing substance misuse along with helping the most vulnerable members of our communities. PCCs are also able to request a report from a CSP where they believe that a CSP is failing to carry out their duties effectively and efficiently. The CSP has had a very productive relationship with the Office of the PCC throughout the year.

4. Emerging Issues

New duties are to be placed on the Partnership and its component members which will need to be responded to in terms of serious violent crime and domestic abuse.

Serious violent crime is to be made a focus within existing multi-agency arrangements because of the Police, Crime, Sentencing and Courts Bill 2021. As a result of this duty the police, local authorities, fire and rescue authorities and specified health and criminal justice agencies will have to work together to identify and publish what actions can be taken collectively to reduce serious violent crime. This work will gather pace in 2021 and

this work should focus on early intervention work with young people to prevent them from becoming either a victim or perpetrator of crime in the first place.

There is also a number of amendments to the Domestic Abuse Bill which will provide greater protections for victims. A duty will be placed on local authorities in England to support victims of domestic abuse and their children in refuges and other safe accommodation. Again, this will be an area of focus for the Fylde CSP and its partners in 2021/22.

5. Conclusion

2020/21 has been a challenging year for the partner agencies of the CSP. The regulatory framework around COVID 19 has placed resourcing challenges on several partners. This issue has also faced public sector agencies throughout the United Kingdom. As the vaccination programme takes effect, and the restrictions ease, this will reduce this burden to some extent. However, for areas such as Fylde which encompass a coastal strip taken with foreign travel being limited this will result in an extremely busy summer season as was the case in 2020. This will place differing burdens on partners to respond to large numbers of visitors to ensure that anti-social behaviour is kept to a minimum.

However, despite the challenging environment it is pleasing to report that the Partnership continues to work well together to help to minimise how crime and disorder affects communities. The Fylde continues to have one of the lowest crime rates in Lancashire ensuring that it remains a safe place in which to work, live and visit.

FURTHER INFORMATION AVAILABLE FROM

Tracy Manning, tracy.manning@fylde.gov.uk 01253 658521

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	15 JUNE 2021	12

LATERAL FLOW TESTING UPDATE

PUBLIC ITEM

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

SUMMARY OF INFORMATION

This report provides Members with an update on the current Community Lateral Flow Testing program in Fylde.

SOURCE OF INFORMATION

Richard Hurt, Health Protection Practitioner

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

The corporate response to the Covid-19 pandemic falls within the remit of the Environment, Health and Housing Committee

FURTHER INFORMATION

Contact Kathy Winstanley tel: 01253 658634 email: Kathy.winstanley@fylde.gov.uk

Update – Lateral Flow Testing Scheme

Lateral Flow Testing provides an efficient means of identifying asymptomatic cases of Covid-19 within 30 minutes to slow down community transmission, lower infection rates and facilitate the easing of restrictions. At the March committee, Members of the Environment, Health and Housing Committee were provided with details of the operational processes introduced to support community testing facilities to meet changing demand as lockdown eases.

Since community testing commenced at the start of February, over 2800 face to face LFTs have been carried out at Council testing sites and 200 boxes of home test kits have been distributed to members of the public.

Demand for testing has shown a downward trend in recent weeks with a gradual reduction in the number of people attending testing sites in person. This may be due to the availability of test kits online and at other community locations (chemists, libraries etc.), along with businesses and schools distributing kits to staff and pupils.

Various locations have been used as testing sites to address the needs of the community and to reduce the spend on vehicle hire; we are also making use of the mobile testing vehicle in more remote locations. Extended testing is now being offered on Wednesdays to capture people on the way home from work.

Testing is currently taking place as follows*:

Monday:	AFC Fylde Education Centre, Kirkham – 09:30 to 15:30
Tuesday:	B & Q Car Park, Whitehills - 09:30 to 15:30 (mobile testing van)
Wednesday:	ICG Car Park, Warton - 10:30 to 14:00 (MTV)
Wednesday:	Pleasant Street Car Park, Lytham – 14:30 to 17:30 (MTV)
Thursday:	Public Offices Car Park, St Annes - 09:30 to 15:30 (MTV)
Friday:	Kirkham Community Centre, Kirkham - 09:30 to 15:30

The revised testing schedules are regularly promoted via social media and in leaflets handed out to businesses and community groups by the Covid Marshalls.

Moving forward we will need to consider the cost benefit of maintaining the community testing scheme. The weekly overheads have reduced since switching to the mobile testing vehicle on certain days however, there are still venue hire costs on other days. These costs are becoming excessive as demand for tests decreases i.e. £120 per day for just 7 tests. Fylde is not alone in facing this issue as a similar pattern is emerging across Lancashire and alternative provision should be a consideration once the current rise in cases (largely due to the Indian variant) has been brought under control.

Surge (enhanced) testing may also become a requirement in the future (as is currently taking place in Bolton, Blackburn and Burnley) if variants of concern or variants under investigation become detected in a local outbreak. This is a very resource intensive exercise involving door to door drop off and collection of tests, which is likely to involve staff from across the council, diverted from their routine roles to provide 'boots on the ground' assistance. Plans are currently underway to finalise the required resources and processes should surge testing become a reality in Fylde.

* Please Note: Due to the Fylde Covid 19 testing vehicle being requested by LCC as part of a mutual aid deployment to Burnley, the local Covid 19 testing on a Thursday for the next two weeks will take place back at the United Reform Church St Anne's between 09:30 and 15:30 (dated 27/05/2021).

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	15 JUNE 2021	13
TEST AND TRACE UPDATE			

PUBLIC ITEM

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

SUMMARY OF INFORMATION

This report provides Members with an update on the Test and Trace program in Fylde.

SOURCE OF INFORMATION

Richard Hurt, Health Protection Practitioner

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

The corporate response to the Covid-19 pandemic falls within the remit of the Environment, Health and Housing Committee

FURTHER INFORMATION

Contact Kathy Winstanley tel: 01253 658634 email: Kathy.winstanley@fylde.gov.uk

Update – Test and Trace Scheme

The NHS Test and Trace scheme ensures that anyone who develops symptoms of COVID-19 can quickly be tested to find out if they have the virus, and also includes targeted asymptomatic testing of NHS and social care staff and care home residents. It helps trace close recent contacts of anyone who tests positive for COVID-19 and, if necessary, notifies them that they must self-isolate at home to help stop the spread of the virus

The service has been introduced to help return life more to normal, in a way that is safe and protects the NHS and social care. The service traces the spread of the virus and isolate new infections and play a vital role in providing an early warning if the virus is increasing again, locally or nationally.

NHS Test and Trace will help to control the rate of reproduction (R), reduce the spread of the infection and save lives. Following the actions set out below will directly help to contain the virus by reducing its spread, allowing lockdown measures to ease safely.:

Playing your part (England):

- *if you develop symptoms, you must continue to follow the rules to self-isolate with other members of your household*
- *you can leave self-isolation to [get a test](#) to find out if you have COVID-19, or to take a home test to a [priority post box](#)*
- *if you test positive for COVID-19, you must share information promptly and accurately about your recent contacts through NHS Test and Trace to help us alert other people who may need to self-isolate*

- *if you have had close recent contact with someone who has COVID-19, you must self-isolate if NHS Test and Trace advises you to do so*
- *if you are returning from travel abroad it is important to check whether you need to self-isolate*

'Self-isolation if you have symptoms' means you and all household members must remain at home. Do not go outside your home for any reason, that is to work, school or public areas, and do not use public transport or taxis. The [guidance for households with possible COVID-19 infection page](#) has more information on self-isolation.

'Contact' means a person who has been in close contact with someone who has tested positive for COVID-19 and who may or may not live with them.

It is a legal requirement to self-isolate if you test positive for COVID-19 or if you are identified as a contact and told to self-isolate by Test and Trace. Failure to self-isolate for the full time-period can result in a fine, starting from £1,000.

The Fylde T and T Scheme

The Test and Trace (national) scheme was set up at the beginning of the initial lockdown (March 2020) with the aim of making phone contact with everyone who provided a positive Covid 19 test and identify all close contacts they may have interacted with during the previous 5 days – this includes home, workplaces, shops, friends etc. This scheme had some limited success nationally, with minimal demand initially in Fylde as infection rates were low.

One of the challenges identified nationally was the reluctance of Covid 19 positive people to answer T&T calls on the grounds that the calls were made from either an unknown or national number. This led to long delays and unsuccessful attempts to trace contacts, possibly contributing to the spread of the virus. Local Authorities were subsequently asked to introduce a local service based within their own area, where contact would be made via a local telephone number, taking over the responsibility for contacting after 3 days of unsuccessful attempts by the national team.

There were many logistical issues to address in setting up a local scheme as it was unclear how many calls would be needed, how long the calls would take and the timeframe for ongoing delivery of the service – predicting staffing levels and operational times were therefore difficult. There were also back office systems to set up, IT equipment requirements and staff training needs - initial set up costs for a dedicated scheme in Fylde were estimated in excess of £6,500. The rapidly increasing infection rate in November 2020 placed greater pressure to set up a local scheme in Fylde. After some discussions, it was agreed to 'piggyback' on the established scheme already operational in Blackpool. This scheme had sound operational governance and trained staff, thus reducing set up costs and time delays. Initial estimates were for 1 dedicated member of staff to process the Fylde workload, providing coverage over 7 day to minimise delays/backlogs, at a total cost of £1,160 per week. The agreement was subject to further charges being passed on if additional resources were required to meet rising infection rates. Since Blackpool also uses the 01253 local dialling code, Covid 19 positive residents in Fylde were more inclined to answer a call from a 'legitimate' number, resulting in a greater degree of success in identifying contacts for tracing. Where it was not possible to make telephone contact with positive cases, the details were passed over to the Fylde Covid Marshalls to attempt door knocking/face to face interventions and delivery of support information. This scheme has resulted in the majority of cases being contacted within 24 hours of a positive result.

The arrangement has been dealt with via the informal procedure under contract procedure rules on a rolling three months basis at £15,080 (£1160 per week). Clearly this is a specialist role, and this council has been able to benefit from expertise already in existence within another neighbouring council. Its difficult to predict how long the arrangement will be required due to the ever-changing nature of the pandemic. Both the Director of Resources together with the buying officer for this arrangement (Richard Hurt, Health Protection Practitioner) are satisfied that the arrangement secures the best possible terms to the council.

To date, the system and service provided by Blackpool has been excellent and at times additional staff have been drafted into the T and T team to accommodate the number of cases in Fylde, without additional funding being requested. Blackpool have recently taken over ALL contact at hour 1 in lieu of the national call centre, (called Local Zero) and continue to provide a quality service to Fylde. The current scheme is budgeted for until end June and funded through the Contain Outbreak Management Fund.

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	15 JUNE 2021	14

REVIEW OF FLOODING/SURFACE WATER MANAGEMENT IN FYLDE

PUBLIC ITEM

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

SUMMARY OF INFORMATION

This report provides Members with an update on the current review of flooding and surface water management in Fylde.

SOURCE OF INFORMATION

Paul Walker, Director of Development Services

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

To keep the committee informed as to progress with the review.

FURTHER INFORMATION

Contact Paul Walker tel: 01253 658431 email: paul.walker@fylde.gov.uk

INFORMATION REPORT

WORK TO DATE

1. The committee at its November meeting agreed that a member working group be established to review flood risk and surface water management. Since then several meetings of the group has taken place and good progress is being made with the review.
2. The Objectives of the review that have been agreed by the committee are:
 - a. To review the roles and responsibilities of the various organisations involved in the management of surface water in Fylde to ensure greater coordination and effectiveness of resources to reduce flooding in the future.
 - b. To ensure that arrangements for dealing and responding to emergency flood incidents in Fylde are robust and effective to provide reassurance to members, residents and landowners.
 - c. To understand how the Development Plan System, strategic flood risk assessments and planning decisions taken by Fylde Council impact on surface water management in the borough and make any observations or recommendations how the council as Local Planning Authority along with statutory

consultees can improve the imposition, assessment, monitoring and enforcement of conditions to mitigate the impacts of flooding from new development.

3. The Methodology of the review agreed by the committee is:
 - a. Identify where we need to be to match best innovative practice in surface water management
 - b. Take evidence to identify where we are now in Fylde in comparison to that best innovative practice
 - c. Make recommendations on how we can get to where we need to be to reduce flooding and the impacts of it
4. The working group has met on 6 occasions in the last few months as set out below.

Meeting date	Stages/elements covered to date
Late November 2020	Agreed scope and approach to conducting the review Considered the legislative background to surface water management. Considered the policy/strategy context to surface water management.
January 2021	Identified and mapped surface water infrastructure including all rivers/ streams/ brooks/ ditches/ dykes/ culverts/ pumping stations/ SUDS, etc. Identified known flooding issues/locations in Fylde. Met with lead officers from Technical Services, Planning and Env Health at Fylde. Agreed consultation and engagement format
February 2021	Met/engaged with residents/landowners/communities affected by flooding.
March 2021	Considered findings of consultation undertaken
March 2021	Met with each of the bodies and organisations involved in managing surface water in Fylde (LCC/EA/UU).
April 2021	Met with officers from West Lancashire Council and Wyre Council and the Ribble Rivers Trust to look at best practice.

5. At the February meeting the working group took evidence from several residents/landowners/councillors on flooding in Fylde. Each were invited to:
 - a. to share their personal experiences of flooding within Fylde
 - b. describe the effect it had on them and their community,
 - c. explain what they believed to be the causes of the flooding they had experienced,
 - d. outline what they believed were the solutions to prevent it reoccurring.
6. Members heard first-hand accounts of the impact that flooding had on residents. This included pictures of damage down to homes and belongings. This was of benefit going into the meeting with LCC/EA/UU.
7. During the past few months, the Chairman and officers have visited several locations across the borough that have been the subject of flooding to help understand the causes of such events and how these can be prevented in future. This has included both new build and older properties impacted. There has also been continued engagement with the Environment Agency over the management and maintenance of local assets they are responsible for.
8. At the later March meeting the working group met with Lancashire County Council as the Lead Local Flood Authority which had undertaken an in-depth scrutiny review of flooding and surface water management which had resulted in additional resources being directed at the matter. Members looked forward to seeing the benefits of this through increased liaison and problem solving in Fylde.

9. The remaining workplan of the working group is set out below.

Meeting date	Stages/elements to be covered
June 2021	Site visits to infrastructure assets, e.g. Dock Bridge pumping station, Park View overflow tank, Crematorium SuDS, Wyre Council, River Ribble Trust, etc.
July 2021	Summarise findings and draft conclusions and arrive at recommendations of the working group to committee.
September 2021	Report findings and recommendations to Environmental Health and Housing Committee

10. Consultation was undertaken between late January and early March. The headlines of the consultation are set out below with the full consultation report attached at appendix A. The findings of the consultation will help inform the final findings of the working group.

Headlines.

Numbers



Context



Reasons and Action



11. It is anticipated that the remaining work of the group can be concluded, and the findings brought to the next meeting of committee in September.

Flooding and Surface Water Management in Fylde.

Analysis of Survey Data.

March 2021.

PI



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Summary.

Headlines.

Numbers



327

Survey responses



244

Respondents who have experienced flooding to their home premises



49

Respondents who have experienced flooding to their business premises



40%

Of residents (and 35% of businesses) referred to repeated flooding incidents in their comments

Context



77%

Of those who experienced flooding to their home premises, reporting that it occurred in their garden



79%

Of those who experienced flooding to their business premises, reporting that it occurred on their land



August and October

The months where most flooding incidents were reported to have occurred



64%

Of those who experienced flooding to their home, reporting that they experienced some form of emotional distress

Reasons and Action



43%

Of those who experienced flooding to their home premises giving drains or gulleys not coping as the reason



46%

Of those who experienced flooding to their home premises reporting it to the relevant agencies



27%

Of those businesses that experienced flooding, identifying that it came from neighbouring land or waterways



25%

Of those businesses that experienced flooding, indicating that they conduct their own checks and maintenance

Background.

Background and methodology

Fylde Borough Council consulted with residents through an open-access survey to understand the extent and impact of flooding on both residents and business owners in the area.

The aim of the survey was to provide some insight and intelligence to inform a major review of flooding and surface water management by councillors. This review focuses on understanding if existing arrangements are sufficient to deal with the impacts of flooding now and in the future.

The online survey was designed and hosted by Fylde Borough Council, running from late January to early March 2021. In total, there were 318 complete responses to the survey from residents and businesses. 9 additional paper responses have also been included where questions aligned, resulting in an overall response total of 327.

Due to the nature of open-access online surveys, any percentages reported should not be considered as representative of all residents or businesses in the borough. There is likely to be non-response bias in the sample, for example those affected by flooding may be more likely to respond to a survey about flooding.

Understanding this report

Analysis has been undertaken based on the data available from the survey. There are some limitations in terms of the questions asked or not included. For example, the survey did not identify if the respondent owns a business. However, a range of additional analysis on the survey data has been possible:

- Open-ended comment questions have been coded to identify key themes and example comments and case studies have been used to explore these further.
- Any dates or time periods provided by respondents have been standardised and grouped where possible to understand when flooding instances were most likely to have taken place.
- Where address or postcode data was provided, instances have been mapped to highlight where flooding was most likely to have occurred.

Flooding to home premises.

Overview of flooding to home premises.

Extent to which flooding has occurred in or on home premises in Fylde



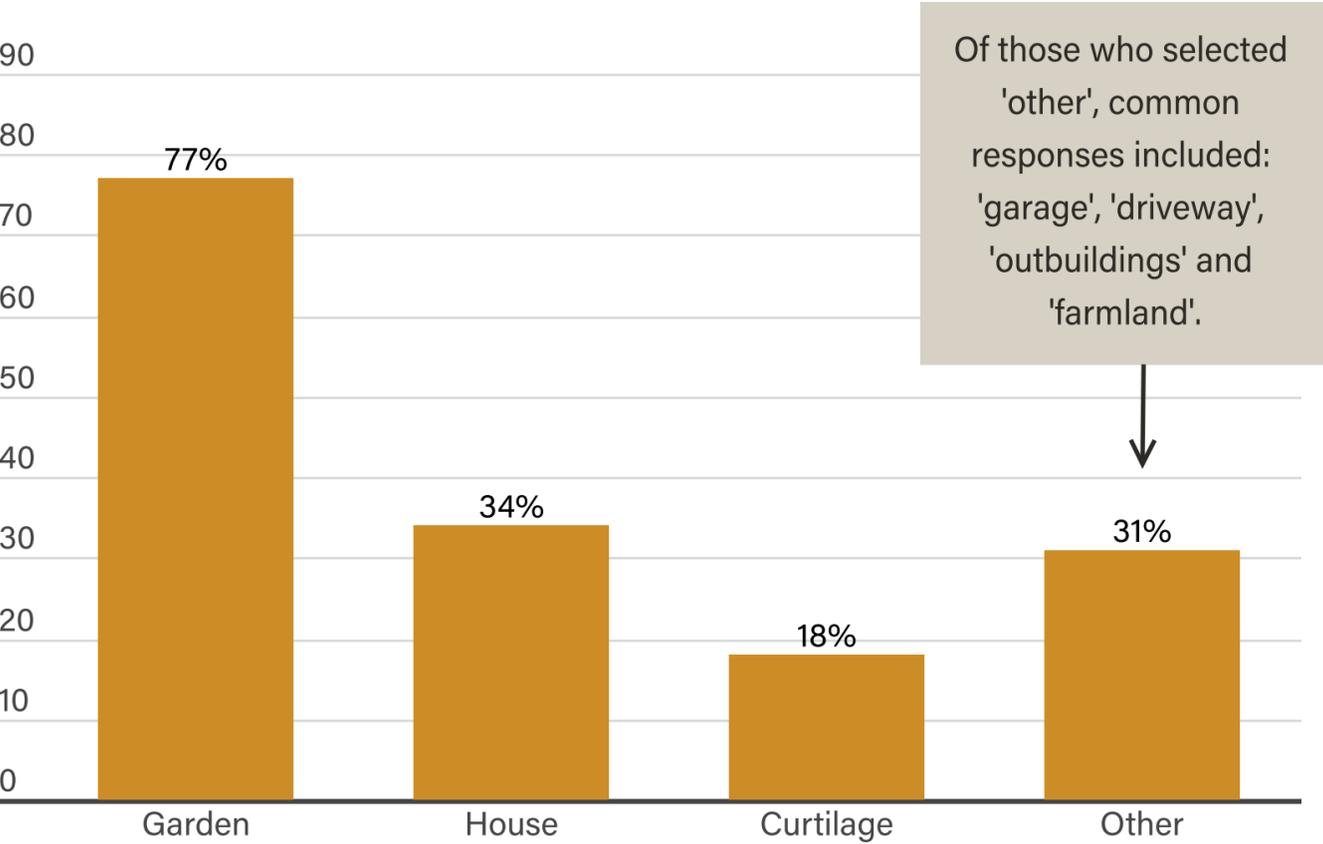
244

Residents who responded to the survey experienced flooding to their home premises



This equates to 75% of all survey respondents having experienced flooding to their home premises. This proportion is likely to be over-representative due to non-response bias, i.e. respondents are more likely to complete a flooding-related survey if they have experienced some form of flooding.

Specific area of home premises where flooding occurred



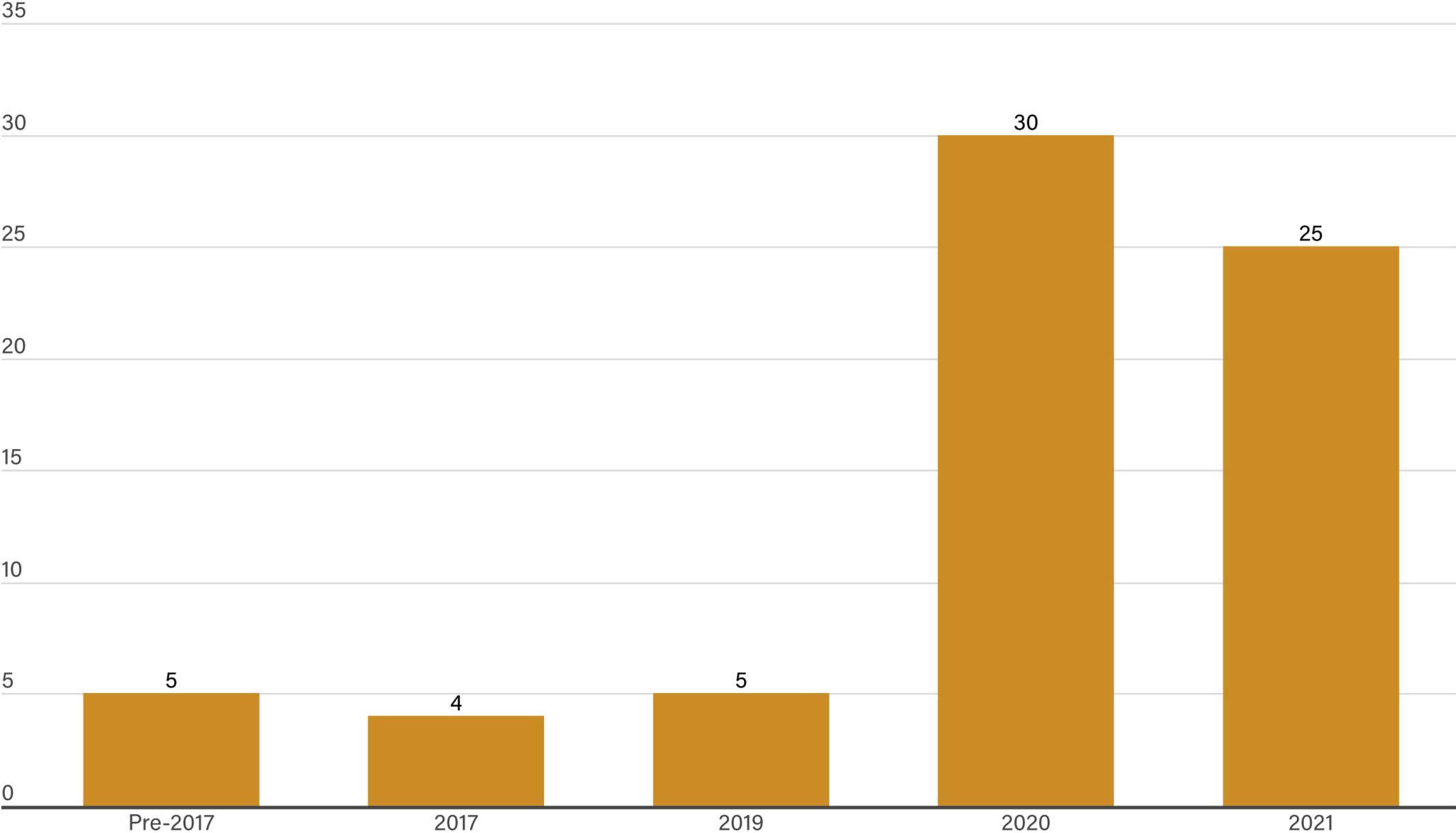
The majority of respondents who experienced flooding to their home premises (77%) reported it having occurred to their gardens.

Has flooding occurred in/on your home premises in the borough of Fylde? (n=327)

If yes to question 1, where exactly did this take place? (n=244)

Flooding incidents to home premises per year.

Count of how many individual dates of flooding were noted per referenced year



52% of those who had experienced flooding at their home premises specified a date (or dates) for when this occurred.

The chart opposite shows the number of individual dates in each year where flooding was noted by respondents (NB. It is not a count of the number of people who selected each date).

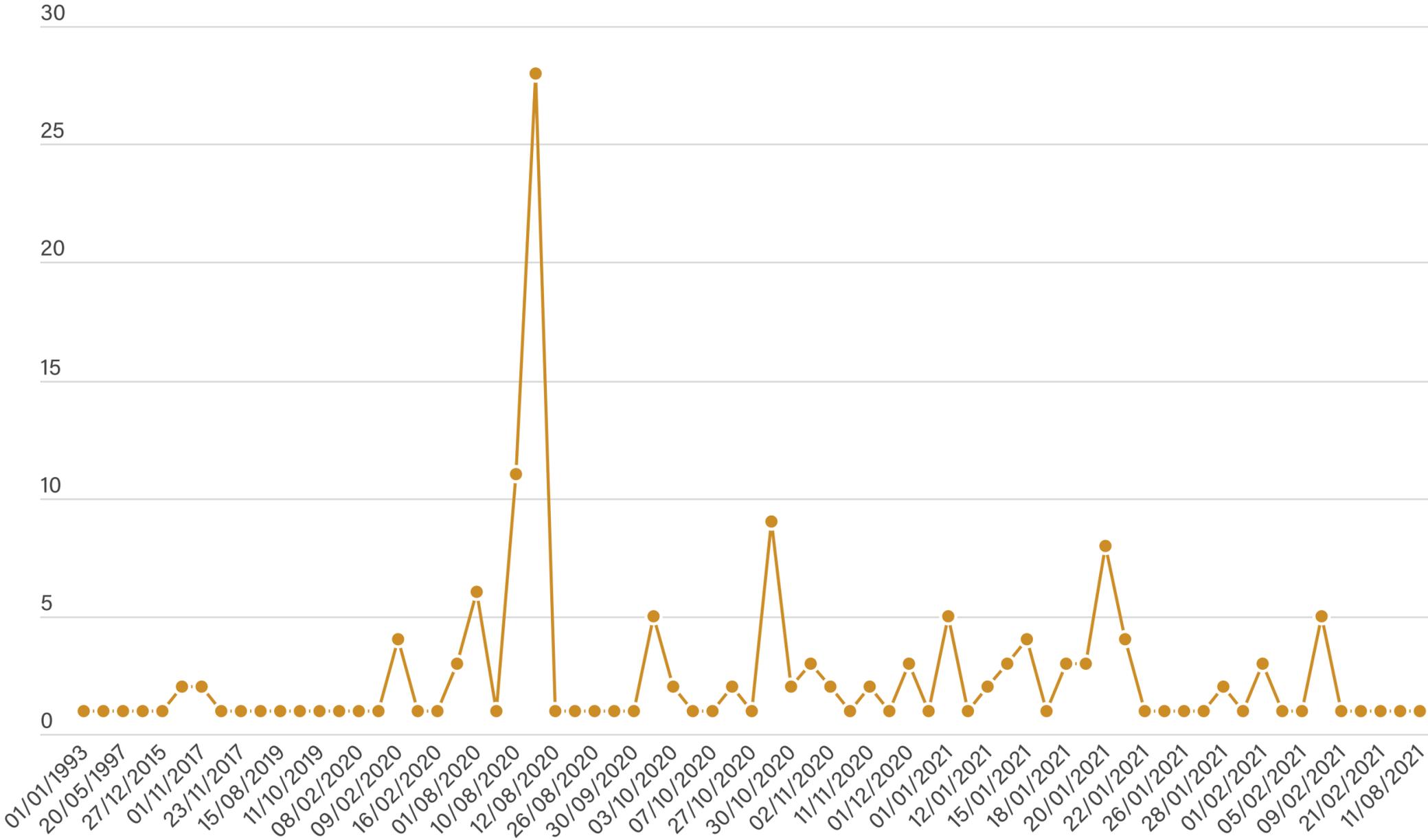
In the pre-2017 category, some of the dates listed relate back to flooding from the 1990s.

Around a quarter of those who did answer the question made reference to repeated flooding incidents with such answers including "almost every year for the last 13", "every time it rains" and "no single instance".

 What date(s) was this happen? (please input date format of DD/MM/YYYY) (n=126)

Timeline of flooding to home premises.

Count of specific dates where flooding occurred to home premises



The majority of respondents made reference to flooding incidents in August 2020 with the highest number of separate individuals (28) selecting the 11th August as a date on which flooding had occurred.

October 2020 also had repeated noted incidents of flooding with 29th October a peak date noted by respondents in this month.

In 2021 with 20th January and 6th February were peak dates of flooding reported by respondents.

What date(s) was this happen? (please input date format of DD/MM/YYYY) (n=126)

Case studies of flooding incidents to home premises.



Case Study 1 - repeated flooding incidents



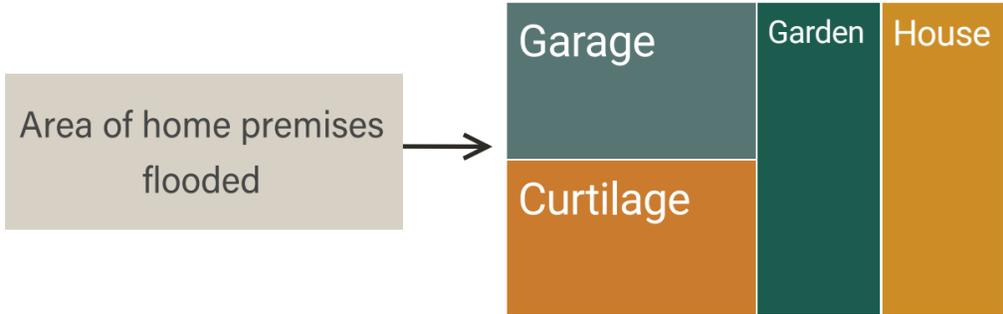
Aware of flood hub website



"The most recent major event was the night of 10th and 11th August 2020. There was a thunderstorm which started just before midnight and by 1am water was pouring down my driveway from the street. From about 2.30 am onwards the flood was entering the house through the front and rear doors and also from under the floors. At dawn water was still flowing from the road. The flow started to ease during the morning and eventually stopped at about 9am."

Believed cause:

- Heavy rainfall
- Inability of combined sewer to cope
- Blocked road gulley



Case Study 2 - isolated flooding incident



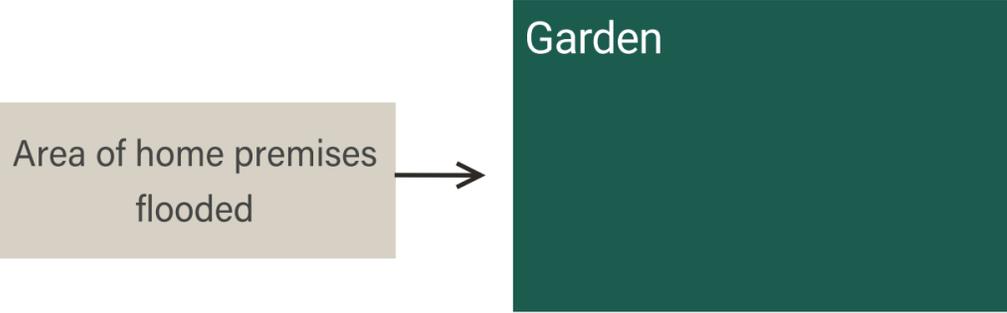
Not aware of flood hub website



Believed cause:

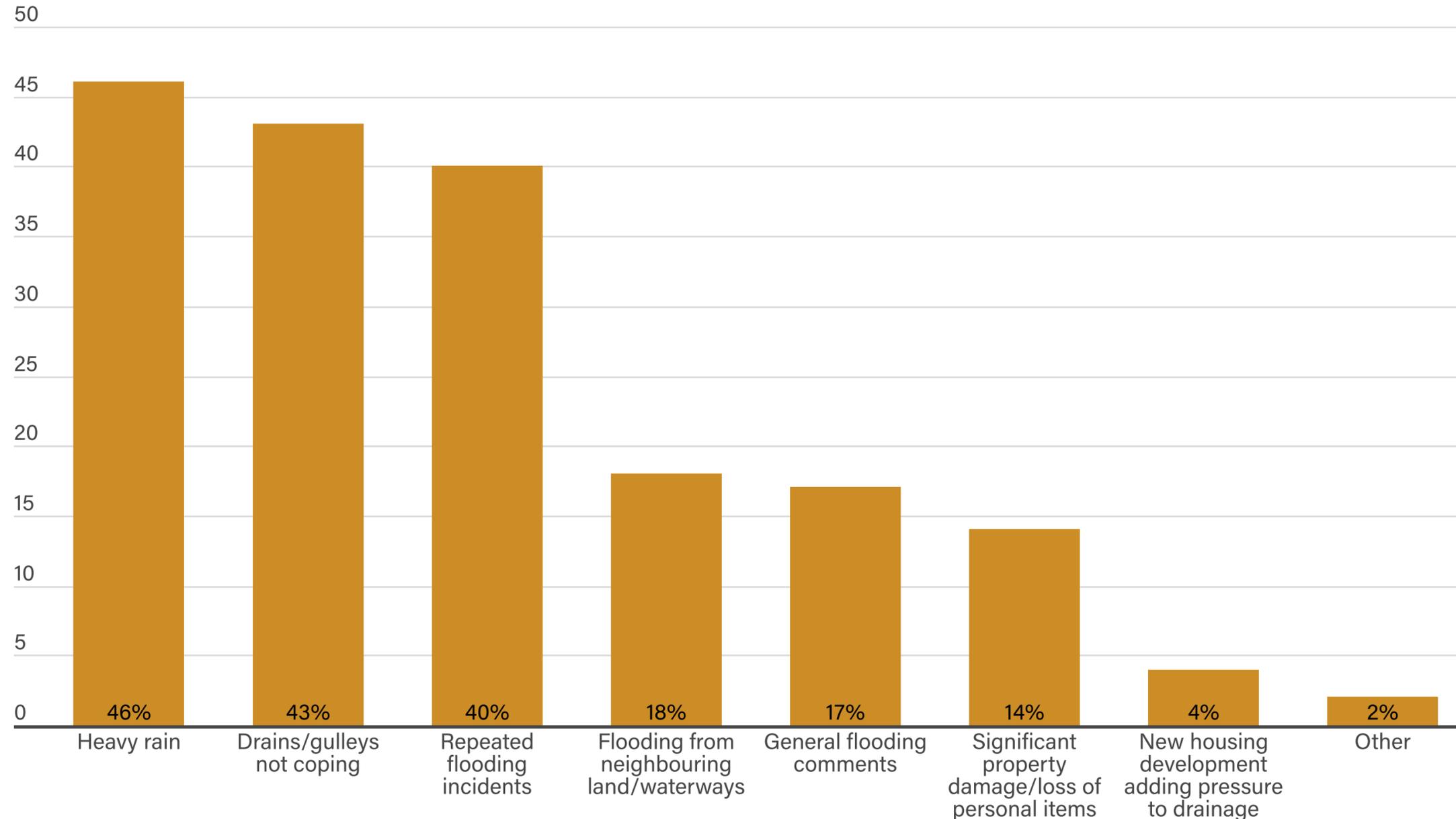
- Blocked road gulley
- Heavy rainfall
- Displacement of water from nearby development

"Lane flooded. Flood water cover all the garden, drive and patio, up to the steps of the house. Live here 22 years and this has never happened before."



Coded descriptions of flooding event(s) to home premises.

Respondents' description of what happened during flooding event (coded)



Respondents were asked to describe what had occurred during the flooding. These comments were then coded according to common themes.

The majority of respondents made reference to the cause of the flooding with 46% referring to heavy rain and 43% referring to drains/gulleys not coping.

18% also noted water from neighbouring land/waterways and 4% raised concerns about the addition of new housing developments.

40% of responses also highlighted that the flooding was not a one-off incident.

 Please describe what occurred? (n=240)

Overview of flooding descriptions to home premises.

”

We woke to find our house, garden and garage under 12" of water - 16 houses were flooded in our street

”

Flooding occurs at rear of property in garden and garage EVERY TIME WE GET HEAVY OR PROLONGED RAIN!

”

During torrential rain it appeared the drains could not cope and the road flooded

”

This isn't a one day event, unfortunately anything more than an hour or two rainfall and the main road is flooded and sewage over spills and runs down Hudson Drive.

The smell in the bathrooms at home is also increased at times of heavy rainfall and I believe this is also due to the backing up of drains. Not acceptable in brand new modern housing.

”

Drains couldn't handle the volume of rain water so it couldn't drain away, water came into the property and the complete downstairs had to be redecorated carpeted and new kitchen cabinets and floor - lost a lot of personal items and garage items destroyed.

”

Not sure on the date but since the houses have been built next door the back garden at that side gets waterlogged. It's not yet reached the house but it didn't used to happen before they built the ground up on the other side of the fence

”

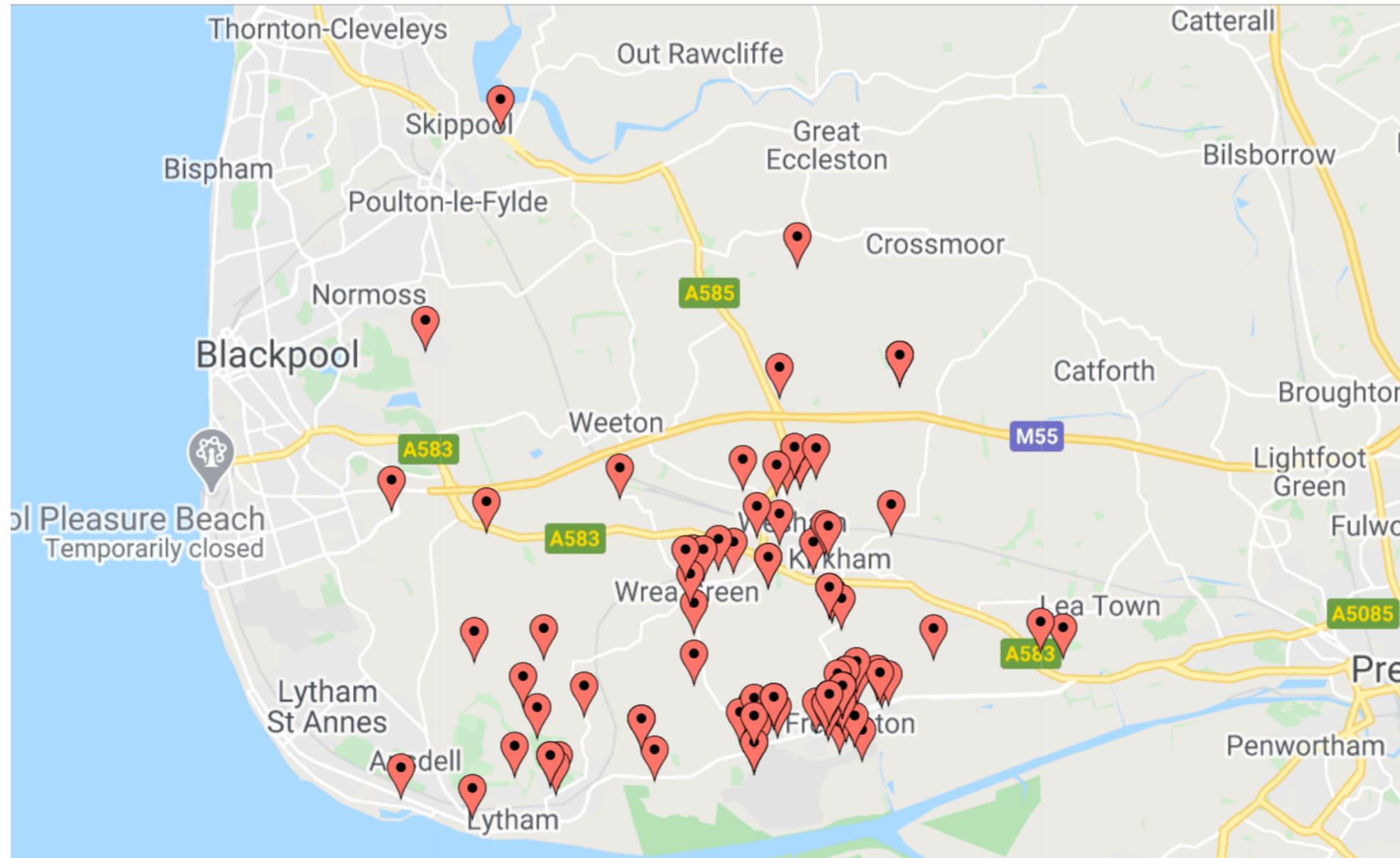
My garden constantly floods when it rains now, and has only done so for the past 18 months. Prior to this, it never did. Something has changed and it's not my doing!



Please describe what occurred? (n=240)

Map of flooding event(s) to home premises.

Areas where respondents noted flooding had occurred.



Of those who had experienced flooding to their home premises, 119 provided a postcode.

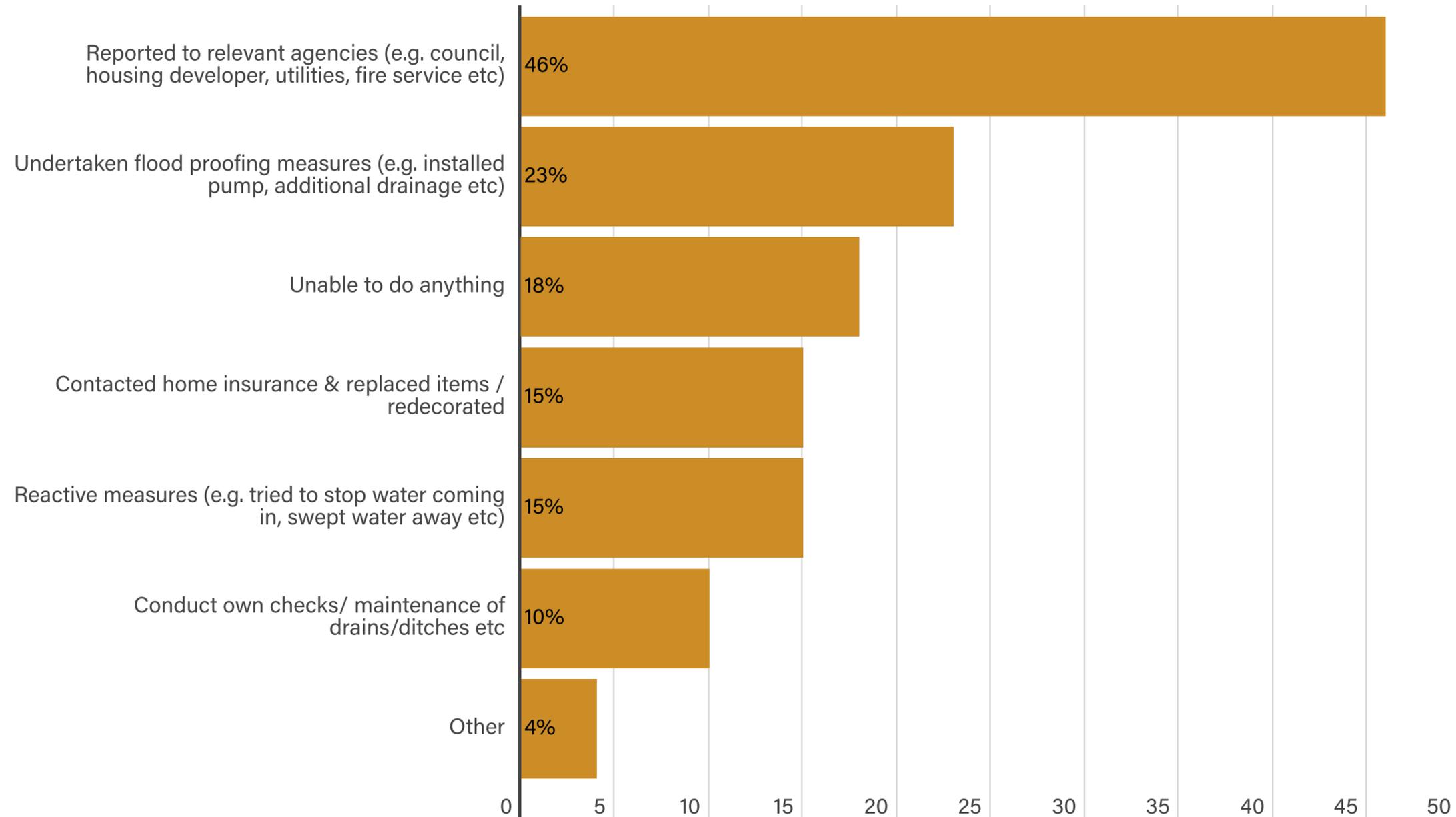
These postcodes have then been plotted onto the opposite map using an online tool.

Looking at the map, it can be seen that whilst flooding incidents have occurred over a relatively wide ranging area, there nonetheless does appear to have been particular pockets of concentration in the Freckleton, Kirkham, Wesham and Wrea Green areas.

 Map generated through BatchGeo on 12 March 2021

Coded descriptions of residents' course of action to flood.

Course of action taken by respondents experiencing flooding to their home premises before, during & afterwards



Respondents were asked to describe what course of action they had taken in relation to the flood - before, during and afterwards. These comments were then coded according to common themes.

Just under half (46%) of respondents referred to reporting either the flood itself to relevant agencies or concerns prior to the flood (e.g. blocked drains or plans for new developments).

Almost a quarter have undertaken some form of flood proofing measures ranging from purchasing sandbags, installing drains/pumps to re-designing areas of their property.



What cause of action or response did you take in relation to the flood (prior to the flood / during the flood / after the flood)? (n=226)

Overview of residents' course of action.

”

Never been flooded in 40 years and it did flood once on the 11 August and nearly a second time few months after - we are still dealing with the house work

”

Redesigned garden. Put in soak away. Bought water pump. Raised decking.

”

Kept an eye on it and moved photos and computer etc. Checked that own drains were clear

”

We had no warning so was unable to do anything prior, during the flood we just had to wait for the water to subside, after the flood we had to have the house dried and sanitised, extensive building work and replace all floors furniture and lost belongings etc.

”

We had no idea the drains were blocked and therefore could not have predicted that we needed to do anything prior to it happening. My property has been here for a very long time and this has never happened before. During the flood we were already underwater when we were alerted, and following all we could do was dispose of our belongings that were destroyed.

”

Contacted services (police) during the night. Contacted insurance company. Tried to salvage belongings. Contacted local councillor.

”

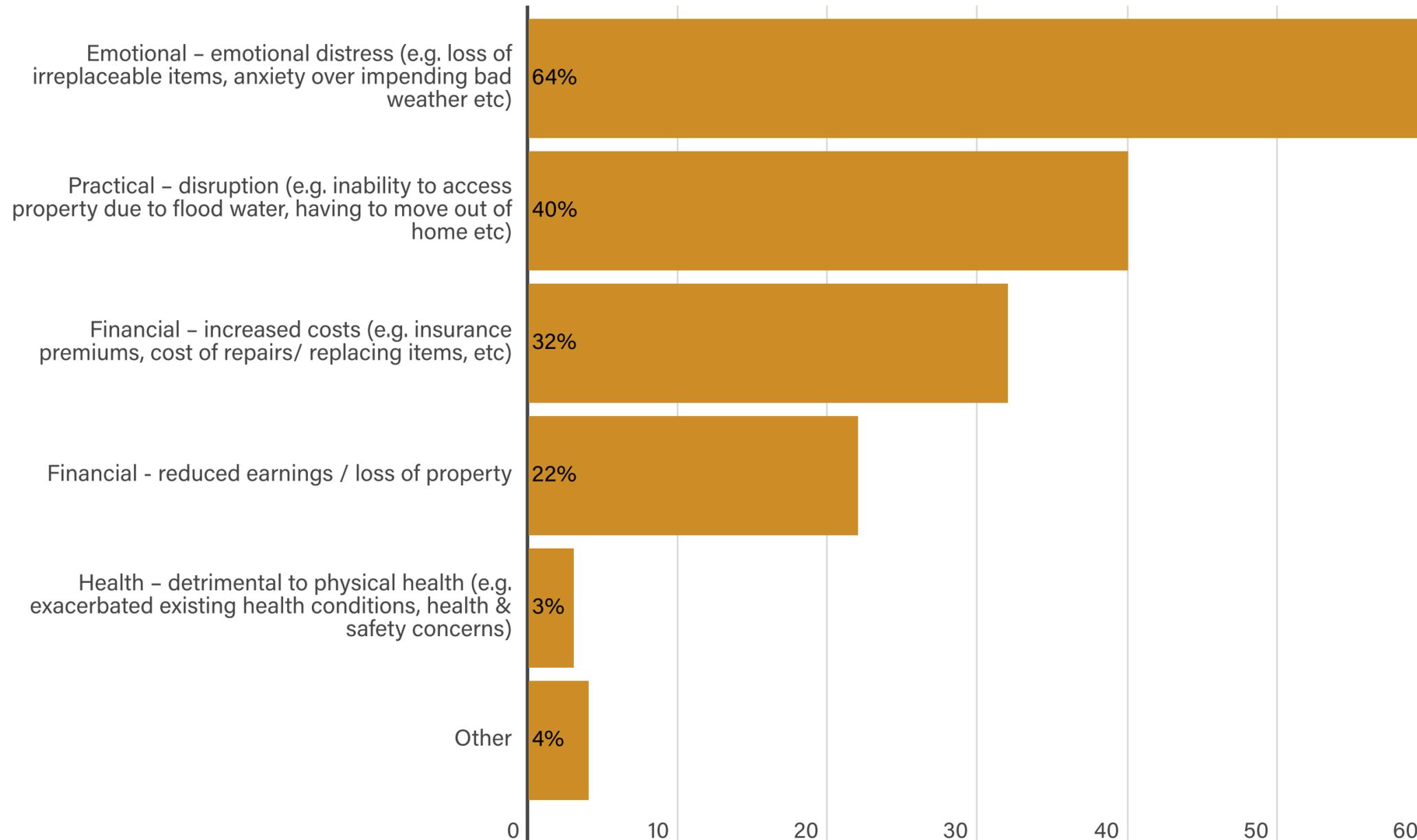
Ensured any debris away from drains, raised furniture, sandbags. All electrics have been moved half way up the wall. Fridge and freezer have been raised above floor. Everything stored in plastic boxes



What cause of action or response did you take in relation to the flood (prior to the flood / during the flood / after the flood)? (n=226)

Coded descriptions of flooding impact to residents.

Impact of flooding incident(s) as described by residents.



Respondents were asked to describe the impact the flooding had had on them. These comments were then coded according to common themes.

Nearly two thirds of respondents reported experiencing emotional distress with a significant proportion of comments referring to severe anxiety over impending bad weather.

40% of respondents referred to the practical disruption the flooding had caused.

In terms of financial impacts, 32% of respondents referred to the costs they have incurred whilst 22% referenced the other financial losses they have suffered (e.g. loss of earnings and possessions).

 What impact has this flooding had to you (e.g. emotional, financial, etc.)? (n=237)

Overview of flooding impact to residents.

”

Have had to move out of house while repair works carried out, House was ruined, we had only moved in 8 month prior. Have been in rented accommodation for months.

”

Extremely worried about the future adverse weather

”

Scared now every time we have heavy rain Financially we are worse off as insurance premiums have increased

”

We are very houseproud and have been working on the house for the last 21 years, it was absolutely beautiful and was destroyed in a few hours, it was heartbreaking and now every time we have heavy rain it's extremely worrying, the damage and losses were around £30000

”

Luckily insurance has covered the repairs, but has caused a lot of stress and we had to live in a damp house for 3 months whilst work was carried out with a 6 year old child with no functioning washing machine all during lockdown and restrictions

”

It has given many sleepless nights when the weather is inclement and cost money to replace items that weren't covered on insurance, plus the purchase of items to raise things off the garage floor.

”

I live alone - very worried the water will get into my property. Contemplating moving out of the area.



What impact has this flooding had to you (e.g. emotional, financial, etc.)? (n=237)

Flooding to business premises.

Overview of flooding to business premises.

Extent to which flooding has occurred in or on business premises in Fylde



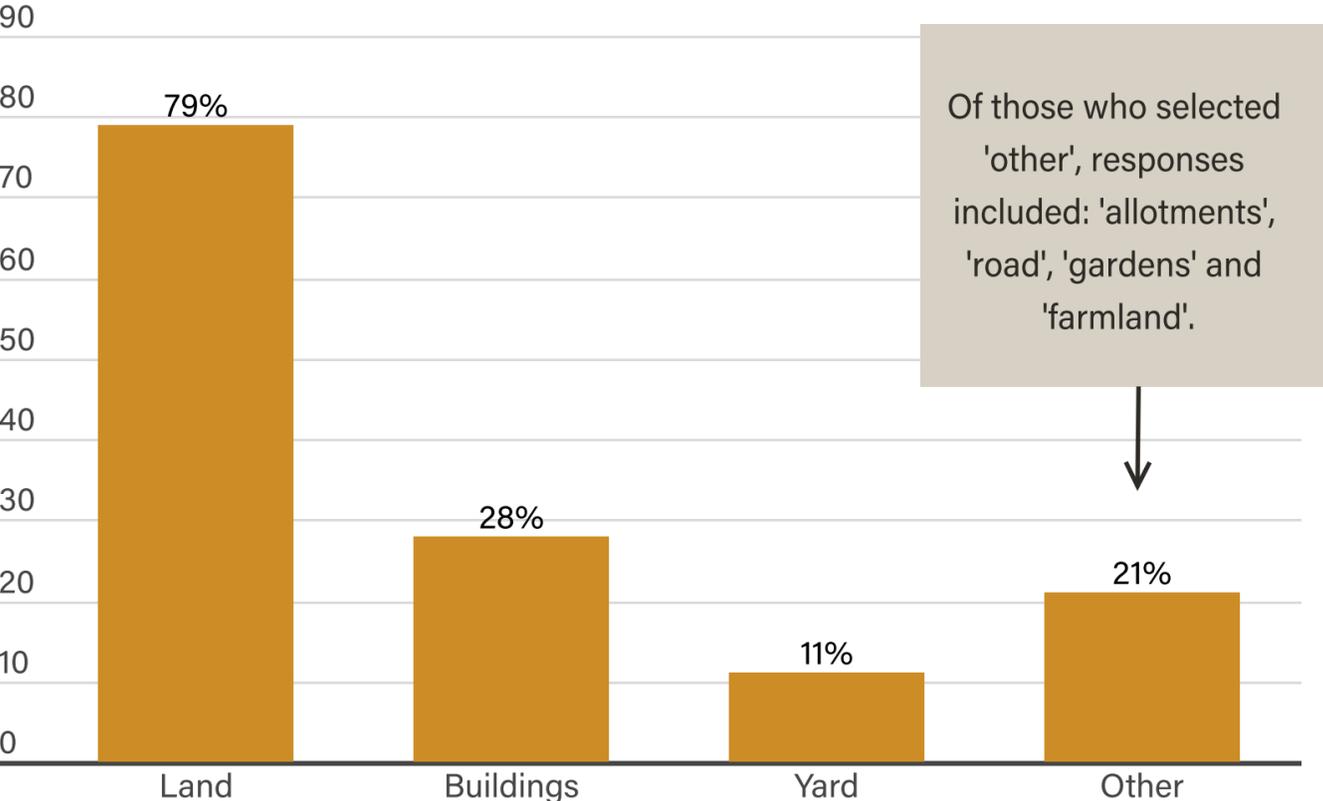
49

Respondents to the survey experienced flooding to their business premises



This equates to 18% of respondents having experiencing flooding in or on their business premises. However, we do not know what proportion of respondents own a business. Therefore this percentage could be higher.

Specific area of business premises where flooding occurred



The majority of respondents who reported flooding to their business premises (79%) reported this having occurred to their land.



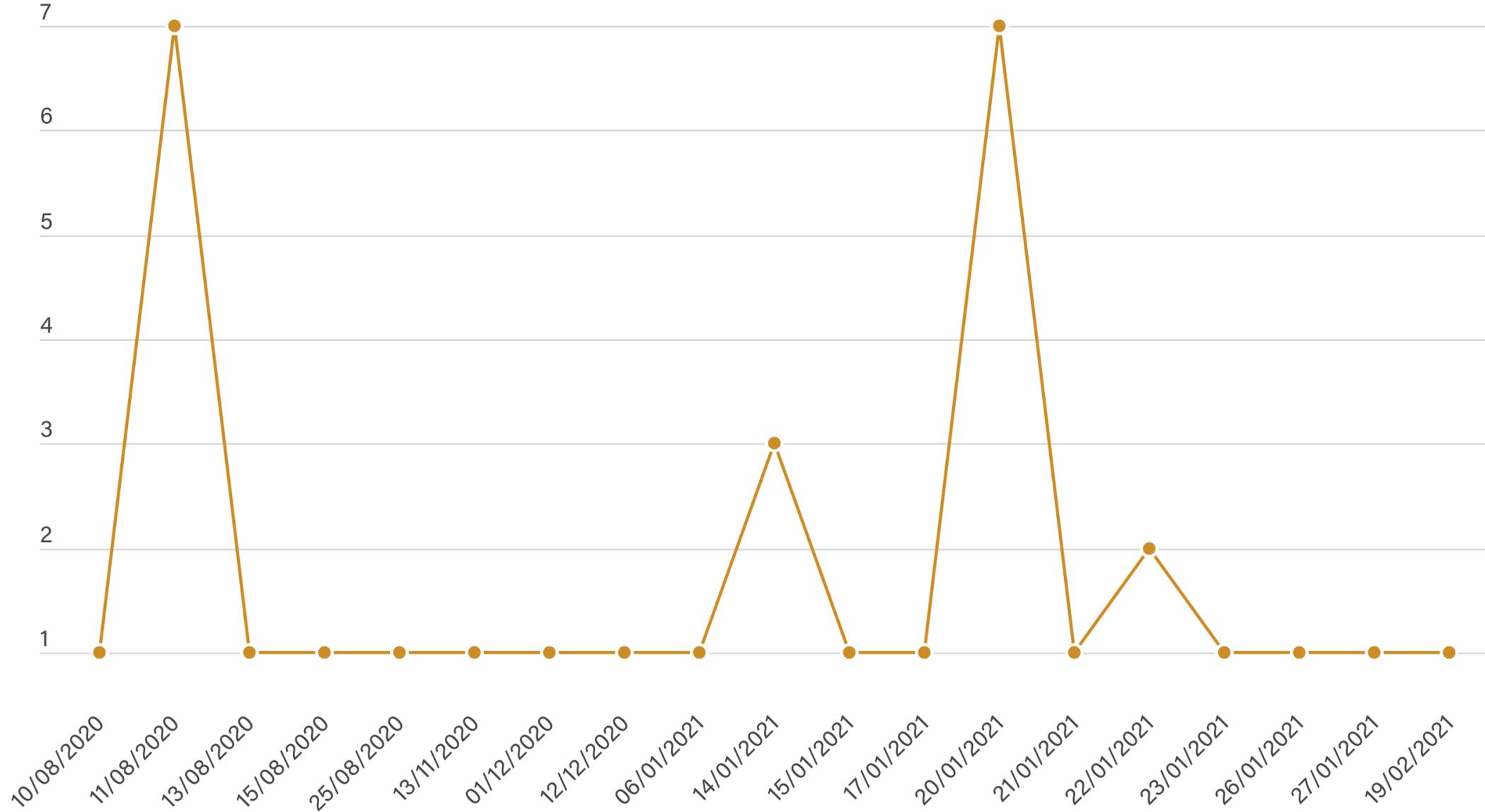
If yes to question 5, where exactly did this take place? (n=47)



Has flooding occurred in/on business premises in the borough of Fylde? (n=318)

Timeline of flooding to business premises.

Count of specific dates where flooding occurred to business premises



In line with the flooding to home premises, the 11th August 2020 was recorded as a peak date by those who also reported flooding to their business premises.

Similarly, the 20th January 2021 was also reported by several of the respondents who reported flooding to their business premises.

 What date(s) was this happen? (please input date format of DD/MM/YYYY) (n=34)

Case studies of flooding incidents to business premises.



Case Study 1 - repeated flooding incidents



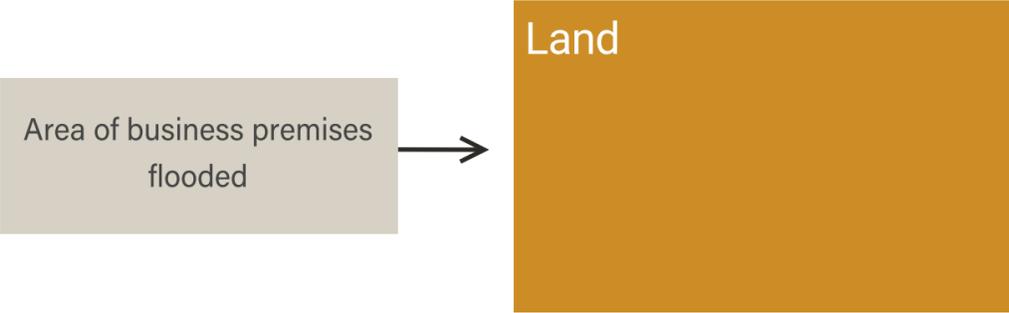
Aware of flood hub website



"This problem is a national problem but in the Fylde we have some outstanding farmland where we can grow anything given the opportunity. If this carries on with 20 years there will not be a farm left surrounding Lytham. Which nobody wants to see."

Believed cause:

- Overflowing river or watercourse



Case Study 2 - isolated flooding incident



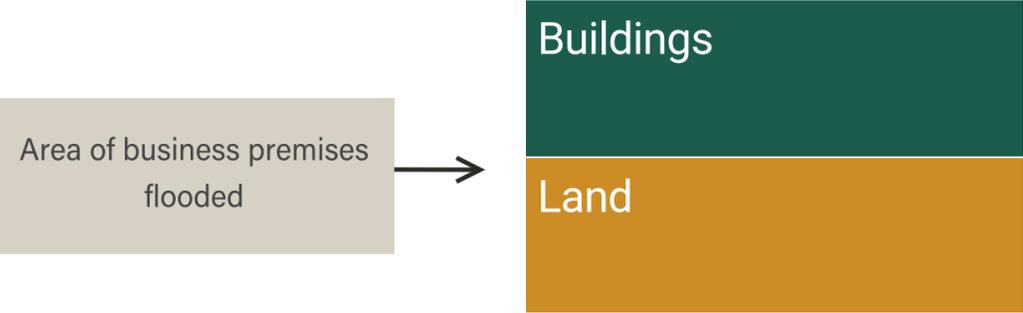
Aware of flood hub website



"Not sure of exact date office had some water ingress but no damage other than flooring as everything was above the floor we were lucky."

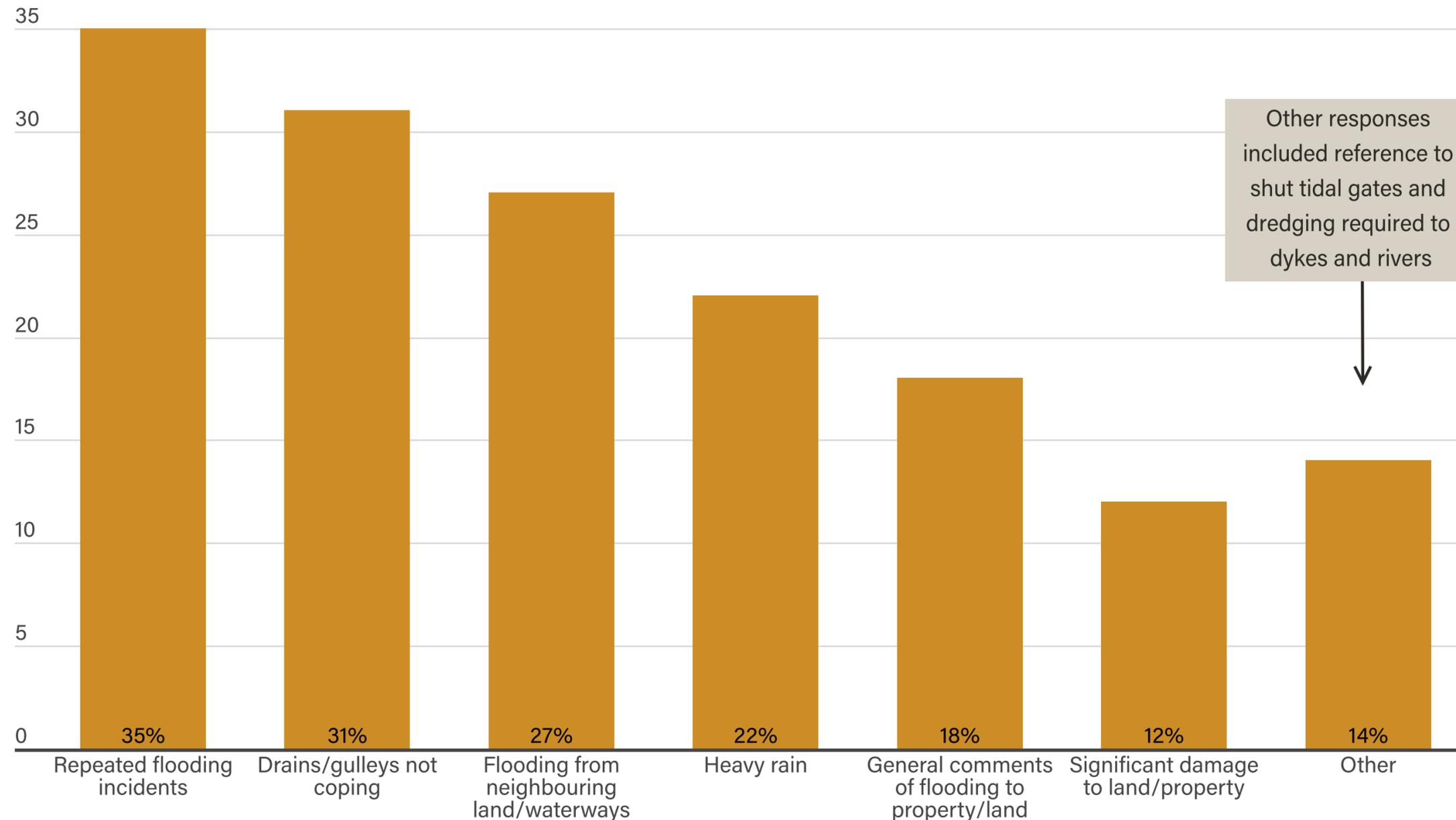
Believed cause:

- Heavy rainfall
- Lack of clearing surface water courses



Coded descriptions of flooding event(s) to business premises.

Respondents' description of what happened during flooding event (coded)



Respondents were asked to describe what had occurred during the flooding. These comments were then coded according to common themes.

35% of responses made reference to the fact that the flooding was not a one-off incident.

Just under a third referred to drains/gulleys not coping and 27% referred to flooding from neighbouring land/waterways.

22% of responses referred to heavy rain as a cause of flooding and 12% mentioned significant damage having been done to their land or property.

 Please describe what occurred? (n=49)

Overview of flooding descriptions to business premises.

”

The church yard very badly flooded restricting its use as a graveyard

”

Due to the very high water table on the Fylde, our land (golf course) has significant amounts of surface water when the area has inclement weather, particularly in the last 5 years. As a result of increasing rainfall each autumn and through the winter our golf course floods regularly, resulting in the course closing and much lost revenue.

”

My business salon flooded all throughout, the water was like a river down the road, it came in under doorways and everywhere.

”

Extensive flooding of the ground floors of several buildings where research, development and testing is undertaken.

”

Land flooded and drowned a number of sheep, 80 sheep drowned in the last three years.

”

We farm land between Wrea Brook and main drain and every time it rains hard, Aug 2020, Oct 2020, Jan 2021, these watercourses cannot cope and overflow onto our productive farmland

”

Flooding throughout grounds to levels 12-17 inches deep, damage to approx 7 acres, and flooded into the bowling clubhouse, toilet block, and storage units



Please describe what occurred? (n=49)

Map of flooding event(s) to business premises.

Areas where respondents noted flooding had occurred.



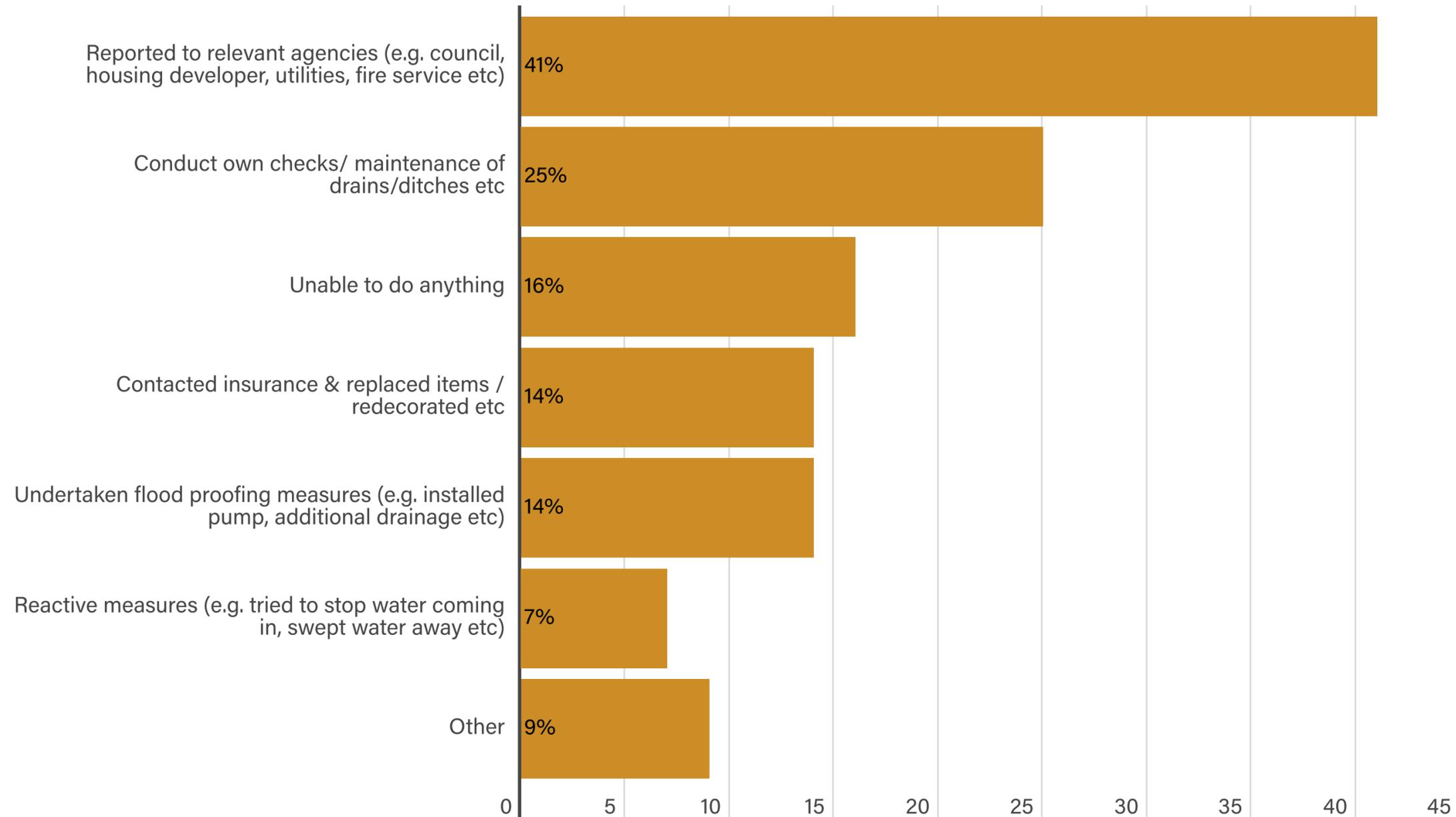
Of those who had experienced flooding to their business premises, 18 provided a postcode.

These postcodes have then been plotted onto the opposite map using an online tool.

Looking at the map, it can be seen that flooding incidents have occurred over a relatively wide ranging area with a small pockets of concentration in the Freckleton area (although caution needs to be exercised over interpretation of this due to the small response size for this question).

Coded descriptions of business premises' course of action.

Course of action taken in by respondents experiencing flooding to their business premises before, during & afterwards



Respondents were asked to describe what had occurred during the flooding. These comments were then coded according to common themes.

In line with the course of action taken in relation to flooding to home premises, the majority of responses (41%) referred to business owners reporting the flooding or concerns about potential flood risk to the relevant agencies.

A quarter revealed conducting their own checks and maintenance of drains and ditches and 14% stated they had undertaken flood proofing measures.



What cause of action or response did you take in relation to the flood (prior to the flood / during the flood / after the flood)? (n=44)

Overview of business premises' course of action.

”

After the flood I needed to get a wet vac man out to suction all the floor area, it was a big clean up operation.

”

If we know there's a chance of flooding we have to move vehicles tools and I can't operate my car wash business and now my insurance wont cover my business for flooding - some years it has flooded more than 10 times, the mess it leaves behind is horrendous and we clean it up

”

Reported to Lancashire County Council and on previous occasions have dug out the verge to provide a drainage channel from the road for floodwater.

”

On my land the usual maintenance of dykes and outfalls etc.

”

After the flood I had to rip all carpets up, throw away interior sample books, display units and remove damaged wood at the front - it took over a month to dry the shop out. I've had to replace flooring and repair and replace display stands. My insurance did not pay out for the repairs.

”

I had extra drainage and sumps dug in my front garden ,but even these can not cope. The issue has been reported to my MP

”

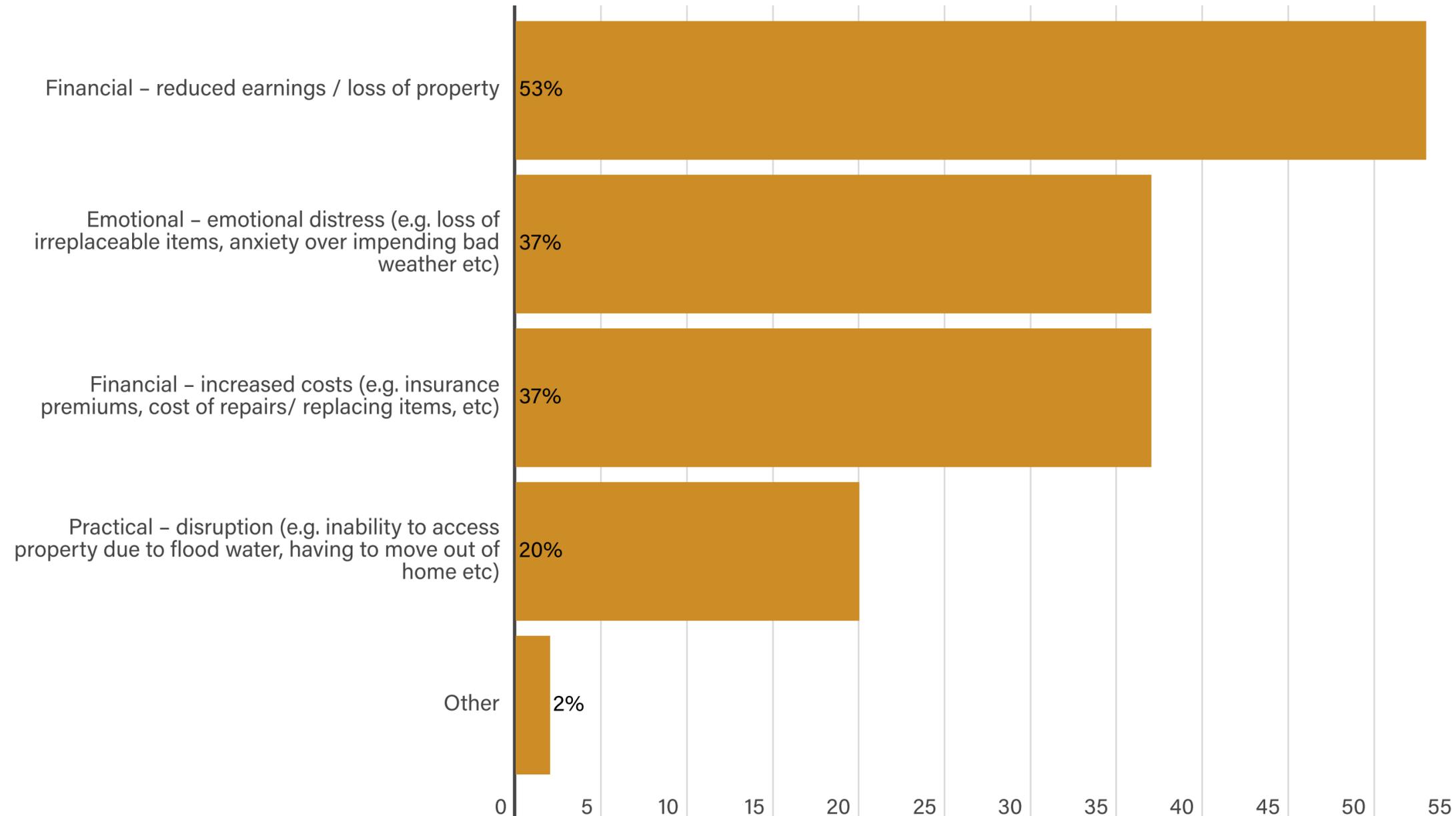
Pumping water off the field when water course had dropped sufficiently, ready for the next lot of water



What cause of action or response did you take in relation to the flood (prior to the flood / during the flood / after the flood)? (n=44)

Coded descriptions of flooding impact to businesses.

Impact of flooding incident(s) as described by businesses.



Respondents were asked to describe the impact the flooding had had on them. These comments were then coded according to common themes.

In terms of financial impact, over half (53%) of those who had experienced flooding to their business premises reported suffering reduced earnings and other financial losses and 37% reported having incurred increased costs.

37% of respondents who had experienced flooding to their business premises also experienced emotional distress as a result whilst 20% referred to the practical consequences.

 What impact has this flooding had to you (e.g. emotional, financial, etc.)? (n=48)

Overview of impact on businesses.

”

I paid over £600 for extra drainage which has still not removed the issue. I am a 97 year old pensioner and can not afford to pay out anymore .

”

Its so depressing watching my business suffer and the worry everytime it rains slightly heavy, cost can be anything from a £100 to £300 upwards each time it floods outside on the car wash when it entered the garage it cost thousands

”

Farmland is saturated and capped, less productive, regular reseeding of the flooded areas at our expense

”

Impacts on the ability to work on the site and open the site to public

”

Totally soul-destroying.

We have lost half our winter sowing of crops the last 2 winters. We have had to re-cultivate, re-sow and add extra fertilizer and weed sprays. Further subsequent flooding has drowned the re-sowing again !

”

Totally stressful, and worry about it happening again as this is about the 4th or 5th time. Financial worries, especially the insurance premium. The mess and muck is stressful.

”

Huge financial impacts to our business

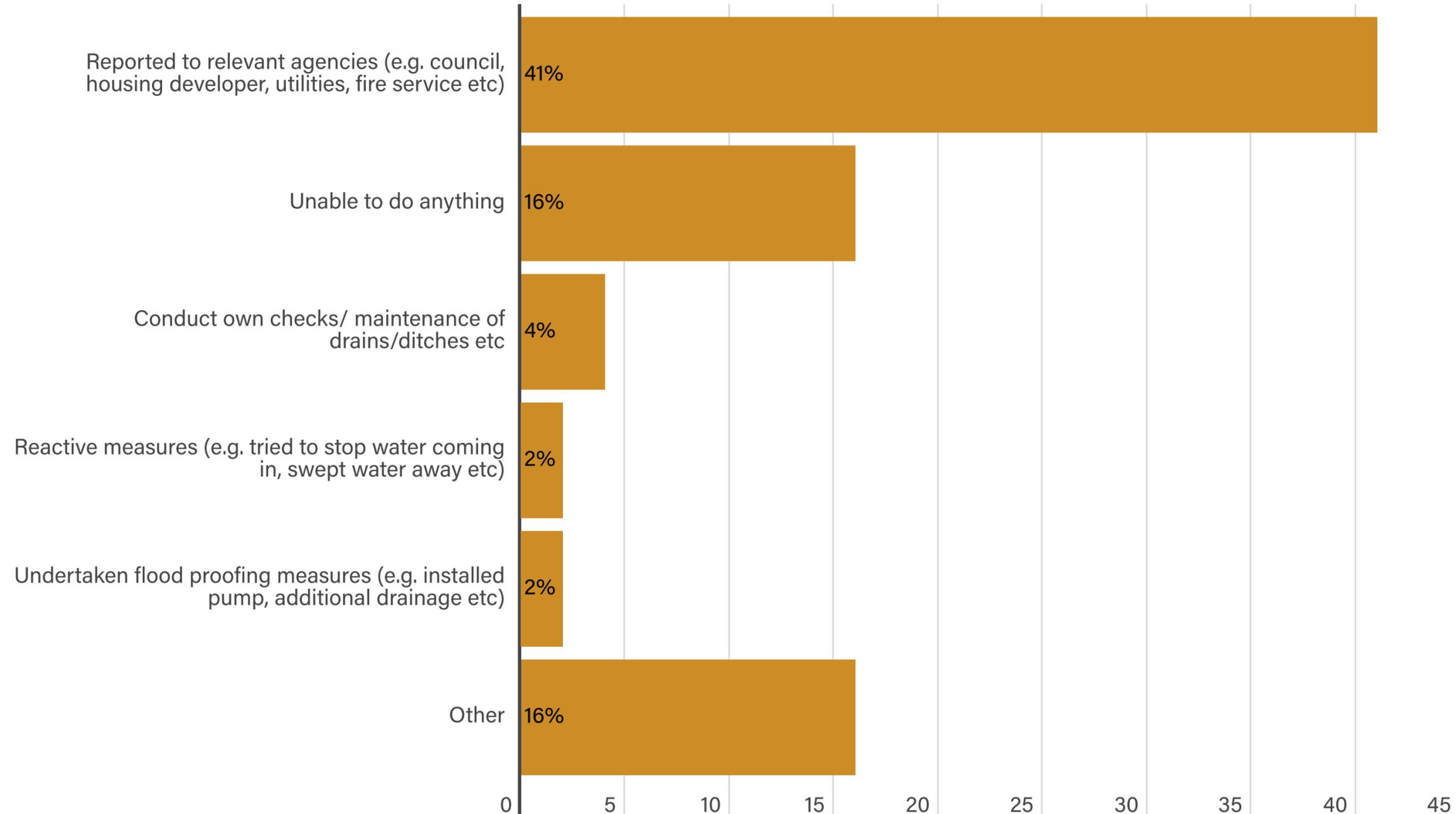


What impact has this flooding had to you (e.g. emotional, financial, etc.)? (n=48)

Other feedback on flooding.

Coded descriptions of other respondents' course of action.

Course of action taken by residents experiencing flooding to public land in their locality before, during and afterwards



Respondents were asked to describe what had occurred during the flooding. These comments were then coded according to common themes.

The chart opposite shows residents who had not experienced flooding to their home or business premises but instead to public land in their locality.

Similar to earlier findings, 41% of responses referred to reporting the flooding or concerns about potential flooding to the relevant agencies either before, during or after the flooding had occurred.



What cause of action or response did you take in relation to the flood (prior to the flood / during the flood / after the flood)? (n=49)

Overview of course of action taken by other residents.

”

Last year the severe weather event resulted in us contacting United Utilities and Highways Agency who both rectified the immediate problem.

”

The flooding is not on the property but on the Lane to the property which has resulted in problems with access to the businesses and residents.

We regularly keep what drains there are clear of leaves and keep the ditches in good order. We have no mains drains and what drains there are are blocked and these only drain to already overflowing ditches.

Fundamentally there is no where for the water to go.

”

Cleared some of the grids in the lanes whilst out walking.

”

I emailed county council flood team

”

Not possible. Flooding is a threat to car safety and re-routing necessary. Flooding can also make access on foot difficult, hazardous and, at times impossible.

”

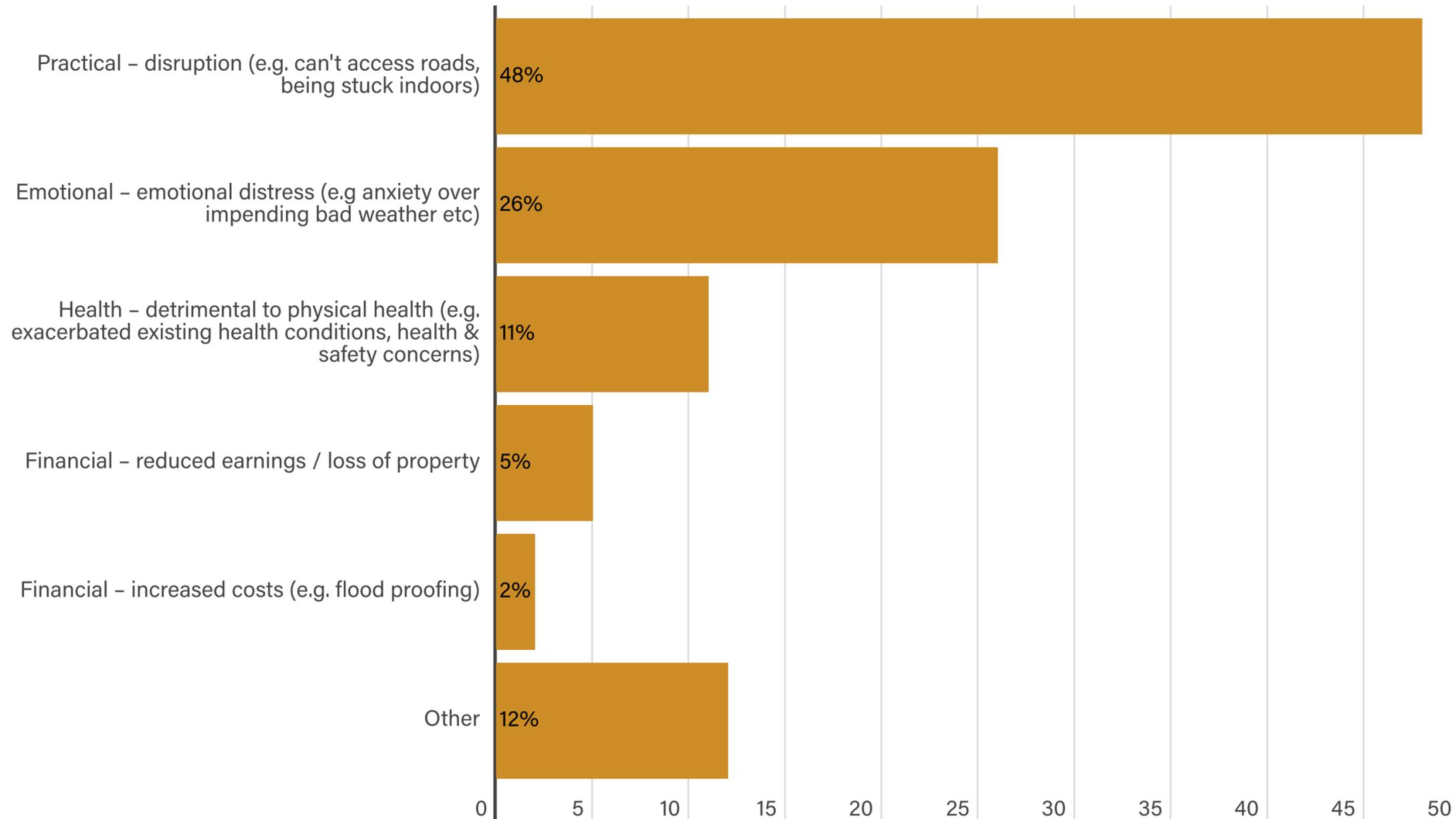
Reported to the Borough council, for remedial or regrading work to be undertaken.



What cause of action or response did you take in relation to the flood (prior to the flood / during the flood / after the flood)? (n=49)

Coded descriptions of flooding impact to other respondents.

Impact of flooding incident(s) as described by respondents who were reporting on flooding in their local area.



Respondents were asked to describe what course of action they had taken in relation to the flood - before, during and afterwards. These comments were then coded according to common themes.

The chart opposite shows residents who had not experienced flooding to their home or business premises but instead to public land in their locality.

Just under half of responses referred to the practical disruption the flooding had caused with many comments referring to blocked access to path or roadways or being stuck in their homes.

 What impact has this flooding had to you (e.g. emotional, financial, etc.)? (n=66)

Overview of flooding impact on other residents.

”

Stress from being isolated, not being able to get to local shops or on a couple of occasions not able to get a few hundred yards from the home using a car.

”

Drain overflow at entrance to estate has sewage in. The water flows further into the estate and taken in by cars and on shoes. Many residents have children and pets. This sewage running into the estate is a health and hygiene hazard.

”

Having to travel the long way round to avoid the flooded areas.

”

None other inconvenience in entering drive to property

”

The impact is very emotional seeing my Mothers grave flooded. I can't approach the grave sometimes because of deep water around the area of the grave

”

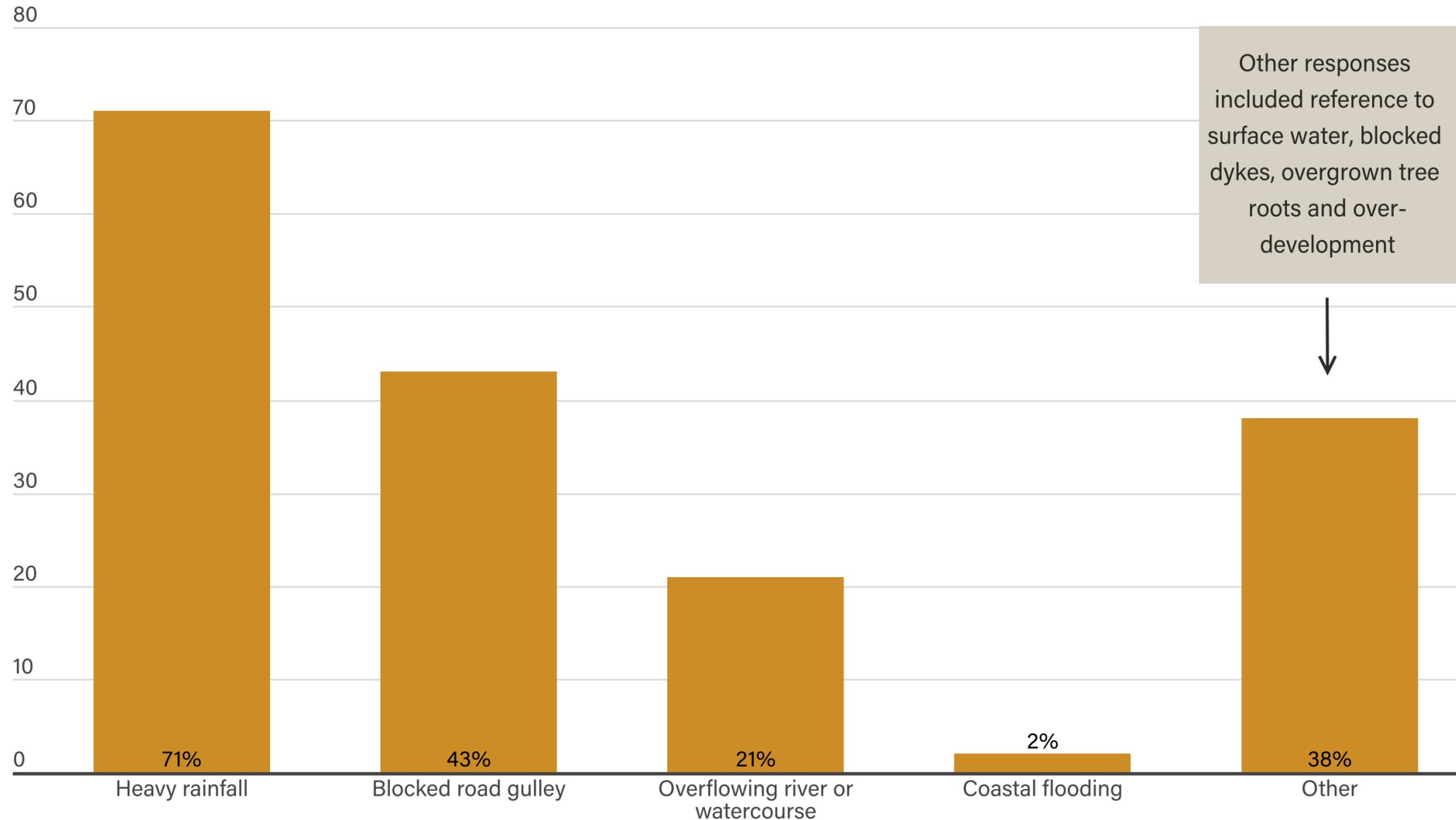
Constantly having the roads to my house flooded, will eventually ruin my car



What impact has this flooding had to you (e.g. emotional, financial, etc.)? (n=66)

Cause of flooding event(s).

Respondents' opinions on the cause of flooding events (including flooding to home, business and public areas)



Respondents were provided with a multiple choice question asking them to select their perceived cause of the flooding, giving them the option to elaborate if they selected 'other'.

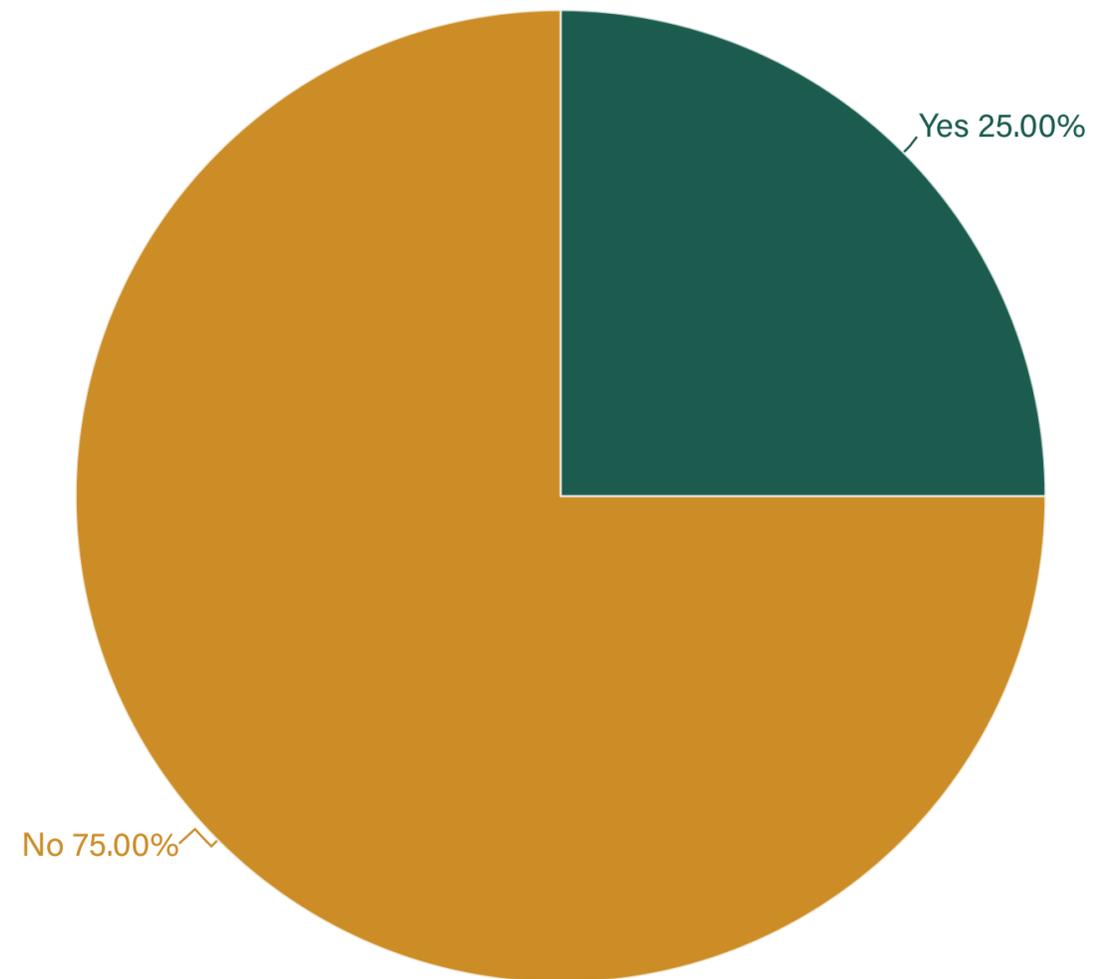
In line with the data presented above, heavy rainfall and blocked road gulleys are commonly noted to be the cause of flooding incidents with 71% and 43% of respondents selecting these options, respectively.

It is important to note that the data in the opposite chart does not differentiate between flooding that has occurred to home, business premises or public land.

 Do you know what was the cause of the flooding above? (n=304)

Awareness of the Flood Hub website.

Whether or not respondents have heard of the Flood Hub website



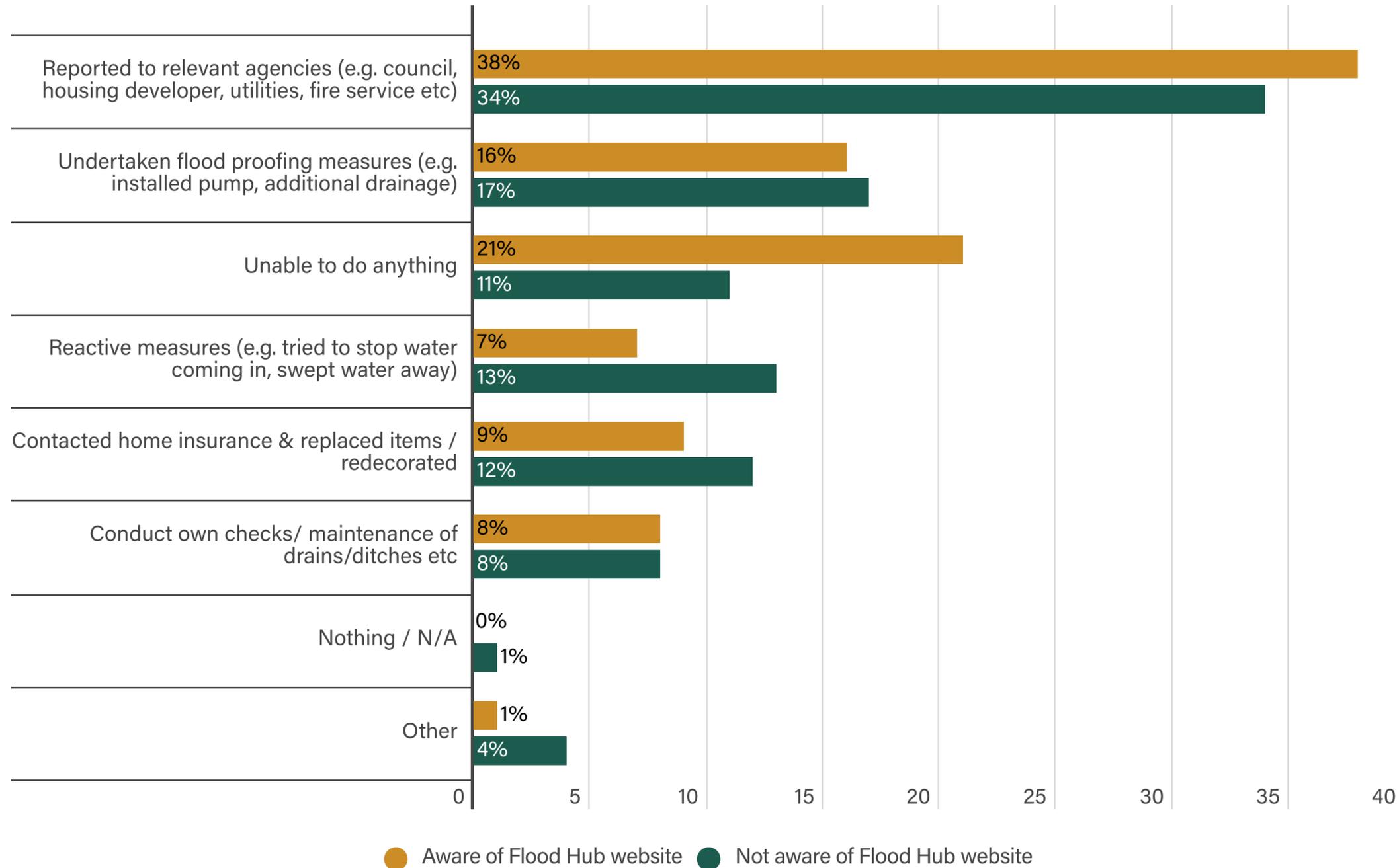
75% of total respondents had not heard of the Flood Hub website.



Are you aware of the Flood Hub website (<https://thefloodhub.co.uk/your-local-area>) that provides information and resources to support householders, businesses and communities across the North West... (n=318)

Course of action compared to awareness of Flood Hub website.

Respondents' course of action in relation to the flood compared with their awareness of the Flood Hub website.



The chart opposite shows the course of action followed by all respondents in relation to the flooding compared to their awareness of the Flood Hub website.

When looking at the chart, it can be seen that residents aware of the Flood Hub were slightly more likely to contact relevant agencies than those who had not, although this difference is only small.

In addition, residents who were aware of the Flood Hub website were almost twice as likely to feel that they were unable to do anything compared to those who had not.

View the online report

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INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	15 JUNE 2021	15

CLIMATE CHANGE SURVEY OUTCOME

PUBLIC ITEM

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

SUMMARY OF INFORMATION

This report provides Members with details of the outcome of a public climate change survey. No advice or recommendations have been provided at this stage. The information could be used by the committee as an information source to be used to help decide how the Council should progress action to tackle climate change and environmental related issues including delivering ambitions and actions set out in the Council’s Corporate Plan.

The report sets out a summary of the responses to the various questions. It finishes with a list of suggestions that could be taken by the Council, other public sector organisations, businesses and other organisations.

SOURCE OF INFORMATION

Blackpool Council who co-ordinated the joint Fylde Coast climate change survey.

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

To provide an indication of public opinion as to the actions they expect the Council to take regarding climate change.

FURTHER INFORMATION

Contact Andrew Loynd tel: 01253 658527 email: andrew.loynd@fylde.gov.uk

REPORT

BACKGROUND

1. During the summer of 2019 many Councils were expressing concern about climate change with members of the public asking Councils what their intentions were. At the Council meeting of 15th July 2019 a member of the public asked the following question:

“In light of the IPCC report on Global Warming, what steps are Fylde Council taking to mitigate the impacts of climate change and ensuring that all strategic decisions, budgets and approaches to planning decisions are in line with a shift to zero carbon by 2030?”

The chairman of the Environment, Health and Housing Committee (Councillor Aitken), responded stating that the Council was committed to carbon reduction and set out a number measures to mitigate the

impact of climate change. The chairman stated that these existing strategies would be further developed in the new four-year Corporate Plan, and the Council would look to introduce new measures in line with the IPCC report that would embed carbon reduction throughout its service provision.

The member of the public asked a supplementary question, wishing to know if Fylde Council would join the 104 Councils nationally in declaring a climate crisis.

The chairman responded, advising the matter would be given serious consideration.

2. In January 2020 a Carbon Reduction Working Group comprising a combination of members and officers was convened to review a draft carbon reduction strategy that had previously been shared with the group. This was intended to start the process of creating a relevant strategy with actions set to be looked into for a future meeting.
3. During March 2020 Covid lockdown measures restricted further face-to-face meetings and officer time was prioritised to responding to local needs. To date the Working Group has not re-convened as a result.
4. The Council's Corporate Plan 2020/24 includes, under the environment section, several ambitions that are related to climate change and carbon reduction with the following actions stated:
 - Implement carbon reduction policies including; plastics reduction, tree planting, energy efficiency and recycling
 - Design education and awareness programmes to support carbon reduction policies and actions
 - Work with partners to deliver the carbon reduction policy actions i.e. reduce, re-use, recycle, tree planting

CLIMATE CHANGE SURVEY

5. In July 2020 Fylde Officers were approached by Blackpool Council officers with a proposal to conduct a joint survey, along with Wyre Council, to establish attitudes and opinions of residents to climate change and the action needed to address it. Over the following months the survey was developed and was launched in early December 2020 and promoted via social media. The survey remained open until the end of January 2021.
6. The following presents the outcomes from the survey in the same format as [Wyre Council](#) so the results can be compared. As Wyre highlights in their report, as the survey was advertised through social media and open to all rather than being sent out randomly, those taking part are not representative of the Fylde Borough population. Surveys of this nature are likely to be completed by those with strong views on the topic which may skew results. However the survey offers an overview of general opinions on climate change in the local area.

RESPONDANTS

7. In total, 126 respondents from the Fylde Borough took part in the survey. Details of participants are broken down as follows:
 - Gender: 66% were female, 31% male and 3% preferred either to self-describe or not to say;
 - Age: 83% of respondents were aged 45 and above;
 - Ethnicity: 99% were White (British/Irish/Other);
 - Work: Most respondents worked in education or professional, scientific and technical activities. A large proportion of respondents were retired;
 - Disability: 16% respondents had a disability or illness that limited activity, 16% were disabled but not limited by it.

RESULTS

Knowledge and Trust

8. 36% of respondents described their knowledge on the affect and impact of climate change as 'quite' with 29% indicating they had a 'moderately' broad knowledge and 21% 'very' broad. No respondents indicated knowing much at all. This is likely to be due to the nature of the survey, which encourages responses from already invested individuals, although it suggests that most people already have a good understanding of the subject.

9. When asked about the impact of human activity on the increase in global temperatures, 56% of respondents agreed this was 'definitely' responsible. A further 31% stated that human activity was 'probably' responsible, whilst only 13% believed other factors to be responsible. This suggests a relative consensus on human activity causing climate change, with limited scepticism among respondents.
10. The survey asked how much trust individuals put in different sources of information related to climate change. Respondents mostly put their trust in receiving information about climate change from scientists (80% stated 'a lot of trust') and environmental organisations (55% stated 'a lot of trust'). Receiving information from family members, government bodies and colleagues was also trusted to a lesser extent. Conversely, energy suppliers were not trusted very much, followed by the media.

Impact of Climate Change

11. It was widely agreed that all parts of society (split by governments, organisations and individuals) has a vital role to play in addressing climate change, with greater onus (91%) on governments in particular.
12. Respondents were asked whether they thought climate change has already negatively affected different locations. 'Other places in the world' were viewed by 71% as being negatively affected a great deal. Around 55% believed Britain and the Fylde Coast had experienced negative effects of climate change to some extent with their own homes being less impacted.
13. When asked how concerned they were about current effects of climate change on different locations, 71% were very concerned about 'other places in the world' and 51% about Britain. Respondents were quite concerned about the local area and their own homes.
14. Within the last 5 years, respondents identified that the greatest impacts of climate change locally were less biodiversity, flooding from rainfall, worse weather and changes in the natural environment (eg lower stream or pond levels). They also noted that there has been a change in biodiversity (as opposed to less biodiversity), an impact on outdoor activities, local food production and deterioration in buildings as a result of worsening weather.

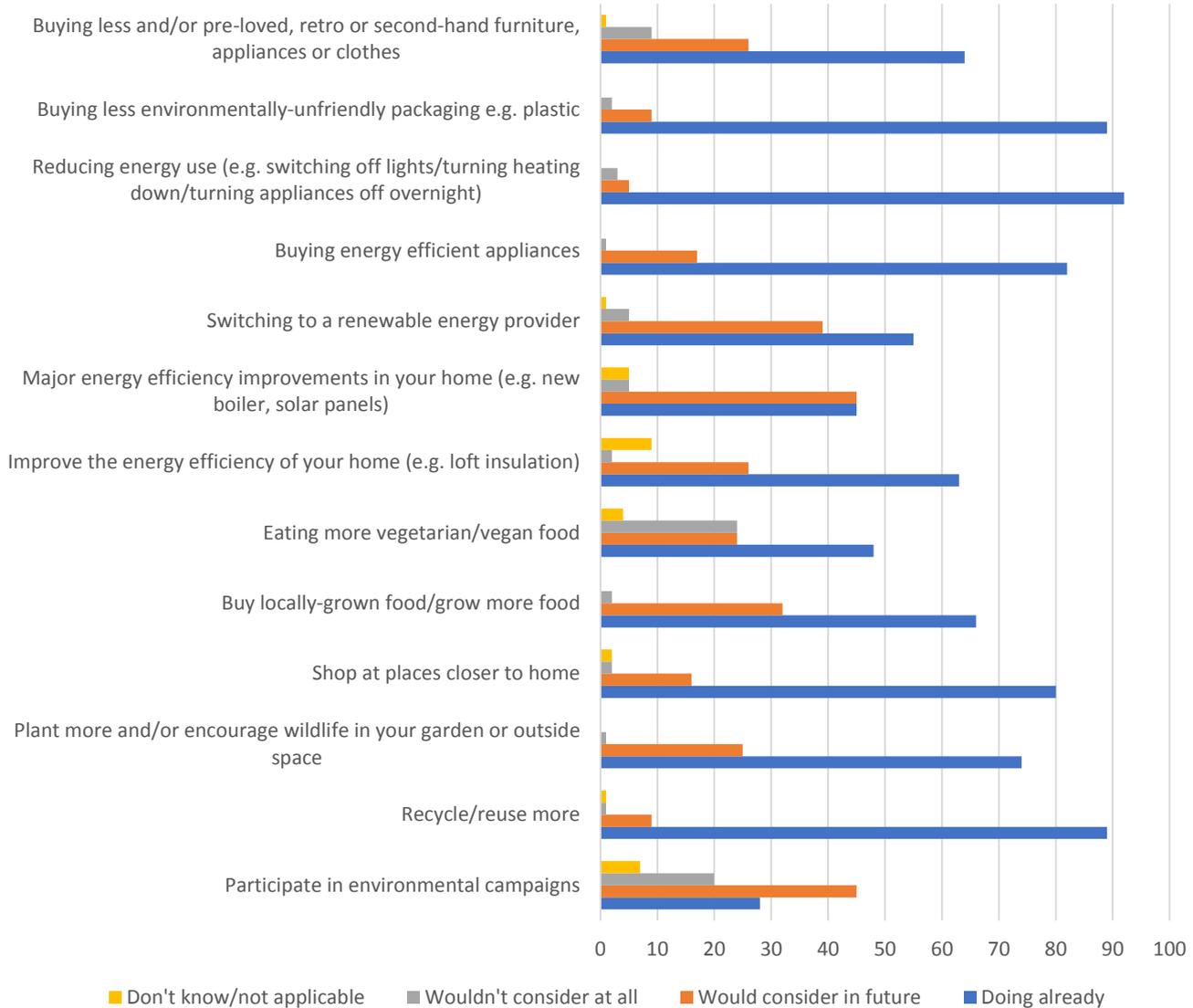
Individual Actions - Travel

15. The more environmental modes of travel that respondents currently use regularly is to walk, cycle or use a scooter, with occasional public transport use. Driving an electric car or car sharing was least used. Of those who didn't use these options, most common responses were that electric vehicles are too expensive with a lack of charging infrastructure and that public transport is costly, unreliable and doesn't go to suitable destinations, particularly in the rural areas. Some mentioned that the Covid pandemic means that car sharing and public transport are unsuitable.
16. For future changes to travelling activities, most respondents (80%) would consider increasing how much they walk or cycle/use a scooter. Using an electric Car (71%) and public transport more (65%) were also popular options. 64% also said they would consider reducing the amount they travel. A significant number (47%) would not consider car sharing. Of those who wouldn't consider these options, most indicated similar reasons as before with cost and convenience being key concerns as well as the environmental impacts of electric cars.

Individual Actions - Other Actions

17. The survey provided a variety of options of more environmentally friendly behaviours and asked what actions respondents currently take, would consider in future and wouldn't consider. Respondents indicated that they are already doing a number of positive behaviours (Figure 1). Actions most would consider in the future included major energy efficiency improvements in homes (e.g. new boiler, solar panels), as well as switching to a renewable energy provider. Fewer respondents would consider eating more vegetarian/vegan food, participating in environmental campaigns or buying less and/or second-hand items.

Figure 1: 'Which of the following behaviours are you doing and which would you consider in the future?'



Other behaviours suggested by respondents included using cloth nappies, composting food, not using pesticides, environmental education, avoiding buying plastic products, using ethical banking, reduce food waste and buy seasonal food.

- Those who would not consider any of the above actions gave reasons such as Their age/being too old to change, not liking vegan food, have concerns about environmental campaign groups and sourcing services from those who support those groups and that new products can be almost as cheap as second hand ones.

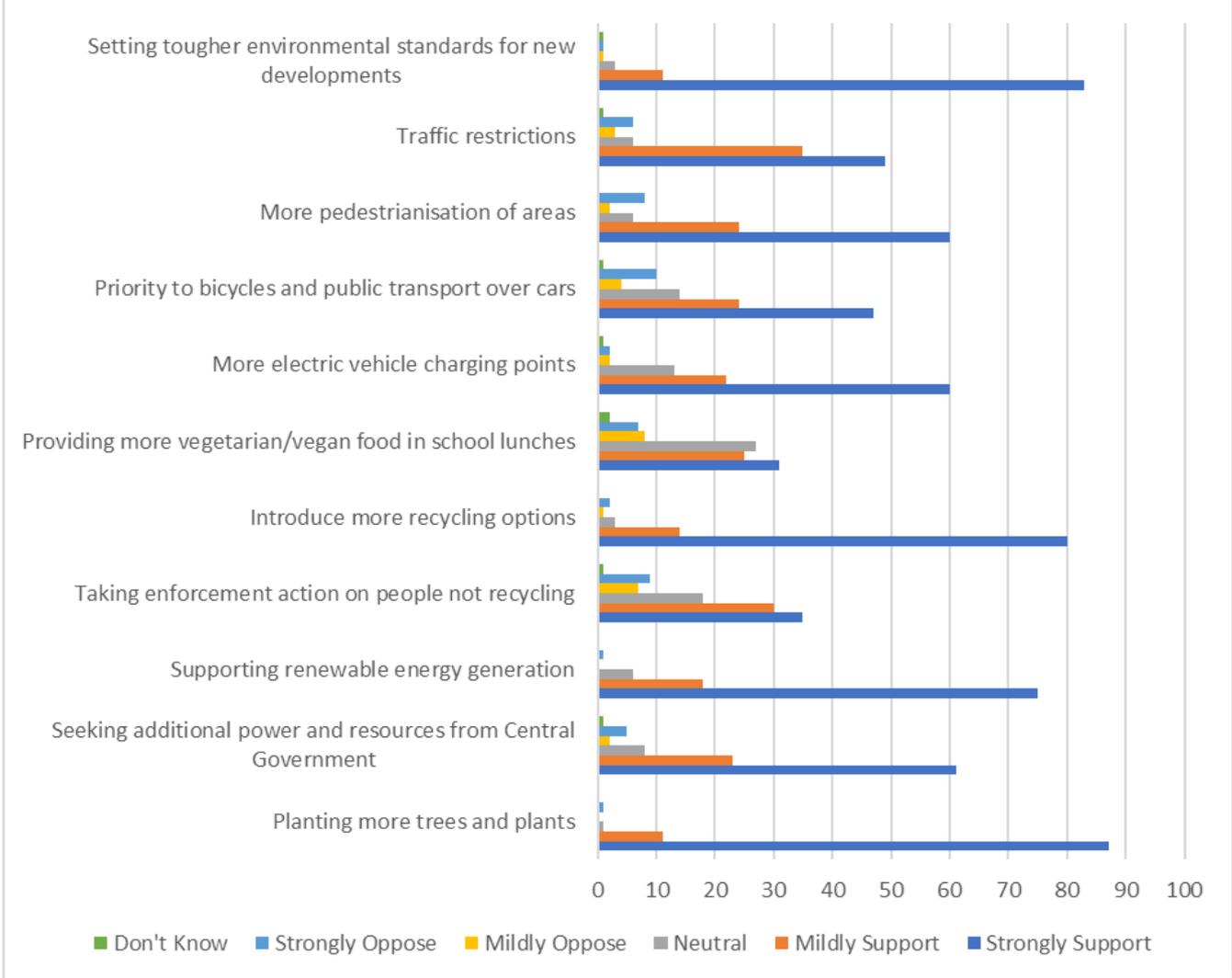
Individual Actions – Motivation and Ability to Change

- The top three motivations for changing behaviours were thinking about future generations, health and ethical beliefs. High numbers also considered saving money and wanting to spend more time outside. Other suggested motivations including benefits to the environment.
- 87% of respondents either agreed or strongly agreed that they were able to make changes that help to tackle climate change. Only 5% disagreed with one reason given that they did not believe climate change is a man-made phenomenon. Others suggested that businesses, organisations and the government need to do more and that personal changes will not contribute much to tackling bigger issues.

Council Actions

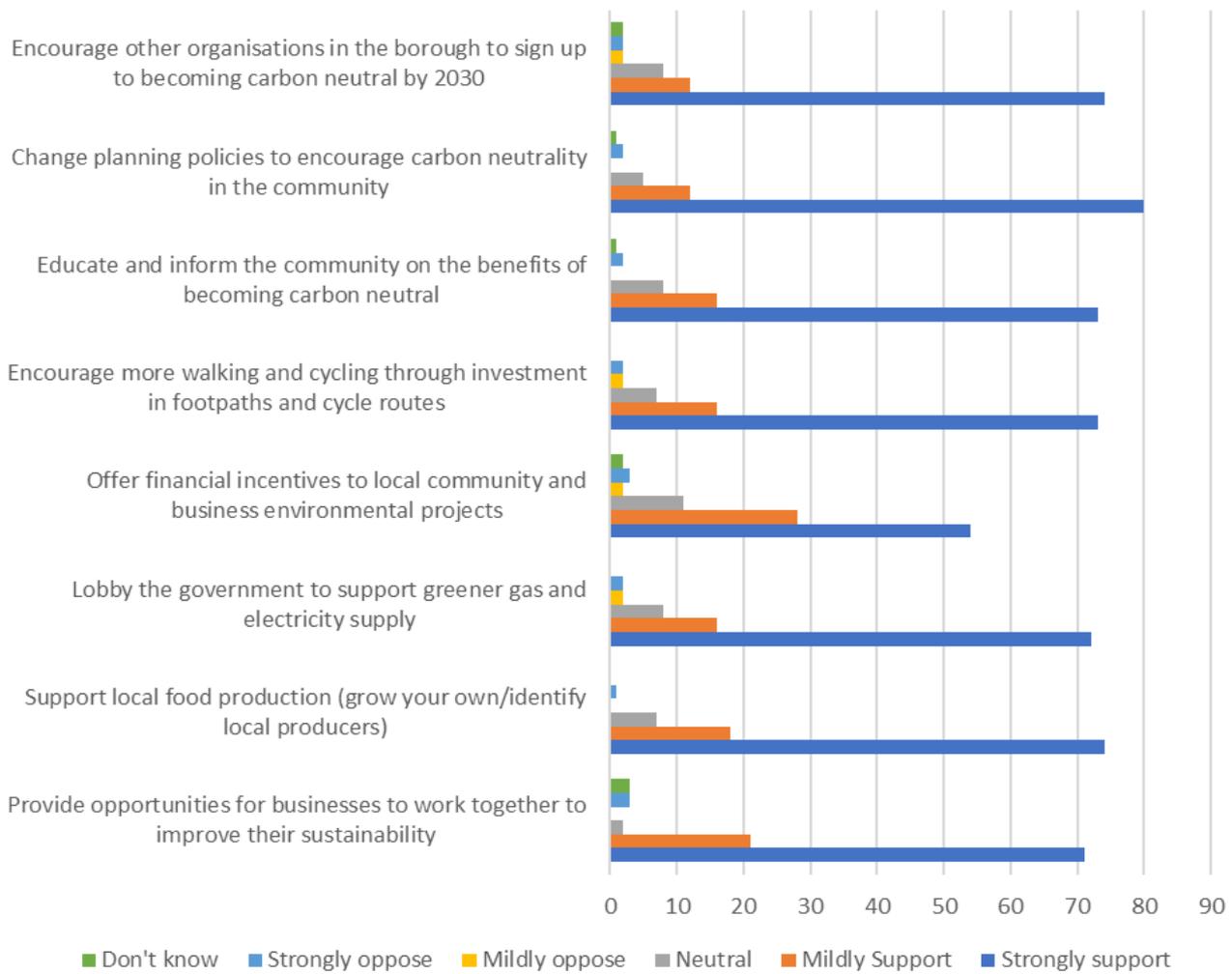
21. Respondents were asked what actions the Council should take to make the area more environmentally friendly. 80% supported the council in introducing measures that encourage people to adopt environmentally friendly behaviour, with 45% indicating that people should be forced into changes. 65% agreed that the council should support local businesses with information and grants. Only 3% considered that individuals and businesses should be left to adapt their own behaviour.
22. Figure 2 shows that from a list of suggested actions for the council to take, respondents would strongly support the council planting more trees and plants, setting tougher environmental standards for new developments, introducing more recycling options, and supporting renewable energy generation. Efforts to seek additional power and resources from Central Government, introduce more pedestrian areas and provide more electric vehicle charging points were also well supported. None of the options were significantly opposed, though of those the prioritisation of bicycles and public transport over cars, taking enforcement action on people not recycling and introducing more pedestrian areas had the most opposition.
23. Other suggested actions the Council should take include removing the green waste subscription charge, restricting the amount of development on green spaces and consider housing types that take less space and provide more vegetarian/vegan catering for Council events and meetings. The Council could also publish updates on progress to carbon targets and involve the public, aim to be a Carbon Literate Organisation through the Carbon Literate Project, set up a local Environment think tank, ensure local towns have a range of shops and services to reduce customers travelling further and consider the impact to the climate on all planning decisions. Other suggestions were that the Council should support home working, on new developments ensure more trees and shrubs are planted rather than just grass, stop mowing road verges that wild flowers have seeded, educate the populace and discourage dog ownership.

Figure 2: '...Which of the following actions would you support the Council taking to address climate change?'



24. Respondents were in strong support of all suggested actions for the council to best support communities to tackle climate change and increase sustainable activity in the borough (Figure 3). The most popular actions were changing planning policies to encourage carbon neutrality in the community with 80%. Almost all others had over 70% support. The lowest support was for offering financial incentives to local community and business environmental projects, though over 50% strongly supported this.
25. Other ideas offered on how the Council could support communities included providing more bus lanes, look at Carbon Literacy training, employ someone/a team to work with individuals, families, organisations and businesses to encourage buy-in, on new developments improve access by paths for cycling and walking as well as providing bus routes as may new developments are only accessible by car, limit car use in town centres and create a citizens assembly.

Figure 3: 'How do you think the Council can best support communities to tackle climate change and increase sustainable activity in the Borough?'



26. Respondents were asked to select their top three areas of society for the council to work with to help make the area a more environmentally friendly place. The construction industry was most strongly supported with tourism, retail and leisure, homeowners, manufacturers and public transport providers also being well supported. Other suggestions included environmental charities and the County Council regarding highways, schools and as waste disposal authority.

Suggested Actions

27. Further to the actions set out previously, respondents were asked three further questions; to state what public sector organisations (including the Council) should be doing to reduce their impact on the environment, to state what businesses and other organisations should be doing to reduce their impact on the environment and how could the Council support organisations and the public to make the most of a changing climate. The responses to these are set out in tables 1-3.

Table 1 – ‘What additional steps should the Council and other public sector organisations be doing to reduce their impact on the environment?’

Local sourcing.
Switch to renewable energy providers and source local and organic food wherever possible
Ensure Local plans include environmental protections and create more natural green space. Ensure businesses work to lower carbon footprint. Make sure developers build environmentally friendly houses. Install more cycle paths.
Using more renewable resources and energy providers. Turning lights off when buildings not in use! (obviously not all buildings can do this!)
Recycling shouldn't be a option, it should be compulsory Public transport needs to be cheaper for people to use it is unsafe to cycle in this country - very narrow lanes and no cycling paths Being green should be encouraged by the council or the government through financial Support or other support
gp surgery and pharmacy should send repeat prescriptions in reusable packaging.
more promotion of social prescribing to encourage people to spend more time outdoors
Reduce single use plastics
Make sure they lead by example. Run campaigns to advertise when they've done good work in this area.
All organisations need to understand their current carbon /environmental footprint first in order to take effective action, so monitoring of energy use, water use and waste volumes is crucial. They need a dedicated environmental manager for each organisation to review resource use across the business. From there they can make changes to systems and behaviours. Procurement policies to ensure always buying eco-friendly appliances and products e.g. Cleaning chemicals and paper products (ideally from recycled paper or FSC labelled). Sourcing Fairtrade tea and coffee etc and local produce where possible. Like Preston City Council has done, offer contracts to local businesses and providers to stimulate local economy and environmental change.
More services to oversee the changes.
Recycling and reusing items. But these areas are not significant areas
Stop using plastic.
Invest in affordable and reliable public transport and ensure homes are environmentally friendly
Lead by example
Have a plan, keep it up to date, reward success, make it visible, try to be a leader Consult with specialist and campaigners
Invest in new tech to replace the old inefficient machinery
Use more virtual meetings, Do more on environmental crime.
Solar panels on buildings, a visible way of trying to reduce impact.
Use renewable resources and go carbon neutral
Working together. Identifying areas of work which could be shared and implemented locally
1. Recycle segregated commercial waste. A disgrace that you haven't already. 2. Discourage HMOs in wards outlying employment centres to reduce car journeys.
Renewable energy sources, for example, solar panels/air source heat exchangers on public buildings (roofs/surroundings). Provide secure areas and facilities for cycles.
Making sure premises conform to the highest standards of sustainability. Reducing plastic use where it doesn't compromise medical safety. Putting more services online where feasible. Introducing electric vehicles where possible.
Do they operate recycling stations?
Training and education for all staff.
Recycling. I was in the Armed Forces and the amount of waste was criminal. The bigger the organisation the worse it is. Keep it local. Keep it small
GPs phone services (which is happening now, instead of people travelling to the doctors. Public sector organisations have more bike facilities (somewhere safe to lock up your bike, somewhere to get changed etc)

So many! New housing schemes, GP surgeries, council buildings, schools and others SHOULD AUTOMATICALLY have solar panels, water saving systems triple glazing, NO. MORE building on flood plains Introduce a bottle recycling facility -- as in Germany- with deposits on plastic bottles (etc) Name and shame businesses which flaunt. environmental guidelines and REWARD innovative businesses. Have an annual competition maybe in schools for environmentally friendly ideas And much more. .
More energy efficiency in buildings and transport.
Ensure that medical waste is recycled.
With a new road under construction to Fleetwood it would make sense to me to have a new health centre off this new road to take in the areas of Poulton-Singleton-Great Eccleston-Over Wyre etc .instead of a lot off individual surgeries which are getting more difficult to get appt
Action plans to reduce emissions and generate clean energy at a small scale as quickly as possible
Turn lights off when not needed. Use less plastic. Avoid waste.
To provide positive action and not just rhetoric.
Energy efficient/generating buildings Greener support vehicles Turn off engines in police vehicles when parked.
Lead by example
As now under COVID, do more video calls and telephone calls by GPS etc. Police and fire and ambulances to have all electric vehicles. Stop use of paper and go completely digital by having a more secure system for customer records and use of for example small iPads at each bed etc. You see so much paper and form filling everywhere now
Make it easier and cheaper to recycle. Have better, cleaner recycling facilities. Use electric vehicles where possible, need more charging points. Electric vehicles need to be cheaper, address issues over sourcing minerals for batteries. Educate staff on behavioural changes. Do as much as we can on line, but without removing key and necessary social interactions.
Lead by example, eg all public buildings to have solar panels
Better coordination between organisations to reduce wasting resources
all should have solar power installed by default
Turn street lighting off at midnight. Stop doing housing developments in rural areas, do them in brownfield sites.
recycling in office buildings, using more sustainable energy in office/public buildings, encouraging and incentivising employees to car share (post-pandemic)
Council, protect green pace, invest in non-private car infrastructure, demand new homes produce some of their electricity themselves. Public sector, not may area of expertise
I think that legislation is the answer. Businesses must be forced to get on board with this.
Review waste generated and ensure disposal routes are high on the waste hierarchy.
Use more sustainable resources, less plastic and less waste. Recycle more. Encourage more healthy activities and improve air quality.
Be more of a presence
Green energy Improved access to recycling Access to greener products/consumables
Recycling at places of employment. Waste management needs to be reduced.
All should be taking steps to set an example to the public
Make their commitment to greener policies more visible including information about practical steps individuals can take to reduce their carbon footprint
The council should be preventing the building of unnecessarily large houses on every available space in this area. There is little natural area to exercise apart from the beach. The moss is /was a wonderful habitat for wildlife - squeezing all the water out to make space for housing is an incredibly fool hardy decision in which the ramifications will be seen in years to come. Create scrub and glades in spare land which will provide health benefits and perhaps jobs for conservationists.
invest in renewable energy and green tech
electric vehicles more reusable products
Adopt sustainable energy sources.

Use their financial budgets to set an example how to be eco-friendly. Solar panels on public buildings, etc.
Electric buses/ vehicles, reduce waste and recycle more. Accept greater range of wastes in recycling.
NHS social services healthcare recyclable PPE find a substitute for incontinent products which take years upon year to decompose NHS complete wastage when supplying aid eg commodes walking cranes to people when not even used refuse to take back

Table 2 – ‘What additional steps should businesses and other organisations in your area should be doing to reduce their impact on the environment?’

focus on being more energy efficient, minimising plastic waste and selling local produce and locally made goods
Move to renewable energy. Energy reduction. More reuse/recycling.
Change fuel provider or usage. Local delivery so not as many travelling to stores. Change to better packaging forms eg paper as often as appropriate. Reward customers who bring recyclable containers to take products home.
Work together; be more transparent when it comes to their sustainable policy
our local area has had recycling bins removed, please put them back outside pubs etc
Building less new houses or building additional Infrastructure ie schools, dentists, GP surgeries to cope with additional residents
Recycling instead of burning cardboard, improving systems to stop pollution getting into our water ways,
Educate employees, consider what they can do and implement it.
As above with the monitoring of energy, water and waste as a starting point. This can help reduce costs and give a true picture of resource use. Weekly meter readings should be aimed for as minimum. Can also encourage both public and private organisations to opt for renewable energy supplier. Make Your Money Matter pensions scheme for green investments. Carbon labelling of products such as food and appliances, so not only does the consumer see the monetary cost but the environmental one too.
Undertake a yearly assessment from the local government Environmental office to ensure complying with latest environmental introductions/changes
Huge penalties for fly tipping and farmers polluting
Recycle much more.
Less plastic and non recyclable packaging
Lead by example
Offering collaboration with the Council Making their commitments visible
Am sure they are doing the best they can put up wind sails at the Clifton Drive end of the Square
Reduce waste, plant more trees.
Packaging, wastefulness, get rid of the outdoor heaters at the Lytham restaurants
Use renewable resources and go carbon neutral, reduce wasteful packaging, recycle used appliances
Still not enough being done to reduce plastic in some areas. Still able to use plastics bags in even larger stores and smaller shops. Should be using paper bags now completely. Packaging also.
Provide secure facilities for cycling customers/employees and visitors.
Acknowledging there is a problem would be a first step. The council can inform in an unbiased way.
Do they operate recycling stations?
Closer communication between businesses etc to cooperate in reducing their impact on lifestyle and environment. Learn more so that they know what they can do to help.
Consider the amount of home deliveries of single packages, encourage people to walk to shops to collect goods instead. Discourage the amount of delivery vans on the road (and causing damage to pavements by parking on them)
Advertise their intentions of reducing waste. Sell refills of products instead of plastic bottles on every sale
Ask their customers for suggestions? Advertise and SHARE any good practice. And much more ...
Less food packaging, no single use plastics, energy savings.
Separate waste into recycling bins for everything.

I have found since the pandemic all shops pubs etc have upped their game. It has certainly been a learning exercise.
Stop making useless products
Have incentives which would reward them for taking action.
Less plastic packaging More efficient building/office space
Again lead by example but also encourage local people to work with them
There should be clear guidelines, using ethical energy suppliers. More people enabled to work from home but again ensuring the social interactions necessary are in place. All businesses and organisations need to be adhering to guidelines like they would do for health and safety, food hygiene, human rights, equality etc
Each business setting targets to reduce their environmentally unfriendly waste ...and publicising them
Encouraging customers/patrons to arrive by sustainable transport not motor vehicles.
Less packaging more recycling
Reduction in approvals for fast food businesses
All council vehicles to be electric
Review their energy usage and type, and recycle. Get rid of plastic packaging. Reduce light pollution
reducing use of plastic bags and plastic packaging, using sustainable energy for buildings
Cut down waste in anyway. This includes energy wastage.
Less plastic. Less waste. Don't support fossil fuel industries. Don't subsidise the air industry. Supermarkets are a massive one. Make them source products which doesn't harm the environment, package less and local products
Review waste generated and ensure disposal routes are high on the waste hierarchy. Provide eco friendly packaging or no packaging if it's not necessary.
More recycling and reusing. Less waste. More sustainable resources.
Reusable/plastic free products. Compulsory recycling. Green energy. Create green spaces wherever possible in open spaces around their buildings.
Do not overwhelm them, encourage them strongly to talk to each other formally to help each other to understand their responsibility regarding this, supported by local experts. We should recruit more experts on these matters.
Adopt a Cycle/Walk to work scheme Recycling in the workplace Allow people to work from home sometimes to reduce travel if this is possible
After covid encourage reusable cups and less packaging
Publicise current actions and future plans.
Recycle and reuse. Builders are very wasteful in my experience.
invest in renewable energy and green tech
audits
Adopt sustainable energy sources.
Give them a financial incentive to go green.
Use less packaging
Clean up shop fronts stop using plastic bags. Turn lights to low keep waste to minimum use electric cars

Table 3: 'How could the Council support organisations and the public to make the most of a changing climate?'

Get involved with more national environmental charities
Promoting renewable energy and sustainable diets
giving financial support for people and businesses to become more energy efficient and use renewable energy
Promoting schemes. Raising awareness. Help funding community projects such as renewable energy or growing own food. Pressure government to also support financially. Reward innovation.
Ban plastic wrapping altogether! Maybe with just a few exceptions.

But we shouldn't be making the most of the climate change, we should do everything in our power to stop it. These actions should be enforced as there is no time to waste and the population along with the businesses have already proven that they can't be trusted to do their own thing. It needs to be an official requirement!
Education - at all levels, schools, adults, families, businesses
Campaigns, media education, get case studies to share.
Public feed-in mechanism to local action plan and actions taken. Need public to buy into living in a low-carbon economy and see the benefits, not just the costs.
Financial rewards
Educate, encourage planting of trees and hedgerows as the Fylde is particularly low on both. Ensure more environmental development.
Provide more accessible information to the local general public. A lot of people don't recycle.
Information and communication on the issues, what steps to take, mitigation strategies and ways to adapt to the changes
Continue to plan for worst case scenarios and be flexible with existing plans if they have not been drawn up with climate change at the forefront of thinking. Inform, inform, inform.
By supporting in any way they can both financially and providing the necessary information. If people don't know what to do they obviously won't do anything.
Maybe think of different plants to help biodiversity.
Reward and celebrate those organisations and members of the public who do something particular to prevent climate change. Encourage the sharing of ideas
Ensure early signs of possible property damage or risk to life are dealt with immediately before they get a foothold
Encourage the public to attend Council Meetings
Promote and encourage reducing their carbon footprint
Encourage plant growing Distribute seeds and tiny plants to encourage people to take an interest in growing encourage allotments
By rewarding and publicising their efforts
Proactive adoption of measures which anticipate future climate change
Education
Grants
More cycle lanes, I'd love to cycle from my home to Lytham, instead of driving, but the only/reasonable route has no pavement or cycle lane and is far too dangerous to cycle on.
We have to encourage people to think about global issues, not just local. Climate breakdown will lead to more climate refugees. This will impact everyone and we need to be more understanding
Education innovation and creativity. Inter-generational workshops such as older individuals promoting seasonal cooking
Perhaps grants to help improvements or change the planning so that it speeds up such improvement. Stop being so picky when new ideas don't fit in with the surrounding areas and buildings.
Get some guidelines in place. Provide financial support where necessary. Work together with businesses and organisations, get some publicity out there, engage the parish and town councils more effectively.
Set up forums to discuss
Greater provision of safe and segregated cycle lanes that allow all ages and abilities to use them. Get more people on public transport. Get out of the mindset that you can only get there by car.
Educate to improve awareness
All new build houses to have solar installed to gain planning permission. no solar no permission to build.
By opening up the local tips again and stop charging to waste disposal. It's very difficult round here to dispose of some items. No wonder people fly tip. Us as a company have to pay a lot of money to tip items which cost gets put onto the customer
incentivising carbon neutrality,
More education

Improve air quality by banning wood burning stoves and disposable barbeques. Reduce waste, increase recycling, improve air quality. More support for environmental issues.
More posters in different locations to make people think more
Educate about all the positive changes everyone can make.
Education. Hold local meetings in each Ward run by the council using all technology available. I may not want/be able to physically attend a meeting like this but I would utilise Zoom if it were made available.
By providing advice and funding
After the covid pandemic encourage more people to shop locally and try to reduce the number of delivery vans. Discourage free returns from online shopping unless faulty.
Give information, listen to people's views and ideas
Encourage public meetings and have waste taxes. Encourage sustainability rather than a quick fit.
Lobby government more to invest in renewable energy and green tech
information
Grants.
Grants or reductions to encourage changing their habits and provide evidence to support this.
Advice and info
To more regular street cleaning and drains reduce lighting where not required, sort out road problems causing severe floods time and time again

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
CHAIRMAN	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	15 JUNE 2021	16

CORPORATE PLAN PROGRESS REPORT

PUBLIC ITEM

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

SUMMARY OF INFORMATION

An update on progress against the actions scheduled for completion in the Corporate Plan in quarter 1, is being disseminated to all committees during this cycle of meetings.

However there are no actions scheduled for completion for quarter 1 relevant to the Environment, Health and Housing committee.

The 2020-2024 Corporate Plan was approved by Council in October 2020 and updated, with prioritised actions as a result of the COVID pandemic in February 2021.

Update reports regarding the actions will be brought to committee in a timely manner.

SOURCE OF INFORMATION

Fylde Council 2020-2024 Corporate Plan

LINK TO INFORMATION

<http://fyldeperformance.inphase.com>

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

For regular update to ensure actions are completed as agreed.

FURTHER INFORMATION

Contact Tracy Manning, ext 8521