

# Agenda

## Environment, Health and Housing Committee

Date:	Tuesday, 14 June 2022 at 6:30 pm
Venue:	Town Hall, St Annes, FY8 1LW
Committee members:	<p>Councillor Tommy Threlfall (Chairman)          Councillor Chris Dixon (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](#).

	<b>PROCEDURAL ITEMS:</b>	<b>PAGE</b>
<b>1</b>	<b>Declarations of Interest:</b> Declarations of interest, and the responsibility for declaring the same, are matters for elected members. Members are able to obtain advice, in writing, in advance of meetings. This should only be sought via the Council's Monitoring Officer. However, it should be noted that no advice on interests sought less than one working day prior to any meeting will be provided.	<b>1</b>
<b>2</b>	<b>Confirmation of Minutes:</b> To confirm the minutes, as previously circulated, of the meeting held on <a href="#">29 March 2022</a> as a correct record.	<b>1</b>
<b>3</b>	<b>Substitute Members:</b> Details of any substitute members notified in accordance with council procedure rule 23(c).	<b>1</b>
	<b>PRESENTATION:</b>	
<b>4</b>	<b>Presentation from Dr Sakthi Karunanithi</b> Director of Public Health at Lancashire County Council has been invited to update the Committee on public health in Fylde	<b>1</b>
	<b>DECISION ITEMS:</b>	
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Contact: Hannah Kirk - Telephone: (01253) 658491– Email: [democracy@fylde.gov.uk](mailto:democracy@fylde.gov.uk)

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

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## DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEPUTY CHIEF EXECUTIVE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	14 JUNE 2022	5
<b>HOUSEHOLD SUPPORT FUND</b>			

### PUBLIC ITEM

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

#### SUMMARY

In September 2021, the government announced that vulnerable households across the country will be able to access a new £500 million support fund to help them with essentials over the winter period. This funding was provided to Lancashire County Council who, in turn, passported £150k to Fylde Council. The grant was to directly help those who need it most and will be distributed through small payments to support vulnerable households meet daily costs such as food, clothing and utilities. The funding was directed at individuals and families irrespective of age.

At the time of writing this report, the council has been notified that it is to receive a further allocation of funding from Lancashire County Council (LCC). The council has been requested to direct this spending on supporting the elderly. It is suggested that either a large proportion of the grant, or the entire grant, is directed at supporting OAP's who are eligible for the council take support scheme. It is anticipated that this will be a common payment to OAP's pan-Lancashire. The rationale for the support being directed in this manner is that the families and individuals are being supported this time around by LCC giving free school meal vouchers across the school holidays from April to September.

Discussions are still ongoing with LCC to understand if this will leave any provision remaining for supporting individuals and/or families in terms of this second tranche of funding. An update will be provided at the meeting.

#### RECOMMENDATIONS

To be formulated at the meeting based on the understanding of the issue on 14<sup>th</sup> June 2022.

#### SUMMARY OF PREVIOUS DECISIONS

At the meeting of the Committee held on 4<sup>th</sup> January 2022, members noted the position with respect to the allocation and spend to date of the Household Support Fund, which has been allocated under the Chief Executive's delegations pursuant to Section 101 of the Local Government Act 1972. The projected spending against several allocated projects was agreed.

#### 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

### HOUSEHOLD SUPPORT FUNDING

- In September 2021, the government announced that vulnerable households across the country will be able to access a new £500 million support fund to help them with essentials over the winter period. This funding was provided to Lancashire County Council who, in turn, passported £150k to Fylde Council. The grant was to directly help those who need it most and will be distributed through small payments to support vulnerable households meet daily costs such as food, clothing and utilities. The funding was directed at individuals and families irrespective of age.
- The details of how the fund was allocated in the first tranche of funding is set out below. The grants were administered by a mix of Fylde CAB, Age UK, the Fylde Foodbank, and the council's Housing Team. Table 1 shows the total funding award from LCC; Table 2 shows the value of awards split by households and Table 3 shows the split of what the funding awards were spent on.

Table 1: Total Awards	
Item	Spend (£s)
a) Total amount provided to vulnerable households	141,170.67
b) Administration Costs	11,000
c) Total LA spend (a+b)	152,170.67

Table 2: Total Value of Awards split by Household Composition			
	a) Households with Children	b) Households without Children	c) Total (a+b)
Spend (£s)	90,559.97	50,610.70	141,170.67
Volumes	452	368	820

Table 3: Total Value of Awards Split by Category						
	a) Food	b) Energy and Water	c) Essentials linked to Energy and Water	d) Wider Essentials	e) Housing Costs	e) Total (a+b+c+d+e)
Spend (£s)	16,000	60,731	33,596	19,897.14	10,946.53	141,170.67
Volumes	335	181	109	188	20	833

- At the time of writing this report, the council has been notified that it is to receive a further allocation of funding from Lancashire County Council (LCC). In terms of this second tranche of funding, the council has been requested to direct this spending on supporting the elderly. It is suggested that either a large proportion of the grant, or the entire grant, is directed at supporting OAP's who are eligible for the council tax support scheme. It is anticipated that this will be a common payment to OAP's pan-Lancashire. The rationale for the support being directed in this manner is that families and individuals are being supported this time around by LCC giving free school meal vouchers across all the school holidays from April to September.
- Discussions are still on-going with LCC to understand if this will leave any provision remaining for supporting individuals and/or families in terms of this second tranche of funding. An update will be provided at the meeting.

## FINANCIAL REGULATIONS

5. The Council’s financial regulations, which form part of the constitution, require funded budget increases to be approved. The level of approval depends on the expenditure. Increases of up to £50,000 may be approved by the Chief Financial Officer (following consultation with the Chairman of the Finance and Democracy Committee). Increases of between £50,000 and £250,000 require approval by the Finance and Democracy Committee, following consideration by the relevant programme committee. Hence any funding awarded for this scheme will have to seek the support of the Finance and Democracy Committee to add this amount as a fully funded budget increase in anticipation that the amount is likely by be similar award as the initial tranche of funding in the region of £150k.

IMPLICATIONS	
Finance	The report is likely to recommend to the Finance and Democracy Committee approval of an anticipated fully funded revenue budget increase of £150,000 in 2021/22 to be met in full from the government grant funding stream as detailed in the report.
Legal	The council needs to put in place accountable and transparent decision-making powers.
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	<a href="mailto:tracy.manning@fylde.gov.uk">tracy.manning@fylde.gov.uk</a> & 01253 658506	1 <sup>st</sup> June 2022

BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
N/A		

## DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEPUTY CHIEF EXECUTIVE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	14 JUNE 2022	6
<b>UPDATE FYLDE COUNCIL 'HANDY PERSON AND SANCTUARY SCHEME PILOT SERVICE'</b>			

### PUBLIC ITEM

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

### SUMMARY

In June 2021 Fylde Council began a pilot of the Handyperson and Sanctuary scheme with Preston Care and Repair to gauge demand for the service in Fylde.

The purpose of this report is to update Committee on the pilot to the end of May 2022 and request approval to go through a competitive procurement exercise to appoint an external Contractor to deliver the service on behalf of Fylde Council for a period of three years, with the option to be extended for a further two years, to enable consistency in approach to the delivery of this service. The costs will be contained within the existing annual rolling revenue budget of £30,000.

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.

### RECOMMENDATIONS

#### Committee are requested to:

1. Approval of the Fylde Handyperson and Sanctuary scheme going through a competitive procurement exercise to appoint an external Contractor to deliver the service on behalf of Fylde Council for a period of three years, with the option to be extended for a further two years, to enable consistency in approach to the delivery of this service.
2. Note the costs will be contained within the existing annual rolling budget of £30,000 for Care and Repair Services in Fylde.

### 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 (Fylde and Wyre)

It was RESOLVED to

1. Approve Fylde Council continuing 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 Handyman Service in Fylde. This would be dependent on funding being confirmed by the CCG and data provided on a quarterly basis for residents accessing the service within Fylde;
2. Wyre Council be invited to come to a future meeting of the Committee to provide information on the delivery of the service in Fylde and costs to deliver that service; and
3. Fylde Council to explore potential sources of funding to develop the service within Fylde.

[Environment, Health and Housing Committee 15/06/2021](#)

Fylde Council, Handyperson and Sanctuary Scheme Pilot

It was RESOLVED 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 months pilot; and
3. Note that an evaluation of the Pilot will be presented to this Committee after 12 months.

#### 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 Minor Aids and Adaptations and Handy Man Services were delivered by Care and Repair Fylde and Wyre. Fylde Council agreed to continue funding the Handyperson service at the current level. Unfortunately, the level of funding was not sufficient to continue the Handyperson service and it ceased from 31<sup>st</sup> March 2020. The Minor Aids and Adaptations service continued as normal. This is a statutory function provided by LCC, Adult Social Care.
2. Preston Care and Repair were awarded the contract for Minor Aids and Adaptations within Fylde in 2020. 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.
3. Fylde Council have undertaken a pilot to provide a Handyperson and Sanctuary Scheme within Fylde for a period of 12 months from the 1<sup>st</sup> July 2021 to inform a formal competitive procurement of the service in 2022. The purpose of the pilot was to gauge demand for both services within Fylde.
4. **The provision of a Handyperson 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.
5. 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).
6. 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.
7. **The provision of 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.
8. 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.
9. 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.

### HANDYPERSON SERVICE

10. Table 1 provides monitoring data for the Handyperson service and details the number of households supported, where quarter 1 runs from 01/07/2021. Quarter 4 will run to the 30/06/2022. The data provided in Table 1, quarter 4 is up till the end of May 2022.
11. During the Handyperson pilot a total of 94 households have enquired about support available, which has resulted in 91 successful referrals leading to 204 Handyperson jobs to the end of May 2022.
12. Preston Care and Repair conduct an initial assessment which can pick up several jobs that are required in addition to the initial enquiry, hence the difference between enquiries and jobs completed.
13. Additional jobs required to the initial referral are identified under a Healthy Homes Assessment (HHA). These assessments can be triggered either from the initial assessment or from the conversation with the customer when the enquiry comes in. During the pilot to date a total of 28 HHA have been completed.

14. The HHA considers in greater detail 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.

Table 1 – Monitoring data for Handyperson service from 1<sup>st</sup> July 2021 to 31<sup>st</sup> May 2022

<b>MONITORING DATA</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>	<b>TOTALS</b>
Number of Enquiries	16	29	35	14	94
Number of HHA carried out	2	1	12	13	28
Number of Handyperson jobs completed	31	56	68	21	176
Total Handyperson & HHA Jobs Completed	33	57	80	34	204
<b>Handyperson - Types of jobs:</b>					
Accident Prevention /Trip Hazards	11	20	31	11	73
Security	2	16	3	3	24
Joinery/small repairs	14	16	32	7	69
Energy Efficiency - Affordable Warmth	4	4	2	0	10
Number of Handyperson/HHA Failed to engage/Decided not to proceed/Referred on	3	0	0	0	3

15. The service has seen a steady increase in referrals throughout the 11 months of the pilot, as word of mouth and promotion of the service has been undertaken using leaflets in relevant locations such as Libraries and Doctors surgeries. Details of the scheme are also available on Fylde Council Website and social media platforms. A copy of the leaflet and presentation on the service can be found by following the link below.

[Fylde Council Handyperson and Sanctuary Scheme](#)

16. Preston Care and Repair undertake marketing of the service and will attend events with Charities and Church Groups, for example Age UK, Dementia Action, Church Group coffee mornings, Job centres, Citizens Advice Bureau and Carers Associations.
17. The service is also promoted through the Disabled Facilities Grant programme.
18. Fylde Council Housing Service receive all referrals into the service that are then 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.
19. Clients referring into the service are means tested and this is 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.
20. Fylde Council 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 Preston Care and Repair have undertaken Training to staff within the Housing and Environmental Health Teams at Fylde Council.

21. The Housing Service have an existing annual rolling budget for £30,000 Care and Repair, that was previously used to fund Care and Repair Fylde and Wyre. The cost to deliver the pilot service in 2021/2022 was £13,277.
22. Table 2 below details the proposed costings for the Handyperson service detailed in the report that was presented to this Committee in June 2021. The Pilot is likely to exceed the original budget of £17,702 due to the number of HHA being above those expected and this is resulting in a higher number of Handyperson jobs completed. The cost to deliver the Handyperson pilot with Preston Care and Repair at the end of the pilot will be lower than the annual contribution Fylde Council made to Fylde and Wyre Care and Repair service up till 31<sup>st</sup> March 2020.

Table 2 – Proposed 12-month costings for the Handyperson service

<b>Costings for Handyperson Service</b>	
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
<b>Cost to deliver service</b>	<b>£17,702</b>

23. In conclusion the Handyperson pilot has seen a steady increase in referrals and demand has grown for the service. Since the first quarter there have been no referrals that have not gone ahead and resulted in jobs being undertaken. This is likely due to the fact the Housing Service are handling and assessing referrals before they are made to the Handyperson service.
24. The number of HHA assessments was expected to be 20. This now stands at 28 at the end of May 2022 and the service is picking up additional jobs that will improve the independence of households living on a low pension and potentially facing declining capacity. The service undertakes small jobs that are designed to prevent accidents or trips, security measures, small repairs and joinery work and energy efficiency measures. A total of 204 Handyperson jobs have been undertaken from 91 enquiries that have gone ahead.
25. Preston Care and Repair provides data on a quarterly basis and meetings are held with the Housing Service to discuss any issues with the Pilot. To date there have been no significant issues as to how the service is operating.
26. The Handyperson represents value for money and the costs to deliver the service is below the annual rolling budget of £30,000.

## **SANCTUARY SCHEME**

27. The Sanctuary scheme pilot has operated alongside the Handyperson pilot and has been an offer Fylde Council have been able to make to victims of domestic violence to enable them to remain in their own homes if it is safe to do so or have a security assessment of their new homes undertaken and measures installed.
28. Fylde Council Housing Service receive all referrals under the Sanctuary Scheme to be passed onto Preston Care and Repair. Referrals are made through a number of agencies: Fylde Housing Service, Fylde Coast Women's Aid, Citizens Advice Bureau, Housing Associations and the Police.
29. Local Authorities have been provided with New Burden funding under the Domestic Abuse Act to develop domestic violence services within their locality. In 2021/22 Fylde Council received £33,196. This funding is being used to employ a Domestic Violence Housing Outreach Worker jointly with Wyre Council with

Fylde Coast Women’s Aid (FCWA) and a fund for intervention measures required which can include legal costs, household essential items and security measures required under the Sanctuary Scheme.

30. During the pilot FCWA accessed funding from the Household Support Fund directly from Lancashire County Council and this was used to provide security measures outside of the pilot scheme in Fylde.
31. Table 3 provides monitoring data for the Sanctuary scheme pilot. A total of 6 enquiries were placed through to the Sanctuary scheme that have resulted in 16 security measures being installed. This can include window, door locks and security lighting.

Table 3 – Monitoring data for Handyperson service from 1<sup>st</sup> July 2021 to 31<sup>st</sup> May 2022

MONITORING DATA	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Number of Sanctuary Enquiries	1	3	1	1	6
Number of Surveys Completed	1	3	1	1	6
Number of security measure installed	0	13	1	2	16
Number of Sanctuary Scheme Failed to engage/Decided not to Proceed	1	0	0	0	1

32. Table 4 details schedule of works and costings for elements included in the Sanctuary Scheme that was presented to this Committee in June 2021. Clients are not expected to contribute to these costs. The costs of intervention measures in 2021/22 was £1,432.50.

Table 4 – Schedule of works and pricing schedule for security measures

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

33. In conclusion the provision of a Sanctuary Scheme as part of the pilot has been an important service to be able to offer victims of domestic violence. Preston Care and Repair operate the Sanctuary Scheme in West Lancs, Preston, South Ribble and Chorley as part of the Handyperson service they run for the local authorities.

#### CONCLUSION

34. The purpose of the Handyperson and Sanctuary scheme pilot in Fylde was to gauge demand for both services and to inform a competitive procurement of the Handyperson and Sanctuary Scheme.
35. An essential element was to ensure regular reporting on intervention measures undertaken, specific to Fylde, and this is now in place for both services.
36. The Handyperson element of the pilot has demonstrated demand for this service in Fylde. Throughout the pilot the demand for the service has increased with a total of 94 referrals made into the service, resulting in 28 detailed Healthy Homes Assessments to pick up additional works required to improve the independence of households living on a low pension and potentially facing declining capacity. This has resulted in 204 jobs completed at the end of May 2022. The cost of the service is below the annual rolling budget of £30,000 for this provision.

37. Preston Care and Repair continue to run the minor aids and adaptations programme in Fylde on behalf of Lancashire County Council, that compliments the provision of the Handyperson service.
38. The Sanctuary Scheme is run alongside the Handyperson scheme operated by Preston Care and Repair in neighbouring authorities and has become an important 'offer' to victims of domestic violence within Fylde to ensure they remain safe within their own homes. Demand appears to be low, however FCWA have had available funding through the Household Support Fund, to arrange security measures outside of the pilot. Moving forward this funding is not guaranteed and there is expected to be a stronger demand for the Sanctuary scheme.
39. The purpose of this report is to request approval for the Fylde Handyperson and Sanctuary scheme to be undergo a competitive procurement exercise to appoint an external Contractor to deliver the service on behalf of Fylde Council for a period of three years, with the option to be extended for a further two years. This will enable a consistency in approach to the delivery of this service.

IMPLICATIONS	
Finance	No further financial implications arising from this report as the service costs will be contained within the existing annual revenue budget of £30,000 for Care and Repair Services in Fylde.
Legal	Competitive procurement exercise to be undertaken.
Community Safety	Security measures for victims of Domestic Abuse.
Human Rights and Equalities	None
Sustainability and Environmental Impact	None
Health & Safety and Risk Management	None

LEAD AUTHOR	CONTACT DETAILS	DATE
Kirstine Riding	<a href="mailto:kirstine.riding@fylde.gov.uk">kirstine.riding@fylde.gov.uk</a> & Tel 01253 658569	25/05/2022

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	<a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/103422/local-authority-support-for-victims-of-domestic-abuse-and-their-children-within-safe-accommodation-factsheet.pdf">Local authority support for victims of domestic abuse and their children within safe accommodation factsheet - GOV.UK (www.gov.uk)</a>

## DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEPUTY CHIEF EXECUTIVE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	14 JUNE 2022	7

### COMMITMENT TO PLASTIC FREE - CARBON NEUTRAL WORKING GROUP

#### PUBLIC ITEM

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

#### SUMMARY

A draft commitment to plastic reduction to fulfil the corporate plan priority to address carbon reduction issues. The commitment received support from the cross-party Carbon Neutral Working Group at the April meeting, with a recommendation to refer the policy to a subsequent meeting of the Environment, Health and Housing Committee.

#### RECOMMENDATIONS

To consider, approve and adopt the draft commitment to plastic reduction document and action plan, as recommended by the cross-party Carbon Neutral Working Group.

#### SUMMARY OF PREVIOUS DECISIONS

[Operational Management - 9 November 2021](#)

It was RESOLVED to approve and adopt the draft Domestic Recycling Policy as recommended by the cross-party Carbon Neutral Working Group.

#### 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

- The Fylde Corporate Plan 2020-24 includes a number of environmental priorities, including:
  - 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.

2. A cross-party Carbon Neutral Working Group was established to consider these priorities and provide recommendations to fulfil the actions within the Fylde Corporate Plan 2020-24.
3. At the first meeting of the Carbon Neutral Working Group, it was agreed that the first phase of the work of the Working Group would focus on how policy can be shaped to support carbon reduction for council-led activities and initiatives - with plastic reduction being deemed a high priority.
4. Plastic is a very durable material, which can last for hundreds of years. If it's not disposed of correctly, it can have a serious impact on the environment, entering the oceans and potentially harming marine wildlife. This is compounded by the fact that 50% of plastic produced is used once and can remain in the environment for up to 400 years.
5. Whilst many items can be collected for recycling, such as plastic bottles, pots, tubs and trays, numerous plastic products were designed to be used once, such as plastic coffee cups, cutlery, and bags. The only way to reduce them is to avoid using them at all and considering plastic alternatives.
6. Fylde Council has stated its intention to reduce reliance on single use plastics (SUPs) through the corporate plan, taking responsibility for its own impact on the environment and therefore, setting an example to local businesses, partners, and communities.
7. A draft commitment to plastic free document was presented to the Carbon Neutral Working Group for consideration at the April meeting. The document and corresponding actions received support from Members, with a recommendation to refer the policy to a subsequent meeting of the Environment, Health and Housing Committee.
8. The draft Commitment to Plastic Free document is attached as an appendix to the report, along with an Action Plan, for members of the Environment, Health and Housing Committee to consider, approve and adopt.

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

LEAD AUTHOR	CONTACT DETAILS	DATE
Tracy Manning	<a href="mailto:tracy.manning@fylde.gov.uk">tracy.manning@fylde.gov.uk</a> 01253 658251	8 April 2022

BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
None		

Attached documents

Appendix 1 - Draft Commitment to Plastic Free Policy

Appendix 2 - Commitment to Plastic Free Action Plan



# **Fylde Council Commitment to Plastic Free**

**April 2022**

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DRAFT

## Introduction

The Fylde Council Corporate Plan 2020-24 includes a number of environmental priorities (set out below), and the development of a plastics reduction policy is one of these. This statement sets out the council's commitment to reducing the use of Single Use Plastics; sets out a number of initiatives introduced to date and suggests further actions for the Working Group to consider. These will be translated into a Single Use Plastics Reduction Plan which will act of the council's policy in this regard.

- *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.*

## Background

The Carbon Neutral Working group has been established to consider these priorities and make recommendations on how policy can be shaped to support carbon reduction for council led activities and initiatives to fulfil the actions within the Fylde Corporate Plan 2020/24. The Council's approach to reducing Single Use Plastics (SUPs) key to this.

Plastic is a very durable material and can last for hundreds of years. When it is not disposed of properly, plastic pollution can have a serious impact on the environment, entering the oceans and potentially harming marine wildlife and causing serious damage to the environment, for example:

- 8 million pieces of plastic go into the ocean each day;
- Single-use plastic bottles account for 40% of all litter by volume;
- 1 million seabirds a year die from plastic pollution; 1 in 4 fish caught for human consumption now contain plastic.

These issues are compounded by the fact that 50% of plastic produced is used only once and can then remain in the environment for up to 400 years. Plastics, which do not biodegrade but photodegrade (meaning they slowly breakdown into smaller fragments) are known as microplastics. During the breakdown the toxic chemicals used in their formation are released into the environment. These pass into water supplies, rivers, seas and through farmland, where they are absorbed by plants and animals, and thus enter the food chain which includes the human food chain.

In 2018, DEFRA published its 25-Year Environment Plan which outlined the Government's commitment to eliminating avoidable plastic waste by 2042. DEFRA's Waste and Resources Strategy 2018/19 (RAWS) also sets out a number of plastic waste reduction reforms to help the Government achieve its ambitious plans for a greener future. This includes proposals for further financial incentives to change consumer habits (Deposit Return Scheme) and greater responsibilities for retailers and manufacturers (Polluter Pays and Plastics Tax).

Although many plastic items can be collected for recycling (i.e., plastic bottles, pots, tubs and trays) there are numerous plastic products designed to be used just once, often for a matter of minutes or hours, before disposal in the general waste stream (i.e., plastic coffee cups, cutlery, food packaging and bags) without recycling opportunities. The only way to reduce them is by avoiding their use completely and considering alternative sustainable products.

### Fylde Council Actions

Fylde Council has stated its intention to reducing its reliance on plastic through its corporate plan, taking responsibility for its own impact on the environment, and thereby setting an example to local businesses and communities.

Initiatives to date include:

- Banning bins in individual offices and placing communal recycling bins throughout the council offices;
- Introducing paper cups at council water coolers as opposed to plastic cups;
- Investment in the installation of a series of hydration points so that visitors and residents can re-fill water bottles reducing the use of SUP's with a maintenance programme to be operated by the public toilet cleaning contractor DANFO;
- Bucket and spade trade units placed at the entrance to recycle plastic items;
- Promotion of WWF climate change calculator to both employees and elected members a part of which is around consumption incorporating the use of SUP's

These initiatives help us to replace avoidable SUPs with sustainable or reusable alternatives, while also ensuring we maximise our opportunities to recycle what we cannot eliminate and utilise any opportunities to recycle new materials wherever possible.

### Potential Future Actions

However, there is more that could be considered to raise awareness amongst staff and eliminate SUPs across all Council offices and venues.

Other 'quick wins' to consider include:

- Eliminating the use of disposable plates, cutlery and paper napkins when organising external catering for council events;
- Further internal and external communications with all stakeholders around carbon footprints and the elimination of SUP's

Longer term options could include:

- Working with our suppliers to identify how they can support us in eliminating SUPs;
- Working with our events partners to identify how we can reduce SUPs at events, as well as trialling new recycling stations at our events to increase the amount of plastic that is recycled and not disposed of as general waste;
- Investigate a staff scheme in support of a local dairy to replace plastic-bottled milk for reusable glass-bottles.

### Conclusion

These actions will be translated into an Action Plan concerning plastics reduction. It is clear that this will require the collective efforts of all stakeholders within the community. The council will continue to work with others to eliminate the use of SUP's and will collaborate with others as the opportunity arises to work collaboratively with businesses, community groups, local organisations, parish and town councils and schools to ensure the aspiration for a 'Plastics Free Fylde' is promoted across the borough.

Fylde Council Commitment to Plastic Free - Action Plan

Action	Detail	Officer Responsible	Action Date	Comments
Office recycling	Banning bins in individual offices and placing communal recycling bins throughout the council offices		Completed	
Paper cups	Introducing paper cups at council water coolers as opposed to plastic cups		Completed	
Hydration Points	Investment in the installation of a series of hydration points so that visitors and residents can refill water bottles, reducing the use of SUP's with a maintenance programme to be operated by DANFO	Technical Support Officer (Andrew Loynd)	In progress - drawdown approved, need installing	
Beach toys	Bucket and spade trade units placed at the entrances to the beach to enable people to recycle plastic items		Completed	
WWF Climate Calculator	Promotion of WWF Climate Calculator to both employees and elected members, as part of which is around consumption, incorporating the use of SUPs		Completed	
Disposable utensils	Eliminate the use of disposable plates, cutlery and paper napkins when organising external catering for council events	Senior Corporate Support Officer (Maria Marcella)	31st December 2022	
Communication with stakeholders	Further internal and external communications with all stakeholders around carbon footprints and the elimination of SUPs	Communications Team	On-going	
Working with suppliers	Working with our suppliers to identify how they can support us in eliminating SUPs	Procurement Officer (Ben McCabe)	31st December 2022	
Working with events partners	Working with our events partners to identify how we can reduce SUPs at events, as well as trialling new recycling stations at our events to increase the amount of plastic that is recycled and not disposed of as general waste	Tourism Officer (Tim Dixon)	31st August 2022	Tourism team to speak with traders and operators at events with regards to reducing plastic usage and encouraging reusable alternatives. Planning to include advice in event briefing notes and agenda, which can be shared at a later date. Planning to start this with 1940s weekend.
Milk scheme	Investigate a staff scheme in support of a local dairy to replace plastic bottled milk for reusable glass bottles	Senior Corporate Support Officer (Maria Marcella)	31st December 2022	

## INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
HEAD OF TECHNICAL SERVICES	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	14 JUNE 2022	8
<b>ST ANNES BATHING WATERS 2021</b>			

### 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 update of the water quality at the two St Annes Bathing Waters.

### SOURCE OF INFORMATION

Environment Agency Bathing Water data.

Directive 2006/7/EC of the European Parliament and of the Council 15<sup>th</sup> February 2006. Concerning the management of bathing water quality.

Statutory Instrument 2013 No 1675, Water Resources.

The Bathing Water Regulations 2013.

### LINK TO INFORMATION

- **United Utilities Bathing Waters Map**

<https://www.unitedutilities.com/help-and-support/wastewater-services/wastewater-pollution/bathing-waters/>

- **2021 Bathing Water Profile for St Annes**

<http://environment.data.gov.uk/bwq/profiles/profile.html?site=ukd4303-41800>

- **2021 Bathing Water Profile for St Annes North**

<http://environment.data.gov.uk/bwq/profiles/profile.html?site=ukd4303-41900>

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

This information is provided to enable the committee to consider and scrutinise the latest position on Bathing Water quality.

### FURTHER INFORMATION

Contact: Darren Bell Head of Technical Services

Tel: 01253 658465

## INFORMATION NOTE

### St Annes Bathing Waters 2022 Update Report

#### Reason for report:

1. In March 2022, the Committee received an update report on the water quality at the two St Annes bathing waters. The Committee were advised that St Annes North had been deemed 'Sufficient' quality for the previous 3 years, with Fylde Council and the Environment Agency (EA) sharing concerns with regards to the lack of improvement. The Committee were further advised that testing was being done on the waters, including the impacts from farmland runoff and DNA testing to highlight what pollutants were found in the water. The Committee were informed that United Utilities were planning a series of roadshows in the summer and advised that it would be beneficial for Members of the Committee to attend.
2. Following discussion, it was agreed that an update report would be brought back to the June Committee and that would be produced in liaison with the Environment Agency and United Utilities.
3. The Environment Agency are responsible for implementation of the Bathing Waters Directives, monitoring and reporting on water quality and ensuring action is taken to meet the appropriate standards for the directives throughout the UK. They also regulate discharges to the aquatic environment.

#### Sewerage responsibilities:

4. The Environment Agency make daily predictions of pollution risks at our bathing waters during the bathing season which Fylde Council then must advertise. The predictions inform the public of increased pollution risk through signs displayed at bathing waters. These warnings are short term pollution events that have clearly identifiable causes (e.g. rainfall, tide height, wind speed and direction etc) which are not normally expected to affect bathing water quality for more than approximately 72 hours. Where pollution risk forecasts have coincided with statutory bathing water sampling and if all conditions are met there is a potential for discounting samples at the end of the season.
5. The Fylde Coast is located at the mouth of the Ribble Estuary. There are numerous pressures coming down this catchment which impact bathing water quality from urban and rural sources.
6. Bathing waters are complex and influenced by several factors such as rainwater running off roads and roofs, run-off from agricultural land, sewage from privately owned treatment works and septic tanks, boats or even animals such as dogs or seabirds on the beach. This can be made worse by heavy rain.

Some water company operations can directly affect bathing waters:-

- i. Sewage treatment works – these treat wastewater from homes and businesses to strict standards before releasing the treated water out to sea, or other watercourses, through outfall pipes.
- ii. Misconnections – when homes or businesses have wrongly connected their private plumbing into the surface water system, which eventually discharges into rivers or streams, instead of to the public sewerage network to be treated. This can affect bathing water quality. A national campaign ([www.connectright.org.uk](http://www.connectright.org.uk)) raises awareness of the issue.

#### Fylde's sewerage system

7. Much of the Fylde is serviced by a combined surface water/foul drainage system which is under pressure at times of high rainfall. Most of the system is historic and is managed/owned by United Utilities.

United Utilities have discharge consents, which are an essential part of managing the combined sewer

system. Storm overflows are an important part of the sewerage network and include combined sewer overflows (CSOs) and storm tank discharges. They act as a pressure relief valve when there is too much rainfall, allowing rainwater, mixed with sewage, to rise inside the sewer and eventually enter a separate pipe which flows into a river or the sea. Sewers operate this way to help prevent the flooding of streets, homes and businesses. When they are in use, they can sometimes affect river and bathing water quality, albeit temporarily. All the spill data for the year is available on the United Utility web site. To change the current combined system would require most houses in the region to be re-plumbed, roads dug up to separate the sewers and surface water drains with a significant increase in water bills. To comply with statutory requirements the combined sewer system needs to be designed for a 1 in 30-year storm; the current system across the Fylde Coast complies with this requirement.

8. The Environment Act 2021 contains provisions that the Government intend will ensure water companies secure a progressive reduction in the adverse impacts of discharges from storm overflows. The measures included in the act are set out [here](#).

#### **Monitoring reports:**

9. At the time of the Committee in March 2022, there was concern from the Committee about the number of alleged reported sewerage spills in the Fairhaven and Ballam Road area reported on the Surfers Against Sewage website. United Utilities confirmed that at this time the only spill that had occurred was on 3rd January 2022. In addition, United Utilities stated a contractor was working at Preston Water Waste Treatment Works on level instruments in a storm tank. This caused a 7-minute-high reading indicating to the Surfers Against Sewage app that a storm tank was discharging when in fact it was not. There were no actual discharges from any United Utilities asset along the coastline during that period. The Environment Agency confirmed that this was reported to them by United Utilities.

#### **Press and social media reports**

10. On the 12<sup>th</sup> May 2022, an article that featured in both The Sun and Country Living ranked St Annes beach as the worst water in the country for swimming. This needs to be kept in perspective. The article was originally reported nationally, based on data and rankings provided by Business Waste. This study appears to have based the rankings on high bacteria counts in single samples rather than classifications made using data over a 4-year period. Any bathing water can have high results following heavy rain, high tides etc but focusing on a result from a particular day does not give the overall water quality of the bathing water. In St Annes case – Good and St Annes North – Sufficient. Both meeting and exceeding the minimum standards set out in the Bathing Water Directive.
11. The Surfers Against Sewage website has flagged up 6 alerts so far this year, 1 within the bathing water season (at St Annes North and Pier).
12. DEFRA/EA Bathing Water Quality samples are taken between 1<sup>st</sup> May and 30<sup>th</sup> September. On the 16<sup>th</sup> May 2022 the E.coli readings for St Annes North hit 8400cfu per 100ml, a high reading, whereas St Annes registered 770cfu per 100ml. The high spring tide and sporadic rainfall in the catchment are likely to be the source of the high result.
13. Samples taken on the 19<sup>th</sup> May 2022 for St Annes North the E.coli reading was 160cfu per 100ml and for St Annes registered 82cfu / 100ml. E.coli should not exceed 500cfu per 100ml.
14. In terms of the bathing waters, the deterioration of the water quality at St Annes North is of concern to the Council and the Environment Agency. The Environment Agency has identified St Annes and St Annes North as priority bathing waters, which means an action plan will be drawn up to improve the water quality. In 2021/22, DEFRA provided the Environment Agency with additional funding to deliver additional work on farms. The South Fylde area was identified as a ‘hot spot’ and the additional funding was used to target pressures on bathing waters from agriculture. This project comprised of:
  - Farm inspections
    - 30 farm inspections completed along South Fylde area in 2021/22
    - 50+ farmers written to about the ongoing Water Quality issues in the area

- Numerous issues identified such as livestock having open access to water courses so resolved with fencing being installed.
- Saltmarsh grazing with cattle having open access to the estuary was identified as a big pressure. However, the cattle graze here under a HLS agreement with Natural England to support the wildfowl in this area.

A full report on this project will be available in due course.

15. The water quality in Liggard Brook is causing concern. Ballam Road pumping station is sited on Park View playing fields and has a large storm overflow tank sited next to it. When the pumping station receives its maximum pass forward flow of 100 l/s, incoming flows are diverted into the available storage tank which can store approximately 9 million litres of storm water. When this reaches capacity, flows are diverted to a wet well where the flows are pumped into Liggard Brook via a screening system to a maximum of 500 l/s. It is worth noting that flows at this point are relatively diluted due to the amount of rainwater in the system. United Utilities have discharge consents, and this system only operates in a flood situation. If this system were not in place houses in the area would flood.

### **Conclusion**

16. Bathing waters are complex and influenced by several factors as described above. Any bathing water can have high results following heavy rain, high tides etc but focussing on a result from a particular day does not give the overall water quality of the bathing water. The deterioration of the water quality at St Annes North is of concern to the Council and the Environment Agency. The Environment Agency has identified St Annes and St Annes North as priority bathing waters which means an action plan will be drawn up to improve the water quality. Part of the plan will involve the identification of the problem with DNA testing and then measures can be put in place to resolve the problem.

**FURTHER INFORMATION** - Contact: Darren Bell Head of Technical Services

Tel: 01253 658465

## INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEPUTY CHIEF EXECUTIVE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	14 JUNE 2022	9

### UKRAINIAN GUESTS IN FYLDE - UPDATE

#### PUBLIC ITEM

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

#### SUMMARY OF INFORMATION

Members will be brought up to date with respect to support offered to Ukrainian guests in Fylde, both in terms of resettlement and general support issues.

Although this work is largely being led by Lancashire County Council, the Housing Team has been engaged in working with local residents who have offered their property to host Ukrainian individuals or families. Edyta Paxton, Health and Well-Being Officer, has also been providing support for the programme.

At the time of compiling this report we have 580 potential sponsors with 57 matched sponsors expecting 127 Ukrainian guests. 63 of our Ukrainian guests are under the age of 18.

Lancashire County Council has requested further assistance from the council in administering the monthly £350 thank you payments to the sponsors for which the council will be reimbursed. The Chief Executive, in consultation with the Chairman of the Committee together with the Leader of the council, have given their consent under urgent powers for these payments to be made in advance of the grant from LCC being received.

In the unfortunate position that any arrangement falters, there is a rematching programme, which is overseen by the County Council. However, Fylde's matches thus far have proven successful and the council is extremely grateful to our hosts who have opened their homes to support our Ukrainian guests who have found themselves in turbulent circumstances.

#### SOURCE OF INFORMATION

LCC Homes for Ukraine.

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

The information falls within the remit of the Environment, Health and Housing Committee and is of high public interest.

#### FURTHER INFORMATION

Contact – Edyta Paxton, Health and Wellbeing Officer tel: 01235 658477 email: [edyta.paxton@fylde.gov.uk](mailto:edyta.paxton@fylde.gov.uk)

## INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEPUTY CHIEF EXECUTIVE	ENVIRONMENT, HEALTH AND HOUSING	14 JUNE 2022	10

### CONTAIN OUTBREAK MANAGEMENT FUND (COMF)

#### PUBLIC ITEM

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

#### SUMMARY OF INFORMATION

Members will recall that they have previously received periodic reports on COMF, outlining the amount of grant received, the projected spending and associated projects. Although there has been no award of this funding for 2022/23, there was the ability to carry forward funding awarded in previous years to the current financial year. A summary of the financial position is attached.

#### SOURCE OF INFORMATION

Deputy Chief Executive.

#### INFORMATION

Members will see that £140,531 has been allocated for projects in consultation with the Leadership Board, leaving a balance of just under £48,000 for projects until year-end. The fund was provided to assist in helping councils reduce the spread of the virus. The management of weekend crowds and visitors to the area is consistent with this aim, as is the need to catch-up on food hygiene inspections which have fallen behind because of the pandemic. Other projects coming forward must also be consistent with the use of the funding.

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

To update members on the government advice that COMF underspend can be rolled forward to 2022/23, which will provide the council with some flexibility in supporting some projects going forward.

#### FURTHER INFORMATION

Contact Tracy Manning - [tracy.manning@fylde.gov.uk](mailto:tracy.manning@fylde.gov.uk)

## Contain Outbreak Management Funding Summary 2022/23

First Tranche 2020/21	-888,580.00	
Second Tranche 2021/22	-101,180.47	
<b>Total Funding</b>		<b>-989,760.47</b>
Expenditure:		
2020/21	210,011.46	
2021/22	591,233.18	
<b>Total Expenditure</b>		<b>801,244.64</b>
<b>Funding C/Fwd to 2022/23</b>		<b>-188,515.83</b>
<b><u>Funding requests 2022/23</u></b>		
Coastal Services Additional Resource and Weekend Support	112,531.00	
Food Safety Additional Resource	28,000.00	
<b>Total Requests for Funding</b>		<b>140,531.00</b>
<b>Balance of funding available for projects</b>		<b>-47,984.83</b>

## INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEPUTY CHIEF EXECUTIVE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	14 JUNE 2022	11

### 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 Edyta Paxton (01253 658447) or Claire Yates, Age UK Lancashire (0300 303 1234)

# Fylde Borough Council Annual Report

Period covered: 1st April 2021 – 31<sup>st</sup> March 2022

Compiled by: Zoe Johnston, Information & Advice Service Manager

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Wellbeing Centre, Moorgate,  
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### **General Update**

Age UK Lancashire continues to deliver a high quality, confidential Information & Advice service across Lancashire for people aged 65+ and their carers. The support from Fylde Borough Council contributes towards our Information and Advice team via our St Annes office, and face-to-face community delivery in the area. The office on St Georges Road reopened to the public in July 2021, in line with government guidelines.

In recent months we have seen the easing of government restrictions relating to Covid 19 precautions. However, taking into account our client demographic, we have been cautious in returning to previous ways of working. We have evaluated what worked well and what worked as a 'temporary fix' during the pandemic and lockdowns. Two teams contribute towards the Information and Advice (I&A) delivery; our 0300 Call Handling Team and our community focussed I&A Team. The I&A Team consists of both staff and volunteers, who deliver home visits, surgeries and support with applications for blue badges and welfare benefits.

The first point of contact into the service is often our 0300 number where our call handlers can help immediately with a simple enquiry or triage clients appropriately. This alongside our internal services acting as referral agents, 209 people were referred for more detailed advice support. Our I&A Team would usually endeavour to recruit and train community volunteers, and thus increase their presence through outreach and engagement. However, the restrictions due to Covid-19 have meant volunteer recruitment has been on hold. Outreach events have not yet returned to normal, though they are increasing, and we have attended many of these across the county. Some events adapted during the pandemic to being delivered on-line, and we continue to attend these as well as face to face events.

Since April 2021, 36 Fylde residents received full welfare benefit checks, and we supported 60 clients with completing claim forms. We also supported 36 clients with community care enquiries, and a further 65 with enquiries relating to debt/other money, housing and consumer issues. We have seen an average of 8-10 clients attending the two drop-in sessions each week at the office which reopened at the end of July.

One of our full-time advisers delivers one to one advice sessions in client homes, relating to scams awareness and advice. This is as part of a 2-year project and started on 13<sup>th</sup> March. So far approximately 24 sessions have been delivered across the county, as well as group awareness talks for community groups.

Whilst government guidance and easing of restrictions has meant we are able to resume face to face appointments, we are continuing to use telephone appointments wherever we can. This means we reduce time spent travelling and can therefore support more people. The method used to deliver our service is agreed with our clients taking their needs into account.

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Regardless of the method of service delivery, all clients can expect that their enquiry is fully explored, and they will receive comprehensive advice followed up with a confirmation of advice letter with details of the information and advice we have given and any steps they should take to achieve the desired outcome.

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
- Scams Awareness – helping clients identify possible scams and advising on how they can feel more confident dealing with possible scammers. As part of this project, we are working closely with Trading Standards, the police, and Action Fraud. We are able to offer clients free call-blockers through this project, which reduces the risk from telephone scams.
- Warm Homes Project – aimed at identifying clients who may be eligible for warm home discounts as part of energy company ‘broader groups’. Also offering information and advice on keeping warm and well in colder weather, and smart meters.
- We have recently supported Fylde Borough Council in distributing the government’s Household Support Fund to clients who are considered vulnerable and may be in or at risk of fuel poverty, particularly as energy bills have increased dramatically.

### **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

**Age UK Lancashire**  
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www.ageuklancs.org.uk



include: signposting and referral to other agencies, providing information and advice, form filling and casework.

As part of our holistic service we extend our service to the immediate family and carers of our clients where appropriate.

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
- 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. Home visits are usually provided for people unable to access the office, complex cases and lengthy form-filling. 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 £1,344,538.24 per annum in unclaimed benefits across the county, with £245,395.64 of that figure being for Fylde residents of State Pension age. This money is most often spent in the local economy.

**Age UK Lancashire**  
Wellbeing Centre, Moorgate,  
Ormskirk, L39 4RY

t 0300 303 1234  
e [admin@ageuklancs.org.uk](mailto:admin@ageuklancs.org.uk)  
[www.ageuklancs.org.uk](http://www.ageuklancs.org.uk)



### **Further Background**

Our team I&A team has increased significantly in the last 12 months, now consisting of 3 full time advisers, an I&A manager (28 hours), one volunteer (7 hours), and we have an additional adviser recruited who will work part time from mid April.

We receive continued support from a volunteer who covers the reception desk during drop-in sessions, 'meeting and greeting' clients who come into the office. She can offer information, signposting and will refer to the I&A team for any clients requiring further help.

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, Domestic Abuse, 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. The team have all undertaken additional training relating to Scams Awareness. An additional training session will be delivered in the summer by Trading Standards, and this will be available for all Fylde staff to attend.

### **Quality**

We continue to hold the nationally recognized Age UK Information and Advice Quality Programme (IAQP) which was successfully renewed in April 2021, 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 hosted an afternoon tea event in the autumn at Lytham Hall, and hope to host Scams Awareness events later this year.

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www.ageuklancs.org.uk



### 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

### Appendices

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**www** [www.ageuklancs.org.uk](http://www.ageuklancs.org.uk)



Appendix A – Case Study

Case study attached as a separate document

Appendix B - Profile Data for Fylde 2021 Q1-2

TOPIC OF ENQUIRY	NUMBER OF ENQUIRIES
Age UK Services	4
Benefits	207
Community Care	36
Consumer	56
Health Conditions	1
Health Services	4
Housing	12
Legal	0
Other money/debt	12
Residential Care	2
Travel	33
Nationality and Immigration	0
Grand Total	368

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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 – 92.86 % agreed

Your general wellbeing has improved – 100 % agreed

You feel more independent or less isolated – 92.86 % agreed

Your knowledge of where to go for advice has increased - 92.86 % 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 - 5 out of 5

The service met my expectations – 5 out of 5

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

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

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**Client comments**

“Paula was simply brilliant. Kind, patient, helpful, knowledgeable. Paula's kindness, discretion, made the process so much easier. It's hard when being independent to ask for help, and talk about personal issues, medical, financial, wellbeing etc. Paula made this possible. Lots of smiles too. Thank you Paula.”

“I found Paula to be caring and considerate at a stressful time for me and made what could have been stressful filling in the long form much easier thank you”

“The whole experience was so well done by Paula I felt at ease and confident that process would be achieved in a good way”

“I cannot thank you enough. Special thanks to PAULA. I had no idea of the available help out there, or any idea at all how to access help, advice or financial support. Your assistance has been brilliant. I could not, would not have been able to complete the confusing unclear forms, answer the questions without Paula's kind help and support. Contact with your service has completely changed my situation for the better improving my overall wellbeing immensely. Thank you.”

“Paula's helpfulness was invaluable. i could not have completed this application without her. there was a lot to do and she did it in a very efficient way with a terrific disposition, I would say she is an asset to you and your clients”

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**www**.[ageuklancs.org.uk](http://ageuklancs.org.uk)



## Age UK case study form

All case studies must have signed consent from the person who is sharing their story, whether they are named or not. The person should read the case study and then complete and sign the consent form.

Thank you very much for agreeing to share your story with Age UK (registered charity number 1128267) and Age UK Lancashire. Whenever this form says “we” or “us” it means these organisations. By doing this, you’re supporting the vital work that we do for people in later life.

This consent form lets you tell us **how** we can use your story. We’ll always share and store your information confidentially and securely, and we’ll give you a copy of this consent form.

### Section 1: How would you like to be known when we use your story?

Tick **one box** only from these three options:

- Use my **full name** (your title, first name and surname) in the story.
- Only use my **first name** in the story.
- Use a made-up name because I prefer to remain **anonymous**.

### Section 2: How do you want us to share your story?

Please tick one box each for questions (a) to (d) below. If you don’t tick a box for the questions below then we’ll assume you do **not** want us to use your story in that way. For each question, if you have chosen to remain anonymous, we’ll only share your story, not your name.

**Are you happy for Age UK to share your story with organisations working for us on this project or funding the project?** This will help Age UK produce reports that show the difference the project has made to people like you who have experienced it.

- Yes, I’m happy for you to share my story with this organisation.
- No, please don’t share my story with this organisation.

### Section 3: Your options after you’ve shared your story with us

We may use your story as it is on the case study form, or reasonably edit or alter it.

We will always check uses of your story. By signing this form you agree to **waive** any right you might otherwise have to check or approve your story **before** we use it.

We may use your story for up to **three years** from the date of your signature below. After this date, we will confidentially and securely destroy it unless you sign a new consent form.

You can **withdraw your consent** for us to use your story **at any time** by contacting Age UK Lancashire on 0300 3031234 or by calling the project manager for Warm Homes Programme Team on 0203 033 1134. If you can't get through to Kathleen, you should call our national helpline on 0800 169 8787, quoting the name of the project for more help.

#### **Section 4: Your details and signature**

Please sign and date below so we have your permission to use your story. We also need your contact details in case we need to get in touch about using your story or identify you if you want to withdraw your consent. We'll store your details securely and confidentially and we won't use these details for anything else, including direct marketing.

#### **Signature**

I confirm that I am at least 18 years old, understand the content of this consent form and can sign it without the permission or knowledge of any other person.

Client signature: \_\_\_\_\_ Date signed: \_\_\_ / \_\_\_ / \_\_\_

Name: \_\_\_\_\_

Postcode: \_\_\_\_\_ Telephone: \_\_\_\_\_

**Case study template – please complete all sections**

<b>Local Age UK / Age Cymru:</b> Age UK Lancashire
<b>Project this case study relates to:</b> Information & Advice
<b>Client Reference Number (from Charitylog or reporting template):</b> 153801
<b>1. About the person</b> Say a little about them e.g. their age, if they live alone, their general well-being, if they have family or friends nearby etc
Ms W is 76 years old and lives alone. She owns her home which does not have central heating or insulation. She had been working full time and was currently in receipt of Statutory Sick Pay which was due to cease shortly. In recent months she had fallen several times and was struggling with her mobility around the home. She sometimes struggled to go out to do her food shop and a friend did this for her.
<b>2. What was their situation?</b> How did they come to be involved in the project or service? What was the issue they were facing and how was it affecting them?
Ms W contacted Age UK Lancashire Advice Line in September 2020. She had been advised that she could receive some financial help but she was not sure what or how to apply. She explained that she was of ill health and is finding it hard financially. A benefit check was offered and a telephone appointment booked for the 16 <sup>th</sup> October with the I&A team.
During the call she advised that she did not have central heating or insulation and she was concerned about her bills and finances, particularly when her Statutory Sick Pay ceased in a few weeks.
She also advised that she was concerned what would happen if both her and her friend were unwell and she was running short of food.
<b>3. What did Age UK do that made a difference?</b>
We established Mrs W was eligible to claim Attendance Allowance and she was advised to contact the Attendance Allowance Unit to request a claim form. We made an appointment with Age UK Lancashire to help with completion. At the appointment the care questions were completed based on our discussion to highlight the difficulties she was having.
As her circumstances were in a state of flux several benefit checks were carried out using the Age UK benefit calculator. This ensured she did not miss out on any benefits as her circumstances changed.
We researched the help available for the installation of central heating and loft insulation and established that she may be entitled to a grant via the Energy Company Obligation (ECO) scheme or the Green Homes Grant scheme.
We also checked her eligibility to the Warm Home Discount scheme and established her entitlement to the £140 discount under the broader group criteria.
We established that she might benefit from aids and adaptations to the home to reduce her risk of falling and help with her mobility issues. She was signposted Lancashire County Council Adult Social Care team to arrange an assessment.
Due to her limited mobility when outside we also provided advice on the Blue Badge scheme. Due to our limited capacity, she was signposted to Lancaster County Council to

help with the application. They were unable to assist with the application by phone or post. As a result, a telephone appointment with Age UK Lancashire was subsequently made to complete the online application, once resources were available.

As Mrs W was concerned that her and her friend might be unwell at the same time and she would not be able to shop for food, she was advised of the services provided by Age UK Lancashire should this situation occur.

**4. What outcomes did you achieve? How has becoming involved changed their life?**

Ms W had a range of queries and needs than ran beyond checking for benefits she might be entitled to. The I&A team were able to draw out those needs during the appointments, use that information to research how best she could be helped, assist in the completion of a lengthy claim form and provide details on what was available and how to claim it.

Ms W was awarded Attendance Allowance at the higher rate which immediately helped to alleviate some of her financial concerns. This has also meant she is eligible for, and in the process of claiming, Council Tax Support. When both of these are awarded she will also be eligible for the Warm Home Discount.

She was awarded the maximum grant available under the Warm Home Grant and is in the process of having her central heating and insulation installed. This has left her with sufficient funds of her own to arrange the installation of a new window not covered by the grant.

**5. Quotes or feedback from the client (quotes are best!) about the difference this has made to them**

“you are wonderful, a tremendous help, I did not even know all this help existed and it has been an eye-opener”

## INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEPUTY CHIEF EXECUTIVE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	14 JUNE 2022	12

### CITIZENS ADVICE FYLDE - ANNUAL REPORT 2021/2022

#### 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: Edyta Paxton, Health and Wellbeing Officer; Tel 01253 658447; e-mail: [edyta.paxton@fylde.gov.uk](mailto:edyta.paxton@fylde.gov.uk)



# Annual Report 2021/22

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## Overview

This report concentrates, for statistical purposes, on our work during the year April 2021/March 2022. However, it also includes some information on developments since April 2022, along with our plans for the future.

At present we operate an Adviceline Service and telephone advice from our main office in Kirkham between 9am and 4pm Mon-Fri. We intend to open the Kirkham office to face to face appointments in the coming weeks.

We also provide a number of outreach services including a drop in service at the Town Hall in St Annes on Wednesdays. We also have appointment services at GP surgeries in Lytham and Freckleton on Mondays and Tuesdays. Appointments can be booked through our Adviceline telephone service.

### **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 Andrea Clay, Session Supervisor, Kim Cook, Volunteer Development Officer and Oleg Melehovs Administrator.

Lisa Bolton left us in December 2021 and in early 2022 was replaced by Susie McCormick as Volunteer Manager, Andrea Clay has taken the role of Projects Manager and Helen Fowler is Advice Session Supervisor.

We have 19 Advice volunteers, including 5 trained Adviceline Assessors, 8 trained Full Advisors and 3 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. The pandemic caused significant problems with the training of volunteers due to trainees being unable to sit with trained assessors to shadow them. However, this is now improving and we have initiated a recruitment drive to increase our numbers.

We 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 also develop in-house courses and work with other Citizens Advice Offices to provide training specific to our needs. Susie has a wealth of experience in Citizens Advice and her knowledge in training is exemplary.

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.

We provide a gateway Adviceline service to provide initial information using the Citizens Advice Public Website; If the client requires more in-depth help then an appointment will be made for them, either by telephone or at a GP surgery. This will include appointments in Kirkham in the near future.

We also offer a drop in service as an **outreach service at St Annes Town Hall** every Wednesday morning. This allows us to cater for clients who prefer a face-to-face consultation but would have difficulties travelling to Kirkham.

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](http://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.

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.

We attend **MARAC (Multi Agency Risk Assessment Conference)** as a representative for Fylde.

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. Andrea Clay is the project worker; she is qualified as an Independent Domestic Violence Advisor (IDVA). Andrea also participates in 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. Lucinda Ball is the project worker. Since lockdown began in March 2020, this service had been via telephone, with the form filling service taking place, we have now resumed home visits. . 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 were running the Fylde Energy Project, funded by the Energy Saving Trust. This project offered 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. This has been an incredibly valuable service helping the neediest, who were in their homes more over the winter period, to keep warm. This project ended January 2022.

## Household Support Fund

In December 2021 Fylde Council provided funding from the Household Support Fund to financially assist clients who are vulnerable due the Cost of Living Crisis . Citizens Advice Fylde provided financial assistance with energy and water debt, as well as white goods and winter coats. Between December 2021 and 31<sup>st</sup> March 2022, we distributed over £100,000 of funds to those most in need. This was a mammoth task as news of energy price increases hit, and we offered a holistic approach giving debt, benefits and energy advice as well and financial assistance.

## Help to Claim

Funded through National Citizens Advice by DWP up until 31<sup>st</sup> March 2022 we continue

to offer help and support to claimants with their initial Universal Credit claim. National Citizens Advice decided to centralize this service into hubs and we no longer provide this service directly.

# Customer Satisfaction



We are part of a National Citizens Advice Initiative called the Customer Experience Survey. We ask 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, 94% of clients felt it was very positive.

89% thought the service had helped them to find a way forward. 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. 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 **1019 individual clients** deal with **3404 issues**.

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

## Clients by Ward

01/04/2021 31/03/2022

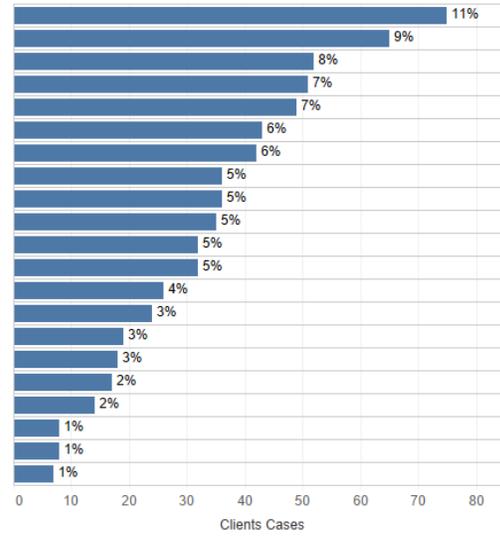


Clients (set minimum number to display)  
From 1

You can click on the data picker to set the minimum number of clients seen (this will filter out wards with lower numbers of clients and allow you to focus on the areas with the highest volumes)

### Ward

Local Authority Ward	Local Authority	
Warton and Westby	Fylde	75
Medlar-with-Wesham	Fylde	65
St Leonards	Fylde	52
Central	Fylde	51
Kirkham North	Fylde	49
St Johns	Fylde	43
Kilnhouse	Fylde	42
Heyhouses	Fylde	36
Kirkham South	Fylde	36
Fairhaven	Fylde	35
Ashton	Fylde	32
Park	Fylde	32
Freckleton East	Fylde	26
Staining and Weeton	Fylde	24
Newton and Treales	Fylde	19
Ansdell	Fylde	18
Clifton	Fylde	17
Freckleton West	Fylde	14
Ribby-with-Wrea	Fylde	8
Singleton and Greenhalgh	Fylde	8
Elswick and Little Eccleston	Fylde	7





## Key Statistics

Fylde (member)

01/04/2021 31/03/2022



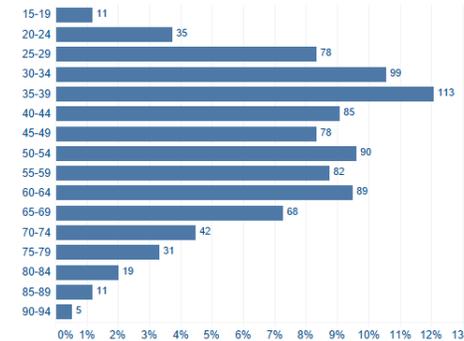
### Summary

<b>Clients</b>	<b>1,019</b>
<b>Quick client contacts</b>	<b>464</b>
<b>Issues</b>	<b>3,404</b>
<b>Activities</b>	<b>3,658</b>
<b>Cases</b>	<b>1,033</b>
<b>Outcomes</b>	
Income gain	£280,095
Re-imbursments, services, loans	£1
Debts written off	£83,806
Other	£16,861

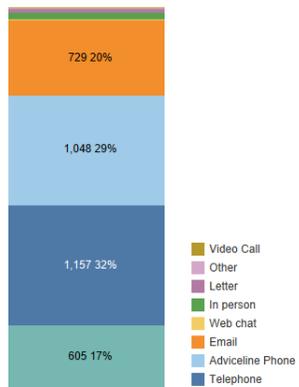
### Issues

Issues	Clients
Benefits & tax credits	294
Benefits Universal Credit	255
Consumer goods & services	31
Debt	118
Education	6
Employment	46
Financial services & capability	25
GVA & Hate Crime	8
Health & community care	38
Housing	97
Immigration & asylum	15
Legal	36
Other	222
Relationships & family	55
Tax	10
Travel & transport	22
Utilities & communications	75
<b>Grand Total</b>	<b>3,404</b>

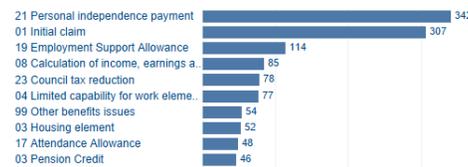
### Age



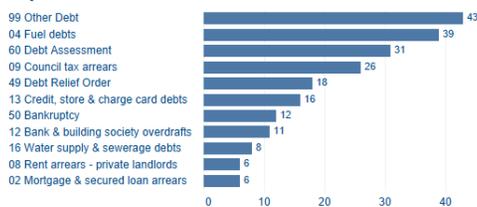
### Channel



### Top benefit issues



### Top debt issues



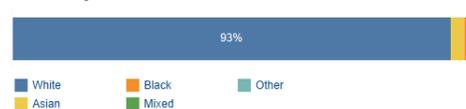
### Gender



### 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 Clare Moriarty.

At Fylde, we report 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 the following campaigns in 21/22

## Buy Now Pay Later

Citizens Advice conducted research on Buy Now Pay Later (BNPL) products like Klarna and Clearpay, showing that 1 in 10 BNPL customers have been chased by debt collectors, rising to one in eight young people.

BNPL represents a significant shift in how we spend online. By offering to split and delay payments at checkout, people can enter into credit agreements in seconds and take out numerous products with different providers. In the past year, 1 in 3 BNPL users missed a payment or made a late payment.

However, not one of the BNPL checkouts on leading retailers’ websites warned people they could be referred to debt collectors for missed payments. Of those who were referred to a debt collector, 96% experienced negative consequences, such as sleepless nights, borrowing money to repay the debt, or their mental health getting worse.

We're calling for the regulation of these products to focus on 4 things to protect people who use BNPL products:

- how the design of BNPL products impacts decision making, ensuring it helps, rather than hinders the customer experience
- making key information clear and easy to access - especially at checkout
- ensuring effective affordability checks are central to BNPL products
- ensuring customers in financial difficulty are treated fairly and consistently

## **Roadblock to recovery: how the rules in Universal Credit are creating barriers to work**

Universal Credit is facing its biggest challenge yet - to support record numbers of people into sustainable work. But without reform, the rules in Universal Credit risk creating barriers to work for those who have been hardest hit by this crisis.

Using data collated from local Citizens Advice, National Citizens Advice published a report highlighting 3 aspects of Universal Credit that need fixing to ensure a fair recovery from this crisis:

Paying childcare costs upfront

Widening access to the work allowance for disabled people

Ensuring a more flexible approach to conditionality

## **Gaps in the post office network**

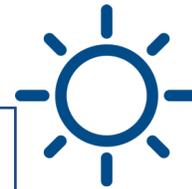
Citizens Advice has published new research showing the detrimental impact of increasing post office closures and part-time outreach services.

The post office network provides vital access to essential face-to-face services. But our new research shows that in the last few years the number of temporarily closed post offices has nearly doubled - and many of these branches remain shut for long periods.

We also found a significant increase in part-time outreaches, where services are provided for an average of only 5 and a half hours a week.

We've called for urgent action from the government and Post Office Ltd to make sure the post office network really is convenient and easily accessible to everyone.

# 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
DEPUTY CHIEF EXECUTIVE	ENVIORNMENT, HEALTH AND HOUSING COMMITTEE	14 JUNE 2022	13
<b>PERFORMANCE REPORTING 2021/22</b>			

### PUBLIC ITEM

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

#### SUMMARY OF INFORMATION

The report provides details of the key performance outcomes for the financial yearend 2021/22. Performance is reported against the targets set for the year and commentary is provided by performance exception.

#### SOURCE OF INFORMATION

Environmental Protection, Food Safety, Housing and Licensing teams have input data into the corporate online system (called InPhase) for service-based performance data.

#### LINK TO INFORMATION

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

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

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

#### FURTHER INFORMATION

Contact: Alex Scrivens, Performance & Improvement Manager ([alex.scrivens@fylde.gov.uk](mailto:alex.scrivens@fylde.gov.uk)).

## Year-end 1st April 2021 to 31st March 2022 Commentary by Performance Exception

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

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

PM111: % of customers who agree that the adaptation has increased their independence is 100% and last year's comparison figure was 99.03, the target is 95.

*Disabled adaptations aim is to increase an individuals independence. Performance demonstrates the intervention is achieving this.*

PM112: % of customer rating the DFG service as either good or excellent is 100 and last year's comparison figure was 100, the target is 95.

*Service is performing as expected in the delivery of the better care fund grant.*

PM113: Number of households to whom a relief duty is owed is 157 and last year's comparison figure was 105, the target is 100.

*Increase in number of clients approaching in relief stage of homelessness has increased. Clients to whom prevention duty was owed unable to prevent homelessness due to lack of move on options in private and social rented sectors.*

PM114: Number of households with relief duty is owed who have been assisted to source accommodation is 66 and last year's comparison figure was 61, the target is 40.

*Increase in number of clients approaching in relief stage of homelessness has lead to increase in numbers of clients able to assist into move on accommodation.*

PM115: Number of households to whom a prevention duty is owed is 112 and last year's comparison figure was 58, the target is 100.

*Significant increase in Landlords serving Section 21 notices, as restrictions on seeking repossession ended and as a result large increase in households approaching local authority for advice and assistance to prevent homelessness.*

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

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

PM109 Percentage of food hygiene interventions completed (Category A to D) is 69 and last year's comparison figure was 5, the target is 90.

*The pandemic and resulting lockdown inevitably imposed restrictions on our ability to carry out normal service. The Council continues to work towards the National Recovery Plan which is administered by The Food Standards Agency.*

PM116: Number of households with prevention duty owed been assisted to remain in their own home is 9 and last year's comparison figure was 10, the target is 40.

*Increase in households under prevention duty has not resulted in an increase in enabling clients to remain in own homes, mainly as a result of served Section 21 notices, as restrictions on seeking repossession ended.*

PM28: Number of households living in temporary accommodation at the end of the quarter is 93 and last year's comparison figure was 109, the target is 52.

*93 is cumulative total at the end of each quarter during 22/23 for households in temporary accommodaion. At the end of the quarter there were 28 households in temporary accommodation. The service has seen a significant increase in households, especially single persons, to whom a duty to provide temporary accommodation is required over the past 2 years and there is a reliance on B&B. There are 10 untis of temporary accommodation available in Fylde.*

## PERFORMANCE KEY ICON STATUS

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

**APPENDIX 1: Performance Measures year-end performance (1<sup>st</sup> April 2021 – 31<sup>st</sup> March 2022)**

Environment, Health and Housing						
Local Key Performance Indicators	Frequency	Good Performance Is	APR 2020 MAR 2021	APR 2021 MAR 2022	Year-end Target	Performance Status
<a href="#">PM108 % of the total DFG Budget committed</a>	Quarterly	Bigger is Better	100	<b>100</b>	100	
<a href="#">PM109 Percentage of food hygiene interventions completed (Category A to D)</a>	Quarterly	Bigger is Better	5	<b>69</b>	90	
<a href="#">PM111: % of customers who agree that the adaptation has increased their independence</a>	Quarterly	Bigger is Better	99.03	<b>100</b>	95	
<a href="#">PM112: % of customer rating the DFG service as either good or excellent</a>	Quarterly	Bigger is Better	100	<b>100</b>	95	
<a href="#">PM113: Number of households to whom a relief duty is owed</a>	Quarterly	Bigger is Better	105	<b>157</b>	100	
<a href="#">PM114: Number of households with relief duty is owed who have been assisted to source accommodation</a>	Quarterly	Bigger is Better	50	<b>66</b>	40	
<a href="#">PM115: Number of households to whom a prevention duty is owed</a>	Quarterly	Bigger is Better	58	<b>112</b>	100	
<a href="#">PM116: Number of households with prevention duty owed been assisted to remain in their own home</a>	Quarterly	Bigger is Better	10	<b>9</b>	40	
<a href="#">PM117: Number of households with prevention duty assisted to source alternative accommodation</a>	Quarterly	Bigger is Better	27	<b>49</b>	40	
<a href="#">PM25: % of premises scoring 3 or higher on the food hygiene rating scheme</a>	Quarterly	Bigger is Better	97	<b>98</b>	97	
<a href="#">PM28: Number of households living in temporary accommodation at the end of the quarter</a>	Quarterly	Smaller is Better	109	<b>93</b>	52	
<a href="#">PM29a: Total number of housing advice cases</a>	Quarterly	Bigger is Better	650	<b>773</b>	800	
<a href="#">PM70: % of Licensing Act 2003 certificates issued within 3 working days of statutory time scale (Q)</a>	Annual	Bigger is Better	100	<b>100</b>	100	
<a href="#">PM71c: Total % of hackney carriage/private hire vehicle &amp; driver licenses issued within 3 days</a>	Annual	Bigger is Better	100	<b>100</b>	100	
<a href="#">PM72: Percentage of statutory EPA Permitted process inspections completed (quarterly)</a>	Annual	Bigger is Better	100	<b>100</b>	100	
<a href="#">PM73: Percentage of high risk "A" rated health and safety premise inspections completed (quarterly)</a>	Annual	Bigger is Better	100	<b>100</b>	100	

## INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEPUTY CHIEF EXECUTIVE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	14 JUNE 2022	14
<b>CORPORATE PLAN ACTION UPDATE</b>			

### PUBLIC ITEM

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

#### SUMMARY OF INFORMATION

The purpose of the report is to provide the committee with the latest progress against the corporate actions relevant to the committee that are scheduled for completion at the time of the meeting.

#### SOURCE OF INFORMATION

Relevant officers responsible for delivery of the Corporate Plan action / outcome.

#### LINK TO INFORMATION

[The 2020-2024 Corporate Plan](#)

<http://fyldeperformance.inphase.com>

[Corporate Plan 2020/24 Prioritisation Log](#)

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

This information is provided to inform the committee about progress against the key strategic objectives the council has set out in the corporate plan.

#### FURTHER INFORMATION

Contact: Alex Scrivens [alex.scrivens@fylde.gov.uk](mailto:alex.scrivens@fylde.gov.uk)

**Actions / Outcomes due for completion by 31<sup>st</sup> March 2022.**

None to report during this period!

## INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
MANAGEMENT TEAM	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	14 JUNE 2022	15
<b>CAPITAL PROGRAMME MONITORING REPORT 2021/22 – OUTTURN POSITION AS AT 31<sup>ST</sup> MARCH 2022</b>			

### PUBLIC ITEM

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

### SUMMARY OF INFORMATION

This report sets out details of expenditure on schemes within the Council's approved capital programme for the financial year 2021/22.

### SOURCE OF INFORMATION

Chief Financial Officer – the report is based upon information on capital programme expenditure on a scheme by scheme basis extracted from the Council's financial ledger system for the period to 31<sup>st</sup> March 2022 and feedback received from budget holders.

### LINK TO INFORMATION

Capital Programme Monitoring Report 2021/22 – Outturn Position as at 31<sup>st</sup> March 2022:

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

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

The purpose of this report is to provide an update of the Council's approved Capital Programme as at the financial year-end, 31<sup>st</sup> March 2022. The Committee is directed to take particular note of those schemes which are under the Committee's remit.

Further information on the financial outturn position for 2021/22 will be contained within the MTF5 Outturn Report to the Finance and Democracy Committee in June 2022.

### FURTHER INFORMATION

Contact: Paul O'Donoghue, Chief Financial Officer.

e-mail: [paul.o'donoghue@fylde.gov.uk](mailto:paul.o'donoghue@fylde.gov.uk)

## CAPITAL OUTTURN 2021/22

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

APPROVED SCHEMES	Head of Service / Budget Holder	Latest Budget 2021/22 £000	Actual Outturn £000	Variance £000	Variance	See key	Slippage required into 2022/23 £000	Budget Holder Comments
<b>FINANCE &amp; DEMOCRACY COMMITTEE</b>								
Purchase of Land Adjacent to Squires Gate Station	Darren Bell	6	0	6	Underspent		6	This project is ongoing. As agreed at Full Council, the compulsory purchase of the land will now be initiated which could take 12 months to complete.
<b>Sub total</b>		<b>6</b>	<b>0</b>	<b>6</b>			<b>6</b>	
<b>TOURISM &amp; LEISURE COMMITTEE</b>								
Fairhaven Lake & Promenade Gardens Restoration	Mark Wilde	1,433	1,183	250	Underspent		250	Building and Landscaping works are scheduled to be completed during 2022/23.
Staining Playing Fields Development Scheme	Mark Wilde	43	0	43	Underspent		43	Plans for landscaping works are currently being developed with project completion anticipated to be during 2022/23.
Coastal Signage Improvements	Darren Bell	68	7	61	Underspent		61	Phases 1, 2 and 3 (Consolidation / Rationalisation, Digital Beach Signs and Beach Safety Signs) have been completed. Phases 3 and 5 (Waymarking & Directional and Heritage & Interpretation) are currently being modelled. Remaining scheme delivery completion is anticipated to be during 2022/23.
Fylde Sand Dunes Improvement Scheme	Mark Wilde	46	35	11	Underspent		11	The first phase of the scheme to regrade the dunes opposite the Persimmon Homes development has now been successfully completed. A tendering exercise has been completed for the second and third phases of the scheme - which include new dune entrance ways and signage. Draft artwork has been produced by a graphic designer for the signs and is ready for completion. A contractor has been selected for the entranceway installation and the project will be completed by the end of May 2022.
Blackpool Road North Playing Fields Drainage	Darren Bell	145	119	26	Underspent		26	Works are substantially complete. Additional works on the maintenance of football pitches are to be completed during 2022.
Additional Parks Access Control Measures	Mark Wilde	16	16	0	On target			This scheme has been delivered and completed within budget.
Ashton Gardens Lighting Improvement Scheme	Darren Bell	25	21	4	Underspent			This scheme has been delivered and completed £4k under budget.
Park View Drainage Improvement Scheme	Darren Bell	1	1	0	On target			A drawdown report was presented to Committee in March 2022 and work is anticipated to start in Spring/Summer 2022.
Fairhaven Boathouse - Remodelling and Refurbishment Scheme	Darren Bell	7	7	0	On target			The majority of the scheme has been re-phased for delivery into 2022/23.
Play Area Improvements	Mark Wilde	100	57	43	Underspent		43	Following a tender process, a drawdown report was presented and approved at the January 2022 Tourism & Leisure Committee. A contract has been issued to the successful tenderer and works are due to be completed by the end of May 2022.
Friends of Newton Community Park Improvement Scheme - Fylde Council Contribution	Mark Wilde	100	100	0	On target			This scheme has been delivered and completed within budget.
Fairhaven Kiosk / Ice Cream Bar Project	Darren Bell	20	15	5	Underspent		5	The project works are scheduled to be completed during 2022/23.
Boating Pool Safety Improvements	Mark Wilde	60	9	51	Underspent		51	The project works are scheduled to be completed by the end of May 2022.
North Beach Windsports Centre	Darren Bell	200	0	200	Underspent		200	The project works are scheduled to be completed during 2022/23.
<b>Sub total</b>		<b>2,264</b>	<b>1,570</b>	<b>694</b>			<b>690</b>	

APPROVED SCHEMES		Latest Budget 2021/22	Actual Outturn	Variance	Variance	See key	Slippage required into 2022/23	Budget Holder Comments
		£000	£000	£000			£000	
<b>OPERATIONAL MANAGEMENT COMMITTEE</b>								
Replacement Vehicles	Kathy Winstanley	486	164	322	Underspent	▲	322	A number of operational vehicles of a bespoke specification and with long build times have been commissioned but were not delivered to the Council by the year-end. Slippage is requested in this regard and the vehicles are now expected to be received during 2022/23.
Car Park Improvements	Darren Bell	70	40	30	Underspent	▲	30	The improvement of the interface between Stanner Bank car park and Inner Promenade was completed. The remaining budget will be used in 2022/23 to contribute to the resurfacing of Fairhaven Road and/or Swimming Pool Car Parks.
Public Transport Improvements	Darren Bell	138	18	120	Underspent	▲	120	This scheme relates to developer contributions (s106) funding that is paid to Lancashire County Council (LCC). The funding will contribute to the delivery of improved public transport services where an enhanced public transport requirement is identified as a result of increased housing development. These payments may be made over a period of several years and in this instance the s106 agreement allows for payments to be made up until 2028. Slippage of the unspent amount of £120k is requested in order that the full amount may be paid to LCC in later years at the appropriate point in time.
Fairhaven and Church Scar Coast Protection Scheme	Darren Bell	10	0	10	Underspent	▲	10	This is the residual Sand Dune improvement works on the Dunes North of Fairhaven Lake. This was an outstanding condition of the Fairhaven Coastal Defence scheme which Environment Agency Grant in Aid can be claimed.
St Annes Sea Wall	Darren Bell	190	161	29	Underspent	▲	29	In 2020 the council were awarded £300k Pipeline acceleration funding to develop the St Annes Seawall Outline Business Case. This has now been completed. Following this a bid was submitted to the Environment Agency which was approved at a total cost of £12.1m. The planning phase has now commenced. Following the planning phase it is proposed to start the construction phase Autumn 2023.
Accommodation/ facilities at Snowdon Road Depot - Welfare Improvements	Darren Bell	206	206	0	On target	😊		This scheme has been delivered and completed within budget.
Charging Infrastructure for Electric Taxis	Darren Bell	105	78	27	Underspent	▲	27	Charging units now installed and an invoice for the majority of the costs has been paid. Remainder to be paid once the units are commissioned by end April 2022. Scheme to be completed during 2022/23.
Cemetery and Crematorium - Infrastructure Phase 3b	Darren Bell	35	0	35	Underspent	▲	35	The main project is now complete. Additional landscaping, surfacing and drainage works will be completed during 2022/23.
Outdoor Digital Signage	Mark Evans	52	32	20	Underspent	▲	20	The outdoor digital signage proposal has been referred to the Town Centres Working Group in order to consider alternative siting proposals that will be more suitable in the conservation area location in which they are proposed. Various options are currently being examined and it is expected that the projects will be delivered during 2022/23.
South Fylde Line Study	Darren Bell	70	60	10	Underspent	▲		The study was completed within timescale and £10k under budget.
<b>Sub total</b>		<b>1,362</b>	<b>759</b>	<b>603</b>			<b>593</b>	

APPROVED SCHEMES		Latest Budget 2021/22 £000	Actual Outturn £000	Variance £000	Variance	See key	Slippage required into 2022/23 £000	Budget Holder Comments
<b>ENVIRONMENT, HEALTH &amp; HOUSING COMMITTEE</b>								
Disabled Facilities Grants (DFG) Programme	Mark Evans	1,467	1,281	186	Underspent	▲	186	Following earlier delays of reduced activity due to previous Covid restrictions the grant programme is now progressing as normal and £186k is requested to be slipped into 2022/23.
Housing Needs Grant	Mark Evans	55	0	55	Underspent	▲	55	Housing Needs grant awards are dependent on the repayments received by the sale of properties where DFG grant has previously been provided. The funding to be used where professional services have been provided, such as architectural fees, but the DFG grant has not gone ahead in 2021/22. No expenditure has been incurred in 2021/22. Funding has been used in previous years for specific community information events. Planning of a 2022/23 programme of events is underway as part of the HMO Inspection project and slippage is requested.
Progress Housing Buy Backs	Mark Evans	58	58	0	On target	😊		This scheme has been delivered and completed within budget.
CCTV Replacement Schemes	Ian Curtis	27	26	1	Underspent	▲	1	4 WCCTV deployable cameras have been purchased with accessories. £1k residual funding remains.
Hydration Points	Darren Bell	60	0	60	Underspent	▲	60	The project was delayed due to Covid restrictions which would have stopped the points being used. A drawdown request for a small number of hydration points was submitted to committee in March 2022 for installation prior to the summer season of 2022.
Fylde Affordable Housing Delivery Programme	Mark Evans	60	19	41	Underspent	▲	41	This funding had been allocated to deliver an affordable housing survey which requires community engagement that could not be carried out within the previous social distancing restrictions that had to be observed. As a result the project has been delayed. The contract has been awarded and it is anticipated that the survey will be completed during 2022/23.
Affordable Housing Scheme, Lytham Road, Warton	Mark Evans	260	0	260	Underspent	▲	260	Council (19/10/20) approved a scheme for affordable housing on Lytham Road Warton, utilising S106 funding. phased equally over two financial years (2020/21 and 2021/22), the sum of £260,000 to be fully funded from a portion of the balance of S106 developer contributions for affordable housing currently held by the Council for this purpose (from Agreement ref: 12/0717 - Moss Farm, Cropper Road, Westby). Negotiations are still underway to approve the Affordable Housing Statement for the site, in line with the conditions for the grant.
<b>Sub total</b>		<b>1,987</b>	<b>1,384</b>	<b>603</b>			<b>603</b>	

## Appendix (Cont'd)

APPROVED SCHEMES		Latest Budget 2021/22 £000	Actual Outturn £000	Variance £000	Variance	See key	Slippage required into 2022/23 £000	Budget Holder Comments
<b>PLANNING COMMITTEE</b>								
St Annes Regeneration Schemes	Mark Evans	124	1	123	Underspent	▲	123	The funding was specifically aimed at delivering the Wood Street (Phase 3) Scheme. Works commenced but, despite being suspended due to the covid situation, have now been completed on phase 3a (north side). There are some works that have not yet been invoiced, which are currently undergoing a snagging process prior to final sign off. Any residual amounts unspent will be directed towards the implementation of an enhanced Pier Link project in accordance with the decision made by Planning Committee on 22 June 2020.
Kirkham Public Realm Improvements	Mark Evans	3	1	2	Underspent	▲	2	This is a residual amount from the last phase of regeneration works allocated for signage which will now be delivered as part of the Kirkham Future High Street Fund / Heritage Action Zone programme in 2022/23.
M55 Link Road (Inc. S106 monies for design work)	Mark Evans	122	1	121	Underspent	▲	121	The accelerated delivery of the £27m M55 Heyhouses Link Road is subject to a funding package made up from a number of sources. This funding is now in place and work has started on site with the earthworks being the first phase. The road will then be constructed by Lancashire County Council's in-house team and is due for completion in early 2024. It is expected that LCC will require the funding to be transferred to them during the latter stages of the project and so is likely to be spent during 2022/23.
St Annes Pier - Coastal Revival Fund	Mark Evans	5	0	5	Underspent	▲	5	This scheme is funded by a specific grant from MHCLG for which Fylde Council is acting as the accountable body. The spend of the remaining funds rests with the owners of the Pier, but is anticipated to be completed during 2022/23.
Kirkham and Wesham Station	Mark Evans	15	15	0	On target	😊		This funding was identified to allow a feasibility study to be carried out which would examine the alternative proposals available to deliver off street parking at Kirkham and Wesham Station. Following an initial delay as a result of changes to the rail franchise operating on the Preston-Blackpool Line, the feasibility study has now been completed and an invoice is awaited.
Future High Street Fund: Kirkham	Mark Evans	1,207	656	551	Underspent	▲	551	This is a government-funded scheme to deliver a number of schemes across the whole of the town centre including the re-purposing of buildings, traffic management measures, building reuse and enhancement and public realm projects with delivery phased over a number of years. Funding is being utilised on a staged basis. During the year the Council has purchased 2 properties within Kirkham Town Centre for restoration alongside the Kirkham Heritage Action Zone scheme.
Wesham Community Centre	Mark Evans	92	85	7	Underspent	▲		This scheme was programmed to commence in early October 2020, following initial delays due to the Covid pandemic this scheme has been successfully delivered £7k under budget.
Elswick Village Green	Mark Evans	115	0	115	Underspent	▲	115	A report was presented to Planning Committee in April 2022 to authorise transferring the funds to enable the Parish Council to take responsibility for the delivery of the project under a legal agreement to ensure funds are spent in a timely manner and on the agreed project. The Capital Programme will be updated accordingly.
Kirkham Heritage Action Zone	Mark Evans	1,352	636	716	Underspent	▲	716	This is a 4 year programme (2020-2024) with spend being spread across the programme period. Delays have resulted from the Coronavirus pandemic and officers have been working with Historic England to agree a reprofiling of the spend to minimise any loss of grant. Historic England have confirmed that £224k has been removed from the scheme funding and the programme has been adjusted for this reduction in grant and the related expenditure.
Tree Planting Scheme	Mark Evans	25	6	19	Underspent	▲	19	Take up of trees for the "15 Trees for 15 Parishes" scheme was not as high as envisaged. The Carbon Neutral Working Group has asked that the funds be slipped to allow planting during the 2022/23 planting season.
25 Victoria Road St Annes Y-Pad Scheme	Mark Evans	50	50	0	On target	😊		This scheme has been successfully delivered.
<b>Sub total</b>		<b>3,110</b>	<b>1,451</b>	<b>1,659</b>			<b>1,652</b>	
<b>Total Expenditure</b>		<b>8,729</b>	<b>5,164</b>	<b>3,565</b>			<b>3,544</b>	