



Meeting Agenda

**Community Focus Scrutiny Committee,
Town Hall, Lytham St. Annes
Wednesday 29 September 2010, 6:15pm**

The main doors to the Town Hall will be open to the public at 6:00pm
The maximum capacity for this meeting room is 60 persons –
once this limit is reached no other person can be admitted.

COMMUNITY FOCUS COMMITTEE MEMBERSHIP

CHAIRMAN

Keith Hyde

VICE-CHAIRMAN

Thomas Threlfall

Councillors

Christine Akeroyd

Elizabeth Clarkson

Barbara Douglas

Dawn Prestwich

John Singleton

Paul Rigby

Kathleen Harper

Janine Owen

Maxine Chew

Tony Ford

Ken Hopwood

Linda Nulty

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Our Vision

Fylde Borough Council will work with partners to provide and maintain a welcoming, inclusive place with flourishing communities.

Our Corporate Objectives

- To Promote the Enhancement of the Natural & Built Environment
 - To Promote Cohesive Communities
 - To Promote a Thriving Economy
- To meet the Expectations of our Customers

The Principles we will adopt in delivering our objectives are:

- To ensure our services provide value for money
- To work in partnership and develop joint working



A G E N D A

PUBLIC PLATFORM

*To hear representations from members of the public in accordance with
Committee procedure rules*

ITEM	PAGE
1. DECLARATIONS OF INTEREST: <i>If a member requires advice on Declarations of Interest he/she is advised to contact the Monitoring Officer in advance of the meeting. (For the assistance of Members an extract from the Councils Code of Conduct is attached).</i>	4
2. CONFIRMATION OF MINUTES: <i>To confirm as a correct record the minutes of the Community Focus Scrutiny Committee held on 8 July 2010. As attached at the end of the agenda.</i>	4
3. SUBSTITUTE MEMBERS: Details of any substitute members notified in accordance with council procedure rule 26.3	4
4. TRANSFORMING COMMUNITY SERVICES (TCS) PROGRAMME	7-17
5. GENERAL FUND BUDGET MONITORING REPORT 2010/11 - POSITION AS AT QUARTER ENDED 30TH JUNE 2010	18-29
6. PERFORMANCE EXCEPTION REPORT	30-36
7. ANNUAL REPORT – CARE AND REPAIR (WYRE & FYLDE)	37-59
8. OPEN GOLF CHAMPIONSHIP - LYTHAM ST ANNES 2012	60-64

Personal interests

8.—(1) You have a personal interest in any business of your authority where either—

(a) it relates to or is likely to affect—

- (i) any body of which you are a member or in a position of general control or management and to which you are appointed or nominated by your authority;
- (ii) any body—
 - (aa) exercising functions of a public nature;
 - (bb) directed to charitable purposes; or
 - (cc) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union),

of which you are a member or in a position of general control or management;

- (i) any employment or business carried on by you;
 - (ii) any person or body who employs or has appointed you;
 - (iii) any person or body, other than a relevant authority, who has made a payment to you in respect of your election or any expenses incurred by you in carrying out your duties;
 - (iv) any person or body who has a place of business or land in your authority's area, and in whom you have a beneficial interest in a class of securities of that person or body that exceeds the nominal value of £25,000 or one hundredth of the total issued share capital (whichever is the lower);
 - (v) any contract for goods, services or works made between your authority and you or a firm in which you are a partner, a company of which you are a remunerated director, or a person or body of the description specified in paragraph (vi);
 - (vi) the interests of any person from whom you have received a gift or hospitality with an estimated value of at least £25;
 - (vii) any land in your authority's area in which you have a beneficial interest;
 - (viii) any land where the landlord is your authority and you are, or a firm in which you are a partner, a company of which you are a remunerated director, or a person or body of the description specified in paragraph (vi) is, the tenant;
 - (xi) any land in the authority's area for which you have a licence (alone or jointly with others) to occupy for 28 days or longer; or
- (b) a decision in relation to that business might reasonably be regarded as affecting your well-being or financial position or the well-being or financial position of a relevant person to a greater extent than the majority of other council tax payers, ratepayers or inhabitants of the ward, as the case may be, affected by the decision;

(2) In sub-paragraph (1)(b), a relevant person is—

- (a) a member of your family or any person with whom you have a close association; or
- (b) any person or body who employs or has appointed such persons, any firm in which they are a partner, or any company of which they are directors;
- (c) any person or body in whom such persons have a beneficial interest in a class of securities exceeding the nominal value of £25,000; or
- (d) any body of a type described in sub-paragraph (1)(a)(i) or (ii).

Disclosure of personal interests

- 9.—(1)** Subject to sub-paragraphs (2) to (7), where you have a personal interest in any business of your authority and you attend a meeting of your authority at which the business is considered, you must disclose to that meeting the existence and nature of that interest at the commencement of that consideration, or when the interest becomes apparent.
- (2) Where you have a personal interest in any business of your authority which relates to or is likely to affect a person described in paragraph 8(1)(a)(i) or 8(1)(a)(ii)(aa), you need only disclose to the meeting the existence and nature of that interest when you address the meeting on that business.
 - (3) Where you have a personal interest in any business of the authority of the type mentioned in paragraph 8(1)(a)(viii), you need not disclose the nature or existence of that interest to the meeting if the interest was registered more than three years before the date of the meeting.
 - (4) Sub-paragraph (1) only applies where you are aware or ought reasonably to be aware of the existence of the personal interest.

- (5) Where you have a personal interest but, by virtue of paragraph 14, sensitive information relating to it is not registered in your authority's register of members' interests, you must indicate to the meeting that you have a personal interest, but need not disclose the sensitive information to the meeting.
- (6) Subject to paragraph 12(1)(b), where you have a personal interest in any business of your authority and you have made an executive decision in relation to that business, you must ensure that any written statement of that decision records the existence and nature of that interest.
- (7) In this paragraph, "executive decision" is to be construed in accordance with any regulations made by the Secretary of State under section 22 of the Local Government Act 2000(d).

Prejudicial interest generally

- 10.—**(1) Subject to sub-paragraph (2), where you have a personal interest in any business of your authority you also have a prejudicial interest in that business where the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice your judgement of the public interest.
- (2) You do not have a prejudicial interest in any business of the authority where that business—
- (a) does not affect your financial position or the financial position of a person or body described in paragraph 8;
 - (b) does not relate to the determining of any approval, consent, licence, permission or registration in relation to you or any person or body described in paragraph 8; or
 - (c) relates to the functions of your authority in respect of—
 - (i) housing, where you are a tenant of your authority provided that those functions do not relate particularly to your tenancy or lease;
 - (ii) school meals or school transport and travelling expenses, where you are a parent or guardian of a child in full time education, or are a parent governor of a school, unless it relates particularly to the school which the child attends;
 - (iii) statutory sick pay under Part XI of the Social Security Contributions and Benefits Act 1992, where you are in receipt of, or are entitled to the receipt of, such pay;
 - (iv) an allowance, payment or indemnity given to members;
 - (v) any ceremonial honour given to members; and
 - (vi) setting council tax or a precept under the Local Government Finance Act 1992.

Prejudicial interests arising in relation to overview and scrutiny committees

- 11.—** You also have a prejudicial interest in any business before an overview and scrutiny committee of your authority (or of a sub-committee of such a committee) where—
- (a) that business relates to a decision made (whether implemented or not) or action taken by your authority's executive or another of your authority's committees, sub-committees, joint committees or joint sub-committees; and
 - (b) at the time the decision was made or action was taken, you were a member of the executive, committee, sub-committee, joint committee or joint sub-committee mentioned in paragraph (a) and you were present when that decision was made or action was taken.

Effect of prejudicial interests on participation

- 12.—**(1) Subject to sub-paragraph (2), where you have a prejudicial interest in any business of your authority—
- (a) you must withdraw from the room or chamber where a meeting considering the business is being held—
 - (i) in a case where sub-paragraph (2) applies, immediately after making representations, answering questions or giving evidence;
 - (ii) in any other case, whenever it becomes apparent that the business is being considered at that meeting;
 unless you have obtained a dispensation from your authority's standards committee;
 - (b) you must not exercise executive functions in relation to that business; and
 - (c) you must not seek improperly to influence a decision about that business.
- (2) Where you have a prejudicial interest in any business of your authority, you may attend a meeting (including a meeting of the overview and scrutiny committee of your authority or of a sub-committee of such a committee) but only for the purpose of making representations, answering questions or giving evidence relating to the business, provided that the public are also allowed to attend the meeting for the same purpose, whether under a statutory right or otherwise.

REPORT



REPORT OF	MEETING	DATE	ITEM NO
GOVERNANCE & PARTNERSHIPS	COMMUNITY FOCUS SCRUTINY COMMITTEE	9 SEPTEMBER 2010	4

TRANSFORMING COMMUNITY SERVICES (TCS) PROGRAMME

Public Item

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

Summary

Sally Parnaby (Director of Organisation Development and Provider Services) and Carole Sharrock (Head of Strategy) at NHS North Lancashire will be in attendance at the meeting to give a presentation on the Transforming Community Services (TCS) programme.

Recommendation

That the committee accept the report and proffer support for the activities.

Portfolio Holder

The Cabinet Portfolio Holder for Social Wellbeing - Councillor Cheryl Little.

Report

1. Attached to the report is an Executive Summary and briefing paper detailing the background to the Transforming Community Services (TCS) Programme and the work undertaken to date by North Lancashire Teaching Primary Care Trust.

2. The TCS programme focuses on the way in which future community services will be delivered. The drive of the Trust has been to develop future community services that meet the needs of patients and carers by improving their experiences and quality of care whilst at the same time reducing fragmentation of services, waste and inefficiencies.
3. The paper seeks to obtain the support of members with regard to the choices made.

Risk Assessment

This item is for information only and makes no recommendations. Therefore there are no risks to address.

Report Author	Tel	Date	Doc ID
Lyndsey Lacey	(01253) 658504	27 August 2010	

IMPLICATIONS	
Finance	There are no direct financial implications arising from the report
Legal	There are no direct legal implications arising from the report
Community Safety	There are no direct community safety implications arising from the report
Human Rights and Equalities	There are no direct human rights and equalities implications arising from the report
Sustainability and Environmental Impact	There are no direct sustainability and environmental implications arising from the report
Health & Safety and Risk Management	There are no direct health and safety or risk management implications arising from the report

NHS NORTH LANCASHIRE

TRANSFORMING COMMUNITY SERVICES (TCS) PROGRAMME UPDATE

EXECUTIVE SUMMARY

1. Background

During 2009-10, significant activity has been undertaken in line with Government directives to separate the two functions within the Primary Care Trust, i.e. provision of services and the commissioning of appropriate care for a given locality. The programme to deliver these significant changes is known as the Transforming Community Service (TCS) Programme.

The drive has been to develop future community services that meet the needs of patients and carers by improving their experiences and quality of care whilst at the same time reducing fragmentation of services, waste and inefficiencies.

As of April 2009 the Provider Services directorate moved to become an “arms length organisation”. This means that it was operating as a separate part of the PCT with its own governance and financial frameworks. The publication of the operating Framework in December 2009 set out clear requirements for PCT’s to become commissioning only organisations resulting in a need to identify future provider forms that could deliver services. This was followed by Department of Health and Strategic Health guidance on the TCS organisational form and the assurance process to be undertaken.

NHS North Lancashire was required to submit plans for future organisational form by March 2010 that included addressing issues such as organisational fit, details of community services provided, proposed preferred organisational form, financial assurances and governance arrangements. The PCT also had to assure the SHA that the organisations involved would pass the three crucial tests of quality improvement, increased efficiencies and sustainability of solution. Significant stakeholder involvement was undertaken that helped shape thinking and proposals.

The PCT followed SHA guidance and proposed future direction where there was a belief that services would be best placed to provide an agile and responsive delivery of care in the future. The PCT took the view that the TCS implementation should be seen as a reconfiguration of NHS services rather than a tendering process and in line with staff preferences the services will be reconfigured through mergers with other local NHS organisations.

Following the initial submission the PCT received the SHA provisional approval of the preferred organisational proposal. The decision was made to place the majority of the PCT directly provided community services with the local acute hospital provider, Blackpool, Fylde and Wyre Foundation Hospitals Trust. The exception to this is a small element of the learning disability service which is to be placed with Calderstones Foundation Trust. It is recognised that some services will require further consideration in the future to ensure that they are placed in the most appropriate setting to deliver care more effectively such as some children’s services and very constructive discussions are occurring with Lancashire County Council around the future Children’s Trust agenda.

The process of managing the transition to the new provider organisation is led by a high level Transition Board and a framework utilising programme management disciplines supports the delivery of these changes by the required transfer date of 31 March 2011.

Robust commissioning and performance management arrangements are essential to underpin this programme of Whole system change. The PCT is moving forward with Practice Based consortia colleagues and Local authorities to implement integrated commissioning arrangements.

Sally Parnaby
Director of Organisation Development and Provider Services
24 August 2010

NHS NORTH LANCASHIRE
TRANSFORMING COMMUNITY SERVICES (TCS) PROGRAMME

Report to the Overview & Scrutiny Committee

Fylde Borough Council
9 September 2010

1. Introduction

The paper sets out to give members a background to the TCS Programme and the work undertaken to date by North Lancashire Teaching Primary Care Trust (PCT). The TCS programme focuses on the way in which future community services will be delivered. The paper aims to provide assurances to members that a key fundamental principle behind the decisions is to improve patient / carer experiences and the quality of care that they receive whilst at the same time driving down fragmentation of services, waste and inefficiencies.

The paper seeks to obtain the support of the members in regard to the choices made.

2. Background

The Transforming Community Services (TCS) programme was central to delivering the vision for Primary and Community Care as set out in the NHS Next Stage Review and built on the work of the PCT's strategic plan and commissioning intentions, to outline how PCTs can develop community services over the next five years. The TCS Programme covers all existing community services that are currently provided by the PCT.

By 1 April 2009, PCTs were required to move their Provider services (community services) to an "arms length" organisation, in which there were clear contractual arrangements between the provider arm and the commissioner arm of the PCT. This was in preparation for a Provider/Commissioner split.

PCTs had to consider their options for the most appropriate organisational form that the provider arm of the PCT could take once established as a separate organisation. The options included establishing a Social Enterprise, Community Foundation Trust or merging with an existing NHS acute or mental health provider.

PCTs needed to be clear about what and how they wished to commission future community services to give clarity on how the providers would need to function and then form the resultant new organisation.

PCTs were required to submit a TCS Strategy which was developed as a result of engagement with Local Authorities, Practice Based Commissioners (PBC) which are groups of GPs, patients, neighbouring PCTs, public and staff, underpinned by a health market analysis, and the development of contestability and procurement strategies.

The refreshed Operating Framework (NHS governance document) published in June 2010 and the white paper "Equity and excellence: liberating the NHS" published in July under the guidance of the new Coalition Government, further reinforced the pace and direction regarding TCS delivery. The document clearly states that separating PCT

commissioning from the direct provision of services remains a priority and must be achieved by 31 March 2011, even if this means transferring services to other organisations whilst sustainable medium to long term arrangements are identified and secured. The refreshed Operating Framework goes on to explain that PCTs in undertaking the divestment of their directly provided community services must ensure that the plans include the following:

- They have been tested with GP commissioners and Local Authorities
- Final proposals are consistent with the aims of the NHS Strategy in strengthening the delivery of public health services and health services for children
- They consider the implications for choice and competition
- They consider a wide range of options including the development and early delivery of Community Foundation Trusts and Social Enterprises, providing employee leadership and ownership
- There has been effective engagement of staff and their representatives when considering options
- Previous proposals for continued direct provision are reviewed and alternative options developed which secure separation
- Proposals should be capable of being implemented, or substantial progress made towards implementation by April 2011

3. Approach Taken

In line with the December 2009 Operating Framework the transition process required that initial plans be submitted to the Strategic Health Authority (SHA) in February 2010 and final plans submitted in March. These plans outlined evidence for increased efficiency and sustainability; details of the services proposed organisational form and preferred organisations, expenditure and staffing details as well as the rationale and process for the submissions content.

The formal feedback from the SHA asked all five Lancashire PCTs to reconsider their proposals based on 'strategic fit and coherence' and resulted in a slight delay in response. The five Lancashire PCTs have agreed a set of common underlying principles and the approach to developing their proposals for TCS to ensure a "strategic fit and coherence" between the PCTs as follows:

- common principles/themes agreed which have underpinned the development of the individual PCT submissions
- common criteria for determining a preferred partner from which individual PCTs have chosen those most relevant to the specific local circumstances
- how the five PCTs intend to work together on implementing their proposals i.e. by developing and sharing approaches to contract management, communications and engagement, infrastructure, workforce planning etc.

Working with PBC Consortia, neighbouring PCTs and local authority colleagues NHS North Lancashire developed a set of underpinning criteria which have been used to review and redesign community services as well as shape our preferences about organisational form. The most significant of these principles are about:

- Developing a sustainable local health and social care system where there is:
 - Alignment between the strategic vision and the services delivered locally.
 - Optimisation of individual patient choice, personalised care and care in the community.
 - Maximised opportunities for staff deployment and development.

- Integrating care pathways to deliver improved services and promote integrated working to maximise efficiency and effectiveness.
- Ensuring that services can be community focused and sensitive to local needs i.e. address health inequalities or the particular needs of specific groups of patients.

The application of these principles has led to a revised approach to community services which allows for a localised service delivery model based on the integration of primary and community care with enhanced collaborative working with the local authority and other agencies providing social care and a systematic programme of transferring secondary care services into a community setting.

4. Engagement to Date

There has been engagement at all stages of the process over the last two years as follows:

- **Staff** – Staff have been involved in all service redesign initiatives, have had regular communications, presentations and opportunities to feed in comments and address concerns. A Clinical Reference Group was established to ensure representation in key change processes from all staff at all levels.
- **Trade Unions** – Staff Representatives have been given a monthly update at Staff Involvement Forums, have had additional opportunities to develop joint proposals for service change and managing change and have co-led the staff briefing sessions. In addition, Staff Representatives are members of the Provider Board and the Trust Board.
- **Patient & Public** – Through the Health Affiliate Scheme which has 7000+ members people have been informed of change and have been invited to participate in service redesign. A key part of the Provider Services Strategy has been the Patient Reference Group which has met regularly to help shape service redesign.
- **OSC** – Presentations and updates have been made to the Lancashire County Council (both Adults and Children's) and also to District Council Committees. Further feedback and separate discussions have been held when requested.
- **LINKs** – LINKs are represented on our Trust Board and have received regular updates at the monthly meetings with the PCT.

All key partners and stakeholders (PBC, GP colleagues, LMC, local authorities) have been regularly briefed and were involved in the three workshops which were designed to inform and help formulate our proposals. This submission is consistent with the views expressed over the three days.

Clinical leadership and engagement is a key underpinning principle of NHS North Lancashire's strategy and there has been extensive clinical involvement in the development of these proposals. In particular, the proposals for integrated localised models of service delivery and providing enhanced services in the community have been led and driven by clinical colleagues in the PCT and in the PBC Consortia.

5. Preferred Organisational Form

Each individual service currently delivered by the PCT provider arm has then been examined to determine how best to meet these principles and embed this revised approach. One key principle in our decision making was that we should transfer services to another NHS provider as this will ensure that the staff will retain their NHS rights and pensions. This approach was welcomed by our Staff Representatives and staff in general.

The aim was to ensure that the future services/functions can be co-located with other services to promote opportunities for improved services, greater clinical collaboration and better utilisation of the most appropriate skills in the right settings. This resulted in a complex set of proposals around future organisational form but proposals which are consistent with our overall aspirations.

The following services may be better provided by a specialist provider or on a wider Lancashire-wide or regional footprint:

- Prison Healthcare
- Learning Disabilities
- Sexual Health Services
- Community Dentistry
- Screening services

Discussions are underway to determine a final solution for these areas to achieve benefit for services, integration with associated clinical services, economies of scale and improved utilisation of services. Due to the tight timescales involved in the TCS programme, it is proposed that the above services will transfer to the same organisation as the remaining PCT services in the first instance as an interim measure.

For all of NHS North Lancashire's existing directly provided community services we are proposing that they be delivered by a local NHS Acute Trust. This will promote the vertical integration of pathways, ensure optimal utilisation of resources and expand community based services. It is anticipated that Local Management Boards will be established to ensure that key partners (including LA and PBC consortia) continue to work together to align services along pathways to improve patient outcomes in the future.

The benefits to patients as a result of transferring our services into a large acute NHS provider include:

- The ability to deliver more care closer to home or in the patients home
- Smoother end-to-end pathways from primary care to secondary and back out to primary care which will result in a better patient experience
- Preventing duplication and fragmentation of the service
- Reducing waste and increase patient safety
- Facilitating our approach to developing an integrated delivery model involving primary, secondary and social care which will further enhance the pathway of care
- Greater opportunities for staff development which will result in better more informed care for the patient
- Giving greater opportunity to delivering the personalisation agenda

The merger will facilitate clinical transformation supported by an organisation which will deliver services out to the community leading to a smoother transition across boundaries. The development of an integrated delivery model across primary, secondary and social care should facilitate efficiencies in terms of ensuring appropriate referrals into secondary care, reducing inappropriate admissions and facilitating timely discharge.

6. Choice of Preferred Provider

This options appraisal determined that the majority of our directly provided community services should transfer to an NHS organisation. Initially the main organisations considered were:

Universal services such as district nursing, health visitors etc

- University Hospitals Morecambe Bay NHS Trust (UHMBT)
- Blackpool, Fylde & Wyre NHS Foundation Trust (BFWFT)

Following presentations from both Trusts to a multi agency audience which included PBC Consortia and Lancashire County Council representatives, an analysis of their respective performance against national targets, the outcomes of the three PBC events held in February. The recommended trust was BFWFT.

Specialist services such as Prisons etc

- Ashton, Wigan & Leigh Community Foundation Trust
- Liverpool Community Foundation Trust

Following discussions with the SHA leads, we have agreed that transfer of services to the emerging Community Foundation Trusts would not be the best option. These would be transferred into the acute provider as an interim position whilst further assessment and development work is carried out

In Patient Secure Learning Disabilities

- Calderstones Partnership NHS Foundation Trust
- Lancashire Care Foundation Trust (LCFT)

Following an assessment of the above options it was felt that the IP LD secure service was better placed with Calderstones as it is a specialist LD Foundation Trust rather than LCFT which is a mental health trust. Due to the relative low value of this service this will be acted on out with the TCS programme by agreement with the SHA.

The outcome of the options appraisal is as follows:

- Transfer the majority of services to Blackpool, Fylde and Wyre NHS Foundation Trust, and
- A section of activity relating to inpatient learning disability services to Calderstones Partnership NHS Foundation Trust

The decision was taken by the SHA on 7 July 2010 that “approval in principle” be given to the NHS North Lancashire submission and that the PCT could move to the implementation stage. The complexity of the process cannot be underestimated and indeed the vigour with which NHS North Lancashire approached the process was acknowledged by the SHA and recognised as being consistent with NHS North Lancashire’s Strategic vision.

The SHA has circulated guidance on the timescales for transition and the assurance processes which it will be imposing on the Primary Care Trusts. PCTs are instructed to ensure that processes are also in place to meet their management cost reduction targets for the provider arm, freeing up further resources for front line care. As part of the assurance and approvals process, PCTs are required to describe the mechanisms that will be implemented to ensure the delivery of savings and that any reconfigurations are consistent with the overarching requirement to deliver quality, innovation, productivity and prevention. The proposed solution must be able to improve quality whilst at the same time increase productivity and value for money. The SHA have also made it clear that the process of transition must run in parallel to ongoing transformational plans for community services. Progress must not be lost in process.

In submitting our plans to meet the next stage in the SHA’s assurance process the PCT will have to consider and set out its response to include:

- Consistency across wider sub-regional geographical footprints
- Infrastructure utilisation across local NHS and other public services

- Staff and public engagement
- Equality Impact Assessments
- Department of Health tests
- Community Services must be transferred by 31 March 2011
- Proposals must have been tested with GP Commissioners and local authorities
- Consistency with the White Paper

The PCT will submit the plans to the SHA during September for inspection and consideration prior to presenting the plans to the SHA Board on the 14 October 2010 to seek "Conditional Approval". Once this is obtained the PCT will need to submit the plans to the national Competition and Collaboration Panel (CCP) who will assess the proposals against the Principles and Rules of Co-operation and Contestability¹. BFWFT will also have to undertake a full assessment of its services and financial controls and submit this to Monitor (their assurance and monitoring body) for approval prior to the transfer of services.

7. Management of the TCS Programme

The next few months will be both exciting and challenging as the PCT implements the transitional plans for directly managed community services to the new receiving organisation. Communications with staff and staff representatives is seen as integral to this process, mindful of the stewardship responsibility the PCT has as the current employer.

The service transition programme will be managed internally utilising core project management disciplines to ensure informed and timely decision making, effective use of resources, reporting and continuity and modification of services throughout the programme. It is anticipated that as the service transition programme progresses the new providers will assume an ever increasing co-ownership of the change management activity.

There have been a range of activities that have been undertaken in preparation for a decision on the future of the directly provided community services despite the delay in obtaining the formal decision.

Given that all of NHS Blackpool's community services will also be transferring to BFWFT it has been agreed that a three-way service Transition Board will be established. This will comprise the three Chief Executives and the three Lead Directors. Chairmen will be invited to attend these meetings at regular intervals.

Within the PCT, a Service Transition Steering Group has been established. It will be chaired by the Lead Director for TCS and include Non Executive Director, a Staff Representative, work-stream leads, PBC and the local authority. The Steering Group will oversee the work of a number of work-streams and will have responsibility for delivering the project. These work-streams include:

- programme delivery i.e. transacting the decision
- continued transformation of service delivery
- implementing integrated service delivery models

¹ The Principles and Rules of Co-operation and contestability form the basis of managing co-operation and contestability in the NHS in a fair and transparent manner. They aim to ensure the NHS comprises of providers who are best placed to deliver the needs of their patients and population and that both providers and commissioners co-operate to foster patient choice and offer patients an experience of a seamless health service regardless of boundaries, whilst maintaining service continuity and sustainability.

- infrastructure issues e.g. finance, contracting, IT, estates
- communications and engagement
- organisational change and workforce

Both receiving organisations are currently finalising a similar work-stream structure and the leads for each work-stream will work collaboratively to implement and transact the decision. Given the much smaller size of the Calderstones transfer this will be transacted as a separate project using the same principles.

In addition overarching action plan/timelines have been developed which outlines key stages and milestones. The progress against these plans will be reported to the TSG.

7. Conclusion

The two Trusts that have been identified as preferred providers into the future (BFWFT and Calderstones) are NHS Foundation Trusts with a history of being well performing Trusts, meeting policy guidance with a good track record of innovation, patient experience and developing services.

The choice of an NHS organisation is important as this will help to retain and attract staff with the right skills and experience. It will also allow staff to retain their NHS rights and pensions. There is an excellent working relationship between the PCT and both Calderstones and BFWFT.

A detailed action plan with milestones has been developed to ensure the deliverability, the pace and change required to allow for transfer to be achieved on 31 March 2011.

Post transfer the services will continue to be developed. NHS North Lancashire will continue to work with the PBC consortia and Lancashire County Council to develop the integrated care model of teams across primary, secondary and social care.

Sally Parnaby
Director of Organisation Development
and Provider Services

Carole Sharrock
Head of Strategy

24 August 2010

REPORT



REPORT OF	MEETING	DATE	ITEM NO
FINANCE	COMMUNITY FOCUS SCRUTINY COMMITTEE	9 TH SEPTEMBER 2010	5

GENERAL FUND BUDGET MONITORING REPORT 2010/11 - POSITION AS AT QUARTER ENDED 30TH JUNE 2010

Public Item

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

Summary

This report shows the updated position on the General Fund (GF) Revenue Budget as at 30th June 2010. The report sets out significant variances from the profiled latest budget and details the actions taken to address these.

Recommendations

Community Focus Scrutiny Committee are asked to note the current position and the comments outlined in the report.

Reasons for recommendation

In order to exercise proper financial control it is essential that all expenditure is contained within agreed budgets and that agreed savings targets are achieved.

Alternative options considered and rejected

None

Cabinet Portfolio

The item falls within the following Cabinet portfolio:

Report

1. Revenue Budget Monitoring

- 1.1 The Council operates a system of Revenue Budget Monitoring which revolves around the production of detailed monthly monitoring reports for budget holders. Significant issues arising from these monthly reports are summarised in quarterly reports to the Portfolio Holder for Finance and Resources. This report therefore details the findings and issues emerging from budget monitoring carried out during the first quarter of 2010-11.
- 1.2 It should be noted that work has commenced on enhancing budget profiling across the Council in order that budget profiles more accurately reflect the spending profile of individual budgets across the financial year. This will enhance budget monitoring and focus attention on true variances rather than budget profiling issues. It is anticipated that the improved profiling will continue throughout the year as information on expenditure trends accumulates and the budget monitoring system is refined.
- 1.3 Council approved the 2010/11 budget at its meeting on 1st March 2010. Subsequently on 28th June 2010 Cabinet approved the Council's outturn position for 2009/10. The impact of those approvals, including savings and growth options approved at Council and slippage from 2009/10 approved at Cabinet, are now reflected in the Council's financial ledger and therefore this report monitors expenditure and income against the updated approved budgets.
- 1.4 Appendix A shows details of significant variances highlighted by budget monitoring undertaken during the year to 30th June 2010.

2. Budget Areas for Further Attention/Concern

There are a number of budget areas to bring to the Portfolio Holder's attention on this first quarter General Fund Budget Monitoring report:

i) Vacancy Savings

The Council's base budget includes a savings target of approximately £100k for 2010/11 which is generated in the main from savings arising from the time an employee leaves and a new employee starts with the Council. The target was exceeded last year due largely to the significant staffing restructuring activity which took place during the year. In the current year as a result of the future financial uncertainties facing the Council, Management Team have introduced an interim measure whereby all vacant and new posts are subject to consideration by Management Team before a decision is made whether or not to recruit. Staffing expenditure across the Council will be monitored closely as the year

progresses and any anticipated change to the budgeted vacancy savings target will be reflected in future updates of the Medium Term Financial Strategy (MTFS).

(ii) Concessionary Fares

With effect from 2010-11 the Lancashire wide pooling scheme for Concessionary Fares has been wound up, which means we will pay the full actual costs of the scheme in respect of the area of Fylde Borough Council. The effect of the winding up of the scheme is that the Council will lose any pooling benefit/pooling payment previously applicable under the pooling arrangements.

A reimbursement rate (generation factor) settlement with all bus operators has still not been reached. Therefore this saving target remains a risk in the forecast, and at this stage until a final settlement is reached, no adjustment will be made in the forecast.

Consequently, this is a volatile budget and projections at this early stage are indicative only.

Concessionary fare costs continue to remain a high financial risk area which requires careful monitoring both in respect of usage variations and the bus operator negotiations.

(iii) Land charges - Revocation of Personal Search Fees

During the last month all Councils have received notification from DEFRA that the Government has completed work in relation to the charging for personal search fees and has concluded that charging a fee for a personal search of the local land register (as set out in the Local Land Charge Rules 1977) is incompatible with the Environmental Information Regulations 2004 (EIR's) and the underlying 2003 EU Directive. The Government is therefore revoking the current £22 fee by amending the Local Land Charge Rules 1977. The amendment will come into force on 17th August 2010, and local authorities have been advised to stop charging with immediate effect.

Councils were further advised that where a fee has been wrongly charged since January 2005, when the EIR's came into force, they will need to consider bringing a potential refund to the attention of those who have been wrongfully charged.

As a result of this notification the Council has stopped charging the £22 fee for personal searches. Early estimates are that this decision will adversely affect the income of the Council to the tune of £35k per annum going forward, with refunds going back to 2005 (when the fee was £11 per search) potentially totalling in excess of £70k. Once the work in assessing the likely financial impact on the Council has been completed the impact will be reflected in future updates of the MTFS.

(iv) Utility Costs

The Council has recently entered into a further agreement with 'Buying Solutions' for the efficient procurement of gas and electricity. Buying Solutions is the procurement arm of the Office of Government and Commerce which acts on behalf of central Government. Work is currently being undertaken to evaluate the current and future costs of utilities and compare the outcome with existing budget provision. This exercise will be completed by the end of September 2010 and the impact will be reflected in the next update of the MTFS.

(v) Building Control Fee Income

Building Control Fee Income is below the budgeted level as a result of economic conditions continuing to depress the level of fee income being received by the Council. Officers will continue to monitor levels of income as the year progresses, but it may be necessary in the light of the continuing reduced level of income to reflect this change in the next update of the Council's MTFS.

(vi) Car Parking Income

This is an income stream that is under pressure as the recession continues. It is therefore being closely monitored, but it may be necessary in the light of the continuing reduced level of income to reflect this change in the next update of the Council's MTFS.

(vii) Income from Miscellaneous Properties

The Director of Strategic Development is currently carrying out a thorough review of the rental income received from the Council's miscellaneous property assets. The outcome of this review will be reflected in the next update of the Council's MTFS.

3. Risk Assessment

This item is for information only and makes no recommendations. Therefore there are no risks to address

4. Conclusions

The Council continues to operate within an environment where tight financial control is essential. Quarterly monitoring reports are an integral part of the Council's financial monitoring framework, and the Portfolio Holder will receive further updates on a quarterly basis to highlight budget areas requiring further attention.

We are still at the early part of 2010/11 and it is therefore not possible to draw any firm conclusions on the in year financial position. The financial risks facing the Council, as set out in the MTFS to Council in March 2010 still remain. Instructions





issued by Management Team to budget holders are to remain prudent in order to help prepare the Council for the uncertain financial times ahead.













Report Author	Tel	Date	Doc ID
Joanna Scott	(01772) 906059	31st July 2010	

List of Background Papers		
Name of document	Date	Where available for inspection
MTFS Budget report 2010/11	1st March 2010	Council agenda 1st March 2010 at www.fylde.gov.uk
MTFS Outturn report 2009/10	28th June 2010	Cabinet agenda 28th June 2010 at www.fylde.gov.uk





IMPLICATIONS	
Finance	Financial implications are contained within the body of the report.
Legal	None.
Community Safety	None.
Human Rights and Equalities	None.
Sustainability and Environmental Impact	None.
Health & Safety and Risk Management	None.












1st QUARTER REVENUE BUDGET MONITORING - "HOT SPOTS" - VARIANCES IN EXCESS OF £10K AGAINST PROFILED BUDGET TO DATE

KEY:		Potentially ADVERSE variance impacting on General Fund resources - requires close monitoring and may be reported in the MTFS
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Service Area	Detail Description	Budget at Period 3	Actual at Period 3	Variance at Period 3	Fav (F) / Adv (A)	Budget Holder	Alert	Reason for Variance
CUSTOMER & OPERATIONAL SERVICES DIRECTORATE								
C & O Directorate Mgmnt Team	Restructure Savings Target	-£12,630.00	£0.00	£12,630.00	A	Allan Oldfield		Savings will need to be realised across the Directorate salary budgets and if required from further staff reductions - the target will be achieved by the year end
Computer Services	Computer - LCC Service Charge	£10,500.00	£241.46	-£10,258.54	F	Andrew Marriott		The budget requires profiling to reflect billing periods
Computer Services	Computer - Other Expenditure	£16,026.00	£941.02	-£15,084.98	F	Andrew Marriott		The budget is spent during the year based on the projects being delivered and the hardware and software replacement programme - this budget is on target to be spent at the end of the year
Website & Intranet Management	Other Specific Grants	-£17,013.00	-£68,000.00	-£50,987.00	F	Allan Oldfield		This is the IDEA / CLG project fund that has been programmed for delivery throughout the year and will be spent on the project.
Human Resources	Blackpool BC - HR Services	£45,786.00	£1,543.06	-£44,242.94	F	Allan Oldfield		The first three months bills were sent late and incorrect - they have now been sent and processed this will be on target from the next report with bills now being sent monthly.
Fylde Waste Schemes	Salaries - Basic Pay	£238,032.00	£180,750.03	-£57,281.97	F	Jamie Dixon		Unfilled vacancies
Fylde Waste Schemes	Hire of Transport	£2,502.00	£19,188.83	£16,686.83	A	Jamie Dixon		Increased rental costs due to fleet breakdowns, vehicles off-road and additional vehicle to collect paper / cardboard
Fylde Waste Schemes	LCC Cost Sharing - Recycling	-£145,450.00	-£2,235.66	£143,214.34	A	Jamie Dixon		Qtr 1 invoice was due that has now been raised
Contract Services	Salaries - Basic Pay	£345,542.00	£333,278.29	-£12,263.71	F	Jamie Dixon		Staff vacancies
Contract Services	Hire of Transport	£1,875.00	£17,310.87	£15,435.87	A	Jamie Dixon		Increased rental costs due to fleet breakdowns, vehicles off-road and additional vehicle for collecting blue bins.
Contract Services	Purchase of Equipment	£18,756.00	£0.00	-£18,756.00	F	Jamie Dixon		Profiling
Contract Services	Opting Lease-Secndry (Plant)	£39,729.00	£149,224.29	£109,495.29	A	Jamie Dixon		Profiling











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CUSTOMER & OPERATIONAL SERVICES DIRECTORATE								
Contract Services	Contract - Contract Sum	-£1,000,119.00	-£1,259,015.88	-£258,896.88	F	Jamie Dixon		Payment arrangements being set-up by Finance Team
Contract Services	Contract - Additnl Properties	-£85,293.00	-£27,503.80	£57,789.20	A	Jamie Dixon		Invoices now raised
Trade Waste Service	LCC-Landfill Levy/Tipping Chgs	£42,500.00	-£99,623.41	-£142,123.41	F	Jamie Dixon		Awaiting invoices from LCC
Trade Waste Service	Bulk Bin Lease Charges	-£26,996.00	-£41,963.10	-£14,967.10	F	Jamie Dixon		Profiling
Trade Waste Service	Bulk Bin Collection Charges	-£107,984.00	-£118,074.49	-£10,090.49	F	Jamie Dixon		Profiling
Public Conveniences	Public Conveniences Contract	£28,770.00	£14,412.43	-£14,357.57	F	Jamie Dixon		Awaiting invoices from Danfo
Highways Cleansing	Other Reimbursements	-£3,750.00	£16,361.04	£20,111.04	A	Jamie Dixon		Awaiting year end invoice (£17,100) that has now been raised.
Fleet	FMS Materials Cost	106,343	61,658.89	-44,684.11	F	Jamie Dixon/Steve Marsh		Profiling across 30000, 30001 and 30002 and costs to keep old fleet roadworthy until new fleet arrives during Aug / Sep 2010.
	Repairs by Plant Specialists	1,047	57,817.08	56,770.08		Jamie Dixon/Steve Marsh		
	Tyres - Renewal	19,852	34,008.59	14,156.59	A	Jamie Dixon/Steve Marsh		Partly influenced by not being off landfill until June 2010 (previously anticipated April 2010). A new tyre replacement arrangement commenced on 26-07-2010 and improvement in spend is expected over the remainder of the year
	Hire of Transport	18,582	79,720.36	61,138.36	A	Jamie Dixon/Steve Marsh		Increased rental costs due to fleet breakdowns, vehicles off-road and 2 additional vehicles to collect paper / cardboard (Fylde) and blue bins (Wyre).





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STRATEGIC DEVELOPMENT DIRECTORATE								
Strategic Dev Directorate Mgt Team	Restructure Savings Target	-£25,638.00	£0.00	£25,638.00	A	Paul Walker		Overall savings on target. All divisional restructures now in place. Virements to finalise savings allocations before Q2 reporting.
Development Control	Planning Application Fees	-£80,064.00	-£108,646.42	-£28,582.42	F	Mark Evans		Seasonal increase in planning applications - budget reprofiling required.
Building Control	Plan Fee Ind/Comm	-£19,293.00	-£2,562.91	£16,730.09	A	Andrew Dickson		Total income last year across all cost centres was £181K. Income expectations agreed in the budget for 2010/11 is £266K. Due to the continued economic downturn income is predicted to fall short by a similar amount in 2010/11. Income expectation needs reducing as part of the MTFS review after Q2 to take account of economic downturn. The restructure in Technical Services has reduced the number of staff as a result.
Building Control	Plan Fee - Dom Ext	-£39,255.00	-£4,278.27	£34,976.73	A	Andrew Dickson		
Planning Appeals	Planning Appeal Hearing Costs	£10,025.00	-£660.00	-£10,685.00	F	Mark Evans		Income is year end accrual - No spends to date. Overall budget will be needed to fund cost of appeals as they are lodged. Mowbreck Lane appeal about to commence.
Planning Development	Release of Prior Year Provision	-£12,444.00	£0.00	£12,444.00	A	Mark Evans		Release of planning delivery grant to fund core strategy. Profiling to period 12
Planning Development	Housing & Planning Delivery Grant	£0.00	-£16,835.00	-£16,835.00	F	Mark Evans		Year end accrual of grant for work on Habitat Directive.
Core Strategy	Consultants Fees	£16,260.00	£0.00	-£16,260.00	F	Paul Walker		Budgets need reprofiling before Q2 reporting.
Concessionary Fares	Third Party - Pooling Contributions	£215,000.00	-£188,535.00	-£404,425.00	F	Paul Walker		The Lancashire wide pooling arrangement no longer exists for 2010-11, therefore no pooling amount is paid on a quarterly basis, instead we awaiting invoices from LCC for actual usage.
Tech Serv - Eng & Bldng Team	Salaries - Basic Pay	£29,700.00	£0.00	-£29,700.00	F	Paul Walker/A Dickson/S Shahzad		Budget will be revised and re-profiled before Q2 reporting - Linked to 7654/10099
Lytham Library	LCC Lytham Library Cntrbn	-£5,391.00	£22,975.65	£28,366.65	A	Gary Sams		Budget need reprofiling before Q2 reporting





FYLDE BOROUGH COUNCIL














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STRATEGIC DEVELOPMENT DIRECTORATE								
Miscellaneous Properties	Ground Rents	£0.00	-£12,605.00	-£12,605.00	F	Gary Sams		Budgets need reprofiling before Q2 reporting
Pleasure Island/Salter's Warf	Rent of Stands/Site	-£11,388.00	-£26,166.50	-£14,778.50	F	Gary Sams		
Property Management Team	Ext Management (Contract/Fees)	£10,008.00	-£3,395.98	-£13,403.98	F	Gary Sams		Includes year end accruals. Delays in submission of invoices from Wyre.
Authority Wide	Other Miscellaneous Repairs	£67,177.00	-£13,470.34	-£80,647.34	F	Paul Walker/A Dickson		
Coast Protection	Other General Repairs and Mtce	£32,274.00	-£6,540.54	-£38,814.54	F	Paul Walker		Budget includes slippage from last year to fund back-log of works. Reprofiling required before Q2 reporting.
Decriminalised Off-Street Parking	Decrim - On-Street Pkng Fees	-£17,826.00	£0.00	£17,826.00	A	Paul Walker		Budget adjustment required to move budget to 4390/94102 as there is no longer an on-street function. Off-street decriminalised parking fees down against budget. Possible MTFS adjustment, may be offset against increased car park income overall.
Decriminalised Off-Street Parking	Decrim - Off-Street Pkng Fees	£0.00	-£12,745.00	-£12,745.00	F	Paul Walker		












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
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COMMUNITY SERVICES DIRECTORATE								
Community Services Mgt Team	Restructure Savings Target	-£21,888.00	£0.00	£21,888.00	A	Clare Platt		Savings achieved across several salary headings after completion of all restructures. Vacant posts currently meeting corporate & directorate saving targets.
Taxi Licensing	Hackney Carriage Drivers Test	-£17,744.00	-£336.00	£17,408.00	A	Mike Walker		Virement between codes required. Currently on target
Housing Strategy	Other Fees	£3,750.00	-£28,610.00	-£32,360.00	F	David Gillett		Awaiting final invoice to offset year end credit
Homelessness	Contingency Costs	£8,754.00	-£6,571.31	-£15,325.31	F	David Gillett		Awaiting invoice year end creditor adjustment
Homelessness	B&B	£11,451.00	£1,301.27	-£10,149.73	F	David Gillett		Reduced use of B&B accommodation
Homelessness	LSP Grant	£0.00	-£32,117.00	-£32,117.00	F	David Gillett		Funded budget increase needs formalising
Homelessness	CLG Homelessness Grant	-£7,767.00	-£67,050.00	-£59,283.00	F	David Gillett		Inflated by inclusion of one-off credits B/F from 09/10 to assist with Homelessness prevention
Supporting People	Supporting People Grant	£0.00	-£10,725.10	-£10,725.10	F	David Gillett		offset by expenditure in 52008 (handyman scheme). Requires adjustment as funded budget increase
Housing Team	Salaries - Basic Pay	£54,258.00	£37,648.87	-£16,609.13	F	David Gillett		Vacancy savings - to be reallocated through restructure
Ansdel - Leisure & Playground	Games Site Fees	-£14,811.00	-£27,864.02	-£13,053.02	F	Darren Bell/Mark Wild		Requires re-profiling. Currently on target.
Misc Contracts - Parks	Other Reimbursements	-£10,648.00	£0.00	£10,648.00	A	Darren Bell/Mark Wild		Subsequently been invoiced.
Cemetery	Interments	-£38,811.00	-£23,137.00	£15,674.00	A	Darren Bell		Requires re-profiling. Currently on target.
Technical Services Maint Unit	Internal Recharge Income	-£12,759.00	£0.00	£12,759.00		Darren Bell		Requires internal recharge.













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COMMUNITY SERVICES DIRECTORATE								
Lowther Pavilion - Detail	Box Office Commission Payments	£52,542.00	£76,772.31	£24,230.31	A	Darren Bell		Commission payments to promoters - offset by increased box office ticket sales.
Lowther Pavilion - Detail	Box Office Ticket Sales	-£61,296.00	-£159,472.10	-£98,176.10	F	Darren Bell		Increased income above budget - offset by increased box office commission payments
Lowther Pavilion - Detail	Miscellaneous Income	-£14,511.00	-£3,359.44	£11,151.56	A	Darren Bell		Profiling issue. Income from self promoted shows to be recouped during year.
Lowther - Parks Operational	Sewerage and Envrnmntl Svcs	£24.00	£10,717.68	£10,693.68	A	Darren Bell		Corporate utility bill re-profiled. Requires virement or MTFS adjustment.
GOVERNANCE & PARTNERSHIPS DIRECTORATE								
Organisational Improvement	Lancashire IEP (Team Lancashire)	£0.00	-£116,666.00	-£116,666.00	F	Tracy Scholes		Income from Team Lancashire for improvement work. Some of this funding is to be passported through to other councils. A proportion is to be expended on management development training (Cabinet 21 July refers)
Democratic Team	Salaries - Basic Pay	£39,122.00	£19,869.49	-£19,252.51	F	Tracy Scholes		Savings from two vacant posts currently being filled
Democratic Team	Consultants Fees	£6,828.00	£23,013.89	£16,185.89	A	Tracy Scholes		Consultant covering one of the vacant posts above
Elections - Parliamentary	Purchase of Equipment	£0.00	£15,365.12	£15,365.12	A	Tracy Scholes		All election codes are subject to costs being covered by a return to the Ministry of Justice
Elections - Parliamentary	Other Reimbursements	£0.00	-£10,154.05	-£10,154.05	F	Tracy Scholes		See comments above
External Audit Fees	External Audit Fees	£34,068.00	-£28,114.00	-£62,182.00	F	Tracy Scholes		Waiting for guidance from the Audit Commission on the council's audit fee in light of the abolishment of CAA
Benefit Fraud Investigation	Preston CC - SLA Other	£26,391.00	£53,000.00	£26,609.00	A	Savile Sykes		Profiling - 2nd quarter payment to 30th September paid in advance

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GOVERNANCE & PARTNERSHIPS DIRECTORATE								
Accountancy Services	Computer - Program Licnce Chgs	£2,226.00	-£27,000.00	-£29,226.00	F	David Bennett		Fees re Civica not yet invoiced
Finance Administration	Computer - Program Licnce Chgs	£8,788.00	£26,082.00	£17,294.00	A	David Bennett		To be re-profiled
Council Tax Collection Costs	Blackpool BC - Shared Services	£89,313.00	£0.00	-£89,313.00	F	David Bennett		Late invoicing from Blackpool BC - paid in July
Council Tax Collection Costs	Miscellaneous Receipts	-£40,032.00	£0.00	£40,032.00	A	David Bennett		CTAX monthly reconciliation being redeveloped - variance will clear when fully implemented
Business Rates Administration	Blackpool BC - Shared Services	£44,671.00	£0.00	-£44,671.00	F	David Bennett		Late invoicing from Blackpool BC - paid in July
Business Rates Administration	Cost of Collection Allowance	-£28,149.00	£0.00	£28,149.00	A	David Bennett		NNDR monthly reconciliation being redeveloped - variance will clear when fully implemented
Rent Allowances	Rent Allowances	£3,583,182.00	£3,813,868.32	£230,686.32	A	David Bennett		Housing Benefit take-up higher than projected - near 100% funded by DWP so minimal impact on budgets
Rent Allowances	Council Tax Benefit	£1,110,888.00	£0.00	-£1,110,888.00	F	David Bennett		CTAX monthly reconciliation being redeveloped - variance will clear when fully implemented
Rent Allowances	Council Tax Rebates	-£1,091,958.00	-£1,266,624.00	-£174,666.00	F	David Bennett		Housing Benefit take-up higher than projected - near 100% funded by DWP so minimal impact on budgets
Rent Allowances	Rent Allowance Overpayments	-£62,550.00	-£276,795.80	-£214,245.80	F	David Bennett		HBEN monthly reconciliation being redeveloped - variance will clear when fully implemented
Housing Benefit Admin	Blackpool BC - Shared Services	£133,353.00	£0.00	-£133,353.00	F	David Bennett		Late invoicing from Blackpool BC - paid in July
Cycling Development Programme	Other Miscellaneous Grants	-£2,782.00	-£16,500.00	-£13,718.00	F	Wendy Voo		Funded budget increase needs formalising & Profiling

REPORT

REPORT OF	MEETING	DATE	ITEM NO
GOVERNANCE & PARTNERSHIPS	COMMUNITY FOCUS SCRUTINY COMMITTEE	9 TH SEPTEMBER 2010	6

PERFORMANCE EXCEPTION REPORT

Public Item

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

Summary

This report presents the performance data for the council for the 1st Quarter of 2010/11. Under performance is highlighted and supporting commentary is provided. The report is in a revised format to reflect the new performance management system, Performance Plus, and now includes larger icons for ease of reading.

Recommendation

That the performance for Q1 2010/11 is noted, scrutinised and recommendations made for further investigation or explanation as required.

1. Performance Symbols used in this report

Status Icons



Over Performance - The Indicator or Action is over performing against target. If this is an action it may be the action has been completed early or to a better standard than first anticipated.



On track - The Indicator or Action is performing within tolerance of target. If this is an action it may be completed to an acceptable level and to an acceptable standard. It has produced the result expected.



Cautionary Under Performance - The Indicator or Action is moderately under performing. Whilst the indicator has slipped from target it may be a minor blip overall or minor action will remedy it. If this is an action it may have slipped in terms of time or quality or been completed but not to satisfactory standards or produced the result expected.



Under Performance - The Indicator or Action is under performing against target. If this is an action it will have slipped more than one quarter behind expected delivery, have been delivered on time but not within other tolerances such as quality, budget or will have failed to deliver most or any of the expected results.



Missing Data - The Indicator or Action is missing information. It has not been updated, no progress either positive or negative can be shared or the effect evaluated.

Performance Icons



Change in Performance - Narrowed the Gap
From the previous period to the current the **gap between the actual and target** have narrowed. It is **closer** to target than last time.



Change in Performance - The same
From the previous period to the current the **gap between the actual and target** has stayed the **same distance** apart. It is the same as last time.



Change in Performance - Widened Gap
From the previous period to the current the **gap between the actual and target** has grown. The actual is **further away** from target than last time.



Direction of Travel -
These icons show the change in Actual figures from one period to the next. They show where the actual has increased or decreased and that **this is not what was desired**.



Direction of Travel -
These icons show the change in Actual figures from one period to the next. They show where the actual has increase or descreased and **this is what was desired**.

2. Performance Report

A summary of all performance for Q1 2010/11 is attached as an appendix. The Committee's attention is drawn to under performance in particular and this is summarised below. The report is structured to reflect under performance per Directorate to allow members to scrutinise and ask questions of each Director in turn.

The plain text is added by the Corporate Performance Officer regarding statistical information followed by the *italicised* text which is the comment made by relevant Officers.

Strategic Development

NI154 Net additional homes provided with a Q1 target of 76.5 homes underperformed with the provision of 16 homes.

Reduced activity in the house building market is directly related to the current economic conditions affecting the whole country. The target of 306 homes per year was set regionally as part of the Regional Spatial Strategy (RSS). Recent pronouncements from the Secretary of State have revoked the RSS and it will be for Fylde Borough Council to determine this target locally in the future. Until this new figure is set and agreed the RSS target of 306 is no longer in place and should be removed as a target for corporate performance reporting.

FLI020 Percentage of undisputed invoices paid within 30 days or agreed terms is underperforming with an actual of 90.7% against a target of 95%. Within Strategic Development, Planning Policy and Technical Team performed the least achieving 71.43% and 81.82% respectively. Within Planning Policy from April to June 7 invoices were presented of which 2 were not paid within agreed terms. Within the Technical Team 55 invoices were presented of which 10 were not paid within terms.

Four of the ten invoices paid late in Technical Services relate to invoices presented ahead of the start of the new financial year for software licences. The invoices were paid as soon as possible within the new financial year for which they relate to. If these are omitted from the calculation the percentage becomes 89.1%. The recent restructure in Technical Services has now been finalised and internal processes are now in place to ensure quicker payment in the future. Of the two invoices in Planning Policy paid late one was in dispute before finally being paid late.

Community Services

None to report

Governance & Partnerships

NI181 Time taken to process Housing Benefit/ Council Tax Benefit new claims and change events. The target is currently set at 15 days but is running at 22.59 days.

The System Replacement project places a number of calls on resources not present in a normal year. This inevitably impacts on processing times particularly over the next few months leading up to go live in October and for some time after. It can take a considerable time to recover former performance levels

In addition to the normal workloads every member of staff needs training and this training is not effective unless they are also given some practice time on the new system. Staff time is also required to undertake data cleansing and reconciliation work before and after each data cut. This is a huge task requiring considerable resource to complete within the project timetable.

The situation is further exacerbated as a result of the recession, workloads have increased by a considerable amount, new claims alone have increased by 18.9% compared to Feb 2008. This is one of the highest increases in the North West.

Customer & Operational Services

FLI020 Percentage of undisputed invoices paid within 30 days or agreed terms is underperforming with an actual of 90.7% against a target of 95%.

Within Operational Services, Dog Control performed least achieving 62.5% of invoices processed on time. This consists of 8 invoices presented from April to June, 3 of which were not paid on time.

There have been issues with some vet bills being mislaid that have had to be re-issued, this has now been addressed. With the appointment of the Senior Waste Prevention and Enforcement Officer there is now direct day to day line management over the Dog Welfare Service which will result in an improvement in the processing of invoices. Business process improvement work on the service has also helped to improve the processing times and authorisation for payment.

FLI019 Number of missed bins per 100,000 collections is nearly double its target sitting at 96 per 100,000 against a target of 50 per 100,000.

There has been a steady increase in the number of missed bins reported over recent months and it is uncertain whether this was down to a reduction in service levels or if non-'genuine' missed bins are being captured in the figures. The reporting of missed bins through the corporate complaints system has led to an increase in the number of people reporting the problem out of hours.

There can be a seasonal increase in missed bins with a larger percentage of green bins presented in the summer months and residents wanting to have excess waste removed. The new Bartec system is now being used to identify the reason for every missed bin to reduce repeat occasions and pinpoint the addresses of problem properties. The latest data is beginning to show a trend towards the targeted figure that we will achieve over the next few months. Although the number of missed bins has risen significantly in recent months, the number of missed bins is still relatively low (<0.01%). In the same way that sickness absence has been tackled meticulously by the Operational Services Team missed bins will be addressed to ensure they meet the previous high standard

Full and proper use of the Bartec system will see a big reduction in the number of missed bins. Some complications with rounds running later or earlier than normal have been experienced as a result of the St. Annes Depot being out of use for several weeks. Despite the requirement to have bins presented by 8am some residents get accustomed to a regular time. A meeting has been held with the Twin Bin drivers to ensure that they have the support to use the Bartec system to record every issue regarding missed bins.

FLO17 Percentage of phone calls to 01253 658658 answered has dropped in comparison to year end to 62.94% although the figure for the month of June was 79.65%.

The Council received 9512 more telephone calls to the 658658 number between April and June than in same period last year and answered more than 2000 calls than in the same period. This was despite the fact that in April the service lost two full time experienced members of the Customer Service Team that were replaced in May but did require training for several weeks. The number of calls to the Council has been increasing for the last 12 months as a result of the recession with an increased number of enquiries about benefits, grants, housing and other support. The Council is very much the first point of contact regardless of whether we are actually responsible for the support. This is despite the number of online contacts continuing to increase month on month as more and more people at the current time are contacting the Council for advice and support.

The call handling process and the systems used to support the Customer Service Specialists is currently part of a business process improvement project. The objective is to reduce the 'down time' required after the call and to signpost calls for other organisations more effectively.

xNI14 Avoidable Contact has risen in the quarter to 42% against its target of 30%.

This figure measures the number of customer contacts made to the Council that could have been avoided if the service or information the customer received had been 'right' in the first place i.e. understanding what a letter says. In 2009-2010 a large sample of Electoral Registration enquiries were included in the figures which produced a high number of unavoidable contacts and which balanced out the overall sample for the year end. The Electoral Registration sample will be included in the September / October data., The other high volume areas of customer contacts, Council Tax, Housing Benefits and Operational Services are running at the same level of avoidable contact as the same period last year.

The avoidable contact data is subject to review by the Customer Service Manager and areas of concern are highlighted to the service provider in an effort to reduce repeat problems i.e. confusing information or complicated forms.

Portfolio Holder

The Cabinet Portfolio Holder for Partnerships and Community Engagement is Councillor Karen Buckley.

Risk Assessment

This item is for information only and makes no recommendations. Therefore there are no risks to address

Report Author	Tel	Date	Doc ID
Darius Ward	(01253) 658624	24 th August 2010	

IMPLICATIONS

Finance	The in year financial performance of the Council to end of June 10 is set out General Fund Budget Monitoring report tabled separately on this agenda.
Legal	There are no direct legal implications arising from the report
Community Safety	There are no direct community safety implications arising from the report
Human Rights and Equalities	There are no direct human rights and equalities implications arising from the report
Sustainability and Environmental Impact	There are no direct sustainability and environmental implications arising from the report
Health & Safety and Risk Management	There are no direct health and safety or risk management implications arising from the report

Performance Appendix

FBC: Governance & Partnerships									
	Actual	Target	Performance	DoT	Actual YTD	Target YTD	Perf YTD	DoT YTD	ChIP
NI180 The number of changes of circumstances affecting HB/CTB entitlement processed within the year	706*	1135.75			706*	1135.75			
NI181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	22.59	15			22.59	15			
FBC: Finance									
	Actual	Target	Performance	DoT	Actual YTD	Target YTD	Perf YTD	DoT YTD	ChIP
FLI020: Percentage of undisputed invoices paid within 30 of receipt or within agreed payment terms	91.7	95			91.7	95			
NI179 Value for money- total net value of on-going cash-releasing gains since start of 2008-9	T&C	1265033			T&C	1265033			
FBC: Governance									
	Actual	Target	Performance	DoT	Actual YTD	Target YTD	Perf YTD	DoT YTD	ChIP
FLI015: Percentage of overdue freedom of information requests (FOI)	3.3	0			3.3	0			
FLI016: Average number of days to respond to all Freedom of Information requests (FOI)	6.98	7.5			6.98	7.5			
FBC: Community Services									
	Actual	Target	Performance	DoT	Actual YTD	Target YTD	Perf YTD	DoT YTD	ChIP
NI182 Satisfaction of businesses with local authority regulation services	82	80			82	80			
FBC: Leisure Services									
FBC: Public Protection									
	Actual	Target	Performance	DoT	Actual YTD	Target YTD	Perf YTD	DoT YTD	ChIP
FBC: Housing									
	Actual	Target	Performance	DoT	Actual YTD	Target YTD	Perf YTD	DoT YTD	ChIP
NI156 Number of households living in Temporary Accommodation	6	6			6	6			
FBC: Strategic Development									
	Actual	Target	Performance	DoT	Actual YTD	Target YTD	Perf YTD	DoT YTD	ChIP
NI185 CO2 reduction from Local Authority operations	Available in late Septmeber								
NI186 Per capita reduction in CO2 emissions in the LA area	Available in late Septmeber								
FBC: Planning Services									
	Actual	Target	Performance	DoT	Actual YTD	Target YTD	Perf YTD	DoT YTD	ChIP
NI157a Processing of major applications within 13 weeks	33.33	60			66.67	60			
NI157b Processing of minor applications within 8 weeks	57.69	65			67.5	65			
NI157c Processing of other applications within 8 weeks	75	80			79.43	80			
FBC: Regeneration & Tourism									
FBC: Technical Services									
	Actual	Target	Performance	DoT	Actual YTD	Target YTD	Perf YTD	DoT YTD	ChIP
NI154 Net additional homes provided	16	25.5			16	76.5			
NI155 Number of affordable homes delivered (gross)	16	13.75			16	13.75			

FBC: Customer & Operational Services									
	Actual	Target	Performance	DoT	Actual YTD	Target YTD	Perf YTD	DoT YTD	ChIP
FBC: Customer Services									
	Actual	Target	Performance	DoT	Actual YTD	Target YTD	Perf YTD	DoT YTD	ChIP
FLI013: The number of unique hits in the council's website www.fylde.gov.uk	76028	75000			76028	75000			
FLI014: Number of customer transactions carried out online	8684	7500			8684	7500			
FLI017: Percentage of phone calls to 01253 658658 answered	81.99	85			66.98	85			
FLI018: Percentage satisfaction with the service provided by Fylde Borough Council	86.79	92			87.5	92			
FLICS009: No of emails recieved	862	878			3752	3381			
NI014 Avoidable contact: the proportion of customer contact that is of low/no value to the customer	42	30			42	30			
FBC: Operational Services									
	Actual	Target	Performance	DoT	Actual YTD	Target YTD	Perf YTD	DoT YTD	ChIP
FLI019: Number of missed bins per 100,000 collections	96	50			96	50			
NI191 Residual household waste per household	45.7*	40.5			45.7*	40.5			
NI192 Percentage of household waste sent for reuse, recycling and composting	42.07	46			42.07	46			
NI195a Improved street and environmental cleanliness (litter)	8	8			8	8			
NI195b Improved street and environmental cleanliness (detritus)	12	14			12	14			
FBC: ICT									
* Only April figure available									

REPORT



REPORT OF	MEETING	DATE	ITEM NO
COMMUNITY SERVICES	COMMUNITY OUTLOOK SCRUTINY COMMITTEE	9 SEPT 2010	7

ANNUAL REPORT – CARE AND REPAIR (WYRE & FYLDE)

Public Item

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

Summary

This report is the third Annual Report presented to the committee following the conclusions and recommendations of a Task and Finish group in 2007. The Annual report covers the period April 2009 to March 2010

Recommendations

- 1) That members be requested to review the annual report 2010 for the Fylde and Wyre Care and Repair service.

Cabinet Portfolio

The item falls within the following Cabinet portfolio:

Social Wellbeing – Councillor Cheryl Little

Report Background

1. The Care & Repair Service (Wyre & Fylde) is administered from Wyre BC on behalf of both Districts.
2. The service is a “not for profit” home improvement agency. It is available to older people and people with disabilities in Wyre and Fylde, and is delivered in two distinct parts.
3. The first is the “core” service which is designed to facilitate repairs and adaptations to enable someone to stay in their home. Case workers visit people in their homes, and as part of their remit will explore whether any grant or charitable funding may be available to help pay for any works which may need to be undertaken
4. The second is the “handyperson” scheme. The aim of this scheme is to keep people safe in their homes and to prevent the risk of trips and falls, and it provides minor aids and help with small jobs around the house. The cost to the householder is confined to the cost of materials – labour is provided free. Neither Fylde nor Wyre contribute to this scheme, but qualifying residents from Fylde and Wyre are eligible to use it. It is funded by Lancashire Social Services and North Lancs PCT. This is also administered by Wyre BC

Performance 09/10

5. The Care and Repair service operates against a number of performance measures and targets and these are summarised below. These performance measures and targets are set by Lancashire County Council Supporting People Team. This information is provided to Council Officers at the regular Steering Group meeting which meets on a quarterly basis.
6. The report from the Care and Repair manager confirms these targets were met in 2009/10 and comparisons with performance in 2007/8 and 2008/9 are outlined in table 1 of this report.
7. A key objective for the service is for users of the service to continue to remain in their own home. The service is meeting this requirement as evidenced in the qualitative and quantitative data on this objective in the quarterly monitoring reports to the Steering Group.
8. Service users are asked in the Customer satisfaction survey whether using the service has helped to maintain their independence, and if so, how. Outcomes from the surveys are outlined in Appendix 1&2

Trends and comparisons

9. As part of the evaluation of the service a comparison is shown in the table below between 2007/8, 2008/9 and 2009/10 of relevant target outturn.

Description	Target	2007/8	2008/9	2009/10
Enquiries for Advice and Support	3000	2055	4082	5508
Average number of wks between enquiry and first visit	3wks	1.6	0.9	0.72
Average number of wks between first visit and practical completion (for Jobs< £1000)	20 wks	20	13.5	13.25
Average number of wks between first visit and practical completion (for Jobs> £1000)	40wks	33.6	22	24.45
Handy person target for carrying out works	2 wks	0.5	0.5	0.45
Handy person service – Jobs completed	1500	2027	2246	2510

Funding 2009/10

10. Fylde BC currently provides funding on an annual basis to the Core Service alone. The funding provided for 09/10 was £30,000. and a similar funding requirement for 10/11.
11. The Task and Finish group in 2007 looked in detail at the funding requirements of the service and was satisfied that the funding should be continued as it represented good value.
12. Funding for the service on an ongoing basis is problematic due to the uncertainty in source funding. Partner budgets are always under pressure and consequently ongoing commitments are difficult to establish.
13. Fylde BC similarly makes a budget commitment on a yearly basis only.
14. The Care and Repair service has been successful in attracting funding from other sources as identified in the Annual report. This additional funding has provided the funding for additional small repairs handyperson services.
15. Wyre BC undertakes overall financial monitoring of the service. At 31st March 2010 the overall financial position of the service was positive and provides for an operating balance equivalent to three months costs.

Conclusion

16. There is continued evidence that during 2009/10 there has been increased interest in the scheme from residents of Fylde.
17. The Care and Repair service has performed well in relation to its set targets and objectives.
18. The outcome of the Lancashire wide work on the Commissioning Strategy for Home improvement Agencies was due for completion in October 2009 further work on the Strategy is being undertaken. It is suggested that when the conclusions and recommendations are finally presented to the Supporting People commissioning board these are considered by Fylde BC at that time which will in turn enable consideration of a longer term funding commitment and Service agreement.

IMPLICATIONS	
Finance	The council provides a grant payment of £30,000 per annum for which provision has been made in the 2010/11 budget.
Legal	None specifically arising from the report
Community Safety	The Care and repair service provides support to a number of community Safety initiatives
Human Rights and Equalities	The service is provided on an impartial basis and provides support to vulnerable members of the Community
Sustainability	None arising from the report
Health & Safety and Risk Management	None arising from the report

Report Author	Tel	Date	Doc ID
David Gillett	(01253) 658689		

List of Background Papers		
Name of document	Date	Where available for inspection

Attached documents

Annual report from Care and Repair Manager Michele Lee

Appendix 1 – ANALYSIS OF CUSTOMER SATISFACTION SURVEYS – 2009/10

Appendix 2 – ANALYSIS OF HANDYPERSON CUSTOMER SATISFACTION QUESTIONNAIRES

Appendix 3 - HANDY PERSON DATA - Financial Year 2009/10

Appendix 4 – Small repairs handyperson data

Care & Repair (Wyre and Fylde)

Annual Progress Report

1 April 2009 to 31 March 2010

CORE SERVICE

During the year 1 April 2009 to 31 March 2010, Care & Repair (Wyre and Fylde) dealt with 5508 enquiries for advice and support

The service met its target times for:

Average number of weeks between enquiry and first visit – 0.72 against a target of 3

Average number of weeks between first visit and practical completion for jobs costing less than £1000 – 13.25 against a target of 20

Average number of weeks between first visit and practical completion (jobs costing £1000 or more) – 24.45 against a target of 40

The Handyperson service has also met the target time for carrying out works – average number of weeks between initial enquiry and completion 0.45 against a target of 2. Where the target timescale was exceeded for a job, this was due to, or at the request of, the service user

The Service has facilitated the following works for clients:

GRANTS FUNDED WORKS

Cases Completed	1
Cases Approved	0
Cases in progress	0

PRIVATE/CHARITY FUNDED WORKS

Cases completed	79
Cases in progress	46

In addition, during the year, at various stages during the process, 55 works were cancelled for a number of reasons, including:

- Ill health
- Not wanting the disruption
- Not willing to pay for the work (or too expensive)
- Not willing to disclose financial circumstances (for grant or charity funding application)
- Decided to move house
- Changed their mind about having the work done

The policy to take a non-refundable fee deposit of £25 came into force on 1 April. This has cut down on wasted time as the schedules are not sent out to contractors until the fee is received and we have reasonable assurance that clients wish to go ahead with the work. We do provide caseworker assessments and technical advice and assistance to help clients to decide the best course of action before they are asked to pay the fee deposit and the number of cancellations has reduced from last year

The private grab rail scheme has continued and clients can have grab rails supplied and fitted through the Handyperson Service for a charge of £10.00. This scheme has reduced waiting times for Occupational Therapist assessment for those people who require only a grab rail. 187 grab rails were fitted during the year under the scheme, providing additional income to the service of £1870

It is becoming increasingly difficult to secure funds from charities to pay for work. The team is dealing with calls from people who have not carried out any repairs or maintenance on their property for a significant time

and those properties are now in a severe state of disrepair. Without the means to pay for work required, it is very difficult for the Agency to assist and it is becoming more important to work with clients to encourage them to carry out work at the time when it is manageable and affordable to prevent the need for more major work at a later date

Marketing/Promotion

Throughout the year, Caseworkers and the Manager attended the following events/venues to promote the services provided by Care and Repair:

- Age Concern Luncheon Club, Kirkham
- Day Centre, St Albans Road, St Annes (two different groups)
- The Willows, Preesall
- South Hey Housing
- Fylde LSP Health and Wellbeing event, St Annes
- New Fylde Housing
- Benefits take-up event, Clifton hospital
- Age Concern event at Monterey Beach Hotel, St Annes
- Over 50's Forum at Unitarian Church, Lytham St Annes
- Women's Guild meeting, Bethel URC Church, Preesall
- Age Concern tea dance at Marine Hall Fleetwood
- Pension Service benefits advice event at Fleetwood market
- Presentations to Green, White, Red and Blue Watches at Fleetwood Fire Station
- SP North Locality provider event
- Thornton Medical Centre Carers and Bereavement group
- Age Concern Luncheon Club, Poulton

The Caseworker team accompanied members of the Help the Aged Lancashire Committee who gave burglary distraction presentations to a number of groups across Wyre and Fylde. Care & Repair supported the presentations, following up the talks with referrals to the Handyperson services to supply and fit minor security measures, free of charge

Supplies of leaflets have been distributed across Wyre and Fylde, to a wide range of venues and organisations, including Blackpool Victoria Hospital, Age Concern, ARC Community Care, North Lancashire PCT office, CAB, Welfare Rights and Adult & Community Services offices, Bispham Rehab, police stations as well as shops, churches, libraries, GP surgeries

The Manager has playing an active part in the following groups:

- Help the Aged Lancashire Committee
- Wyre Disability Forum
- Wyre LSP Stronger Communities Theme Group
- Wyre LSP Housing Theme Group
- Fylde LSP Health and Wellbeing Theme Group
- Fylde LSP Housing Theme Group
- Supporting People Older People Strategic Development Group
- Benefits Maximisation Group
- Lancashire Agencies Forum
- LAA Housing Theme Group
- LAA Multi-Agency Officer Development Group (and Benefits take-up sub-group)
- Wyre Domestic Abuse Reduction Group
- Supporting People North Locality Group
- Fleetwood Community Workers' Forum
- HIA Commissioning Group
- LCC/NHS Equipment Project Group

The Manager also attended the following events during the year:

- Wyre LSP Action Planning Day
- Older People's Partnership Board Workshop
- Telecare Conference
- Age Concern and Help the Aged Conference
- Foundations Home Improvement Agency Conference

- LCC Health Equity event
- NHS Fuel Poverty event
- JSNA Knowledge Workshop
- Wyre Volunteer Bureau Launch event

Working with Partners

The Taskmasters Scheme, developed in partnership with Age Concern and funded by the Older People's Partnership Board, ended in November 2009. The project assisted clients with jobs around the home which are outside the scope for the Care & Repair Handyperson Service but not appropriate for a contractor, due either to the size of the job or the nature of the work. The project funded a part-time Volunteer Co-ordinator, responsible for recruiting volunteers to carry out work and matching them to work required

Whilst feedback on the project was generally positive, the scheme did not take off as well as it might have and it was decided not to pursue further funding to continue the project

The funding from Supporting People for the small repairs handyperson services enabled us to provide a better service from our own team and this service has proved very popular. Statistical reports attached provide a breakdown of the types of work undertaken and the number of jobs completed. Supporting People has confirmed that it will extend the funding for the service to 31 December 2010 and the Steering Group needs to decide whether or not it wants to continue with the service beyond that time and, if so, how the service will be funded

Care & Repair now deals with Sanctuary Scheme referrals for both Wyre and Fylde, with 27 referrals received for Wyre and 5 for Fylde, during the year. The service receives additional funding from Wyre and Fylde Community Safety Partnerships to undertake Sanctuary Scheme work

Wyre LSP Housing Theme Group provided funding for the Safe in the Home project, to supply and fit door chimes and door intercoms to help keep people safe in their homes and prevent burglary. The service has fitted 75 door chimes and 7 mini intercoms since the project started in January 2009

Through the Older People's Partnership Board, LPSA funding was granted to provide Carbon Monoxide detector/alarms to clients in Wyre and Fylde. Since the project started in January 2009, 355 alarms have been distributed and fitted, with every recipient receiving a home visit and assessment, as well as referrals to other services and agencies, as appropriate

Care & Repair was tasked by the Older People's Partnership Board to trial a first point of contact questionnaire. The results of the trial were reported to the Board in April 2010

Care & Repair submitted bids to Wyre and Fylde LSPs for 2 projects
Exterior security lights (Lighten Up)
Draught proofing for external doors (Draughts Away)
The bids, which amounted to £8,000 in total, were successful and the new projects will start in due course

A workshop involving partners was held in December 2009 to gain feedback from partners to inform our response to the Lancashire Review of Home Improvement Agencies. An agreed response was then submitted

Quality Assurance and Monitoring

Surveys were sent out quarterly to all clients who had core service work completed during the year. A summary of the surveys is attached (**Appendix 1**), together with a summary of the Handyperson satisfaction surveys (**Appendix 2**)

The annual report on progress of Care & Repair is due to be presented to the Fylde Borough Council Scrutiny Committee in July 2010

Staff

The team has remained at full strength throughout the year, with the addition of two additional Handyperson staff to deliver the new small repairs service, funded by Supporting People. Issues arising from the job

evaluation exercise were mainly resolved however there has been a negative impact on grading and remuneration for some posts

Both Handyperson services have been in high demand. The small repairs service is busy and continues to provide a valuable service between the minor aids and adaptations handyperson service and work carried out by contractors. Many people have been happy to make a donation to the service, with donated sums ranging from 50p to £40. Careful monitoring is carried out to ensure that the service, which provides free labour, is not being abused. Funding for the small repairs handyperson service was due to end in July 2010 but has now been extended by Supporting People to 31 December 2010

All staff have received Protection of Vulnerable Adults and Safeguarding training as well as other relevant training, including Health and Safety. The Handyperson team all attended security training, funded by CLG and provided by Foundations

Jim Corry (Chief Executive, Wyre BC) attended a visit with the caseworker and technical officer, and spent a morning with the handyperson in a 'back to the floor' exercise, which received welcome publicity in the local press. Feedback from Jim was very positive and highlighted that he hadn't been aware of the full range of work covered by the service

The cold weather conditions in December and January had no adverse impact on delivery of the service

Handyperson Service (minor aids and adaptations)

During the year, the Handyperson Service carried out 2510 jobs for 2061 clients
A breakdown of work carried out is provided with this report (**Appendix 3**)

Handyperson Service (small repairs)

During the year, the small repairs Handyperson Service carried out 1751 jobs for 1223 clients
A breakdown of work carried out is provided with this report (**Appendix 4**)
The Agency also dealt with 1275 enquiries during the year for reputable trades people to carry out small works, which fall outside the remit for either of the Handyperson Services

Finance and Funding

The current funding partners for the core service are Supporting People, Lancashire County Council, North Lancashire Primary Care Trust, Fylde Borough Council and Wyre Borough Council

Lancashire Social Services and North Lancashire Primary Care Trust fund the minor aids and adaptations handypersons Service. Supporting People funds the small repairs handyperson service which has been extended to 31 December 2010

Care & Repair has operated within budget and retains a contingency fund of 3 months operating costs, as agreed by the Steering Group

Lancashire County Council, Fylde and Wyre Adult Social Care Services, has confirmed that funding for the Agency and Handyperson Service will continue for 2010-11 and will become the responsibility of the newly formed Commissioning Unit. PCT funding has been confirmed for 3 years from April 2010, subject to changes which are determined through the Lancashire Review of Home Improvement Agencies, carried out during the year to address commissioning of Home Improvement Agency services across Lancashire. The existing Supporting People contract has been extended to July 2011, pending the implementation of a new framework agreement which will deal with the re-contracting of all Supporting people funded services

As part of Help Direct services, Lancashire County Council Trading Standards has implemented a Safe Traders Scheme, which will work independently of, but in conjunction with, the Care & Repair approved traders list. All companies applying to join the Care & Repair list are now checked by Lancashire Trading Standards as part of the application process and all traders who were already on the list have also had trade reference checks carried out

Care & Repair continues to work as a key partner in the delivery of services to meet the priority targets for the Lancashire Local Area Agreement and Local Strategic Partnerships as well as the District Councils' Corporate Priorities

Michele Lee
Manager
25 June 2010

Appendix 1

ANALYSIS OF CUSTOMER SATISFACTION SURVEYS - April 2009 to March 2010

Number of surveys sent	70
Number of surveys returned	51
%age return	72.86

1 How would you describe the approach and attitude of the agency staff that you have had contact with?

	Excellent	Good	Average	Poor
Courtesy	46	4		
Helpfulness	38	8		
Knowledge	28	16		
Overall Quality of Service	37	12		
Total	149	40	0	0

Do you have any other comments regarding the Care & Repair staff?

- 1 No
- 2 As a first time user for a small need of assistance, I was most impressed, and it gave me confidence to ask for further advice when something else cropped up
- 3 Excellent
- 4 The personal visits to my home was very much appreciated
- 5 I have spent many years looking after my family through illness with love, since my accident (I did not sue) I have been overwhelmed with the kindness shown to me
- 6 Very helpful
- 7 Took longer than anticipated to receive all quotes
- 8 They have been helpful for me on two occasions
- 9 A1. OK
- 10 I was impressed by their friendliness and understanding that I am very happy to be helped in the (to me) difficult task of

Continued....

- choosing a contractor
- 11 Kept all appointments on time
 - 12 As above
 - 13 Not much publicity! Need more advertising. Only heard about the service by voice (put info with vote forms)
 - 14 Very friendly
 - 15 None
 - 16 100% all round services
 - 17 Staff are very helpful and considerate
 - 18 The staff are always very polite and helpful
 - 19 None. Workers were reliable and wanting to please
 - 20 When I make a call to Care & Repair it is received with kindness and understanding and with a willingness to help if at all possible
 - 21 Excellent
 - 22 Very friendly, very efficient, good people, happy with all dealings. Pleased to have follow up visit from Chief Exec Officer
 - 23 All very helpful and pleasant
 - 24 No
 - 25 No problem to work with

2 How would you describe the overall performance of the contractor?

	Excellent	Good	Average	Poor
Courtesy / Helpfulness	37	11		1
Tidiness and safe working	32	13	1	
Time kept waiting to start/finish job	25	16	2	1
Overall Quality of Service	31	17		1
Total	125	57	3	3

3 Would you recommend this contractor to other people?

Yes	48
No	2

Do you have any other comments about the contractor or the work done?

- 1 I would highly recommend the contractor Ellis and York Lts for any future work
- 2 I have used him again and have recommended him to others
- 3 Friendly and reliable
- 4 Sparks electrical was first class. I believe his name was Tom who identified the fault very quickly and installed a new fuse box
- 5 I am 82 yrs old and I cannot stress too much how your help is such a comfort. All the best and many thanks
- 6 Job carried out was good and value for money
- 7 No they got on with the job
- 8 Ask me again in 12 months time to see if the roof ridge tiles pointing has held up. All's well at present
- 9 In all respects impressive
- 10 The problem still exists but the contractors think the option taken will solve the problem
- 11 Very nice people to deal with - anxious to please
- 12 I am again in touch for his assistance again. A very satisfactory contractor
- 13 No
- 14 "Steve" the contractor was a clean worker, always on time 100%
- 15 The company we chose were very good didn't waste any time brought their own flasks and sandwiches and only had 10min break in the garden
I was rather surprised to be asked to "vent my own radiators" by the contractor, Eddie. This is obviously a man's job.
- 16 Maybe he was just being funny. He said to me "You can have someone to vent your radiators." I have requested the above mentioned, but the company seem reluctant to send me anyone
- 17 Work was carried out to my satisfaction
- 18 No problems whatsoever would have them back to do other jobs
- 19 Excellent work
- 20 Delay in arrival of sub-contractor caused rain to damage prep work - all had

- to be redone
- 21 Very clean and tidy worker, and a very pleasant person to talk to
- 22 All contractors to make themselves known to owners of property that they are on site. As it is only some 2 months since the work was done, not yet in a position to comment
- 23 No
- 24 Did and worked as expected with courtesy
- 25 Several visitors to the house have commented on the railings to the front steps. They have asked for the contractor's name
- 26 He was friendly and helpful

4 Would you use Care & Repair again or recommend the service to other people?

Yes	50
No	0

5 Has using our service helped to maintain your independence? If so, how?

- 1 A phone call has all it has needed for C&R to help me with a problem
- 2 Peace of mind
- 3 Cannot do the things your staff carry out for me
- 4 Not noticeably so
- 5 From using just any other firm picked out of Yellow Pages - yes (very dodgy)
- 6 Yes. To me, any help in choosing a contractor is more than welcome
- 7 Given me confidence to employ contractors which are recommended and the work checked and approved by a second party
- 8 The redesigned bathroom enables my husband to now take a shower unaided
- 9 The fitted safety rails allows easier access to inside and outside the house
- 10 Felt more secure not being taken advantage of with being elderly
- 11 I am now able to look after my medical need more independent
- 12 It has helped me in that I can trust the contractors you recommend

- 13 The work being done did not interfere with my independence or my personal life in any way whatsoever
14 Give me confidence in work well done
15 Social services have always been helpful
16 I am grateful to Care & Repair for all the help I received in getting me a firm reliable to do the job well and quickly. Thank you
17 The service has improved my state of living by creating more heating in the house. It has provided an overall system to warm the whole house
18 Yes
19 Yes. I know that I can receive help if it is possible. Worries re tap washers etc, can be handed to Care & Repair and we know we are a phone call away from help
20 No but having had bad experiences in past have felt confident of satisfaction at the end
21 We feel safe knowing that your staff have recommended this company, rather than have any strangers attending our home
22 Yes
23 Removed possibility of roof leakage. Developed a sense of security/safekeeping
24 Given me safety with the rail I had fitted
25 Has enabled ease of access in and out of shower, also the rail at the door has improved access in and out of home
26 Hand rails fitted have been a great help especially to my wife who suffers with osteoporosis
27 Eased the pressure of needs
28 Yes
29 Not applicable
30 Yes. I called Care & Repair after a fall. The safety measures they helped initiate reassured my family that accidents were less likely in future
31 Last time I had my house painted it flaked off soon after

6 How do you think we should tell others in need about our service?

- 1 Word of mouth
2 It was through Age Concern I got in touch with you, when someone came to the Poulton Lunch Club
3 Certainly
4 Yes
5 Definitely
6 Just keep sending the leaflets out and have someone speak at the classes

- 7 Wider publicity
8 Make it more widely known (media - leaflets word of mouth) of the satisfied users of your good scheme who recommend
9 from start to finish the Care & Repair team
10 I learnt of your service by word of mouth from another 'satisfied customer' - and will certainly 'spread the word' myself.
11 And how about a small advert with older citizens' council tax demand?
12 By advertising, posters and in Council Tax correspondence
13 Advertise it in local paper
14 Notices in the library and medical centres and other public buildings
15 Put info in vote forms for certain age groups
16 Exactly the same as you told me. I was pleased
17 Local for instance "Green Book"
18 I do not know because you have always helped me
19 More advertising
20 Perhaps you might consider advertising in the local Evening Gazette or the free tabloid newspaper
21 Yes. Service was very good
22 Word of mouth is a great thing. If I know of an elderly friend inneed I say why not phone Care & Repair for help and
23 friendly advice
24 We would explain how much more secure we feel not having any other workers, without recommendation
25 Yes
26 More advertising. Billboards on Council vehicles - buses - internet. A good service not enough known about it
27 Local magazine advertising
28 Promotion in all areas, libraries, health clinics, GP surgeries, dentist, CAB, Age Concern, hospitals
29 Advertise through 'Choice' magazine and Age Concern
30 By sending out a leaflet with all 'rate demands' to those who you think qualify (age) (Council Tax)
31 Yes advertise in local papers
32 Put a flier with council tax bill using the electoral roll list for the over 60's
33 Better than normal, to work it out with help. Price control
34 Mailshot. Presentations at 60+ clubs eg LLL
35 Through caseworkers
36 Nothing beats personal recommendation - so any means of encouraging those who use the service to 'spread the word'
37 More leaflets to elderly and vulnerable people

7 If you feel that you have been treated less favourably because of your race, colour, national or ethnic origin, religion, gender, disability, age or sexual orientation, please give details

1 N/A

2 None

3 I felt that they were most understanding and especially with elderly people like myself

4 No. I was treated very well

5 None

6 No

7 None

8 N/A

9 No

10 Have not been treated less favourably

8 Is there any other way in which you think we can improve our service?

1 No. Everything that has been done - and also every one of your staff I have been in contact have given excellent service

2 Publicise the service with leaflets at any meeting for older people. Keep your charge at a reasonable level so it does not put people off

3 To continue as you are

4 Everything is adequate. What an excellent service

5 No I am satisfied with the work done

6 ?

7 Spread the word - Carry on the good work fostering trust among the community with value for money & lasting satisfaction. 'Service to the community' People not profits

8 Continue to maintain your present v high standard of performance

9 Not on the service we have received

10 No. I think you are very efficient in all aspects. Very approachable

11 I believe you already have an excellent service

12 Not to my knowledge thank you

- 13 I did only pay 5% on £1300. No but I feel 10% for your help and service, now is expensive
- 14 I cannot think of any other way. Thank you for your help
- 15 No
- 16 Recruit extra staff for the position of Handyman although I was told there were 4 men employed
- 17 Service was very good
- 18 No I have found it very good
- 19 No
- 20 We do feel that 10% charge does increase the price considerably, but that is a price we pay for your help
- 21 No
- 22 V happy with all aspects on this and other jobs. Thank you for list of tradesmen too
- 23 I feel the service is comprehensive and provision commendable from our point of view. Thanks to all
- 24 The service I received could not be bettered, so just carry on as you are. Thank you very much for your help
- 25 Not noticeably
- 26 I don't think every builder recommended would have been as satisfactory as the one we chose
- 27 No

Appendix 2

ANALYSIS OF HANDYPERSON CUSTOMER SATISFACTION QUESTIONNAIRES 2009-10

	July	October	January	April	Total
Number of surveys sent	20	0	20		40
Number of surveys received	18		15		33
Percentage return	90%		75%		83%

Please rate the service you have received

	Excellent	Good	Average	Poor
Courtesy of staff	25	6	1	
Helpfulness of staff	24	6	1	
Time kept waiting	18	8	3	
Professional/Technical knowledge	19	5	3	1
Quality of service	23	5	2	

Has the Handyperson service made a positive difference to how you live in your home?

Yes	27	82%
No	3	

General comments regarding our Handyperson service

- 1 The security light at the front door wasn't working. They fitted a new one but that proved faulty so they came again next day and put a new bulb in

2 A security chain was fitted to my front door (this I provided myself) and the handyperson fitted it very neatly to
my door for me

3 Very helpful

4 The two men who came to do my gutter were good workers and they a good job have had no
trouble since

5 I am very pleased on the occasions I have had the
service

6 Very satisfactory each time I have needed
someone

7 Someone came to see me and said the garage door problem was too big a job - it is a double door. He was helpful though and
suggested the best thing to do about it and I am taking his advice. Many thanks

8 Fast reliable and very helpful. He contacted me later to find out if all was ok

9 Nothing was too much trouble for giving the advice that you needed or required

10 The workman was very good and tidy

The work done by the handyperson ie wardrobe door hinge and taps in kitchen in June was average but the taps are old and I
thought he would have replaced them for new. I am disabled and find it difficult with these old taps to turn them off correctly.

11 When the work was done after I came out of hospital in July 2007 everything done by Fred Strickland was excellent he was a
good workman but I cannot say I was pleased with this job the taps should have been replaced they still leak around the base of
the taps - *ML - replacing taps is plumbing work, greater than the remit for handyperson. We have contacted client and offered to
send a list of plumbers*

I am nearly 93 years old. I do not remember asking for the service and it was apparently not necessary! - *ML - Room loop was
fitted on referral from Social Services - client appears to have forgotten or did not realise the extent of C&R Handyperson
involvement*

12 This service is very useful and reassuring. It is very much appreciated by me. Thank you

13 Helpful but only a drawer front

14 Not what I expected - *ML - See comment 8 below*

15 V good work done in record time. V personable young man

16 The gentleman who called (I apologise for forgetting his name) is extremely kind and competent

17 Very nice and knew what he was doing

18 First class

19 Very satisfactory

20 I was able to get the item changed before your information came but I am keeping it for reference. I have described the work
done before when I needed several items

21 Kevin that came was pleasant and efficient. He had the right tools and knew how to fix the loose rail - he has done a very good

22

- job
 23 Really polite, kind and helpful
 A very welcome
 24 service for someone like myself, a widow and ancient
 25 I think it is a very good idea. It is such a help for all the jobs living without a man in the house of your own
 26 Good service quick and efficient
 27 Very useful I live on my own at 73 years cannot do all my jobs handy to make a phone call for help
 28 Between good and excellent, certainly much better than expected
 29 Nice to feel safe with helpful people
 30 Very useful service when our family members live many miles away. Much appreciated

How might we improve our Handyperson service?

- 1 My experience of the Handyperson service is such that it can't be improved on
 2 I was very satisfied with the service provided by the Handyperson. As a footnote, I engaged the services of Ellis & York recommended by yourselves to paint the front bays of my house and they did an excellent job
 3 Someone who could do a little bit of gardening - some time
 4 I prefer to leave that to the experts
 5 Just keep up the good work that you do
 6 Treat the people only that you consider necessary - *ML - Room loop was fitted on referral from Social Services - client appears to have forgotten or did not realise the extent of C&R Handyperson involvement*
 7 Helpful but only a drawer front
 8 The door I wanted sorting out is still not right so I will have to get someone else in - *ML - Sticking window was eased but work required to repair door was too much for the Handyperson service - gave client a list of joiners but he was not happy that he would have to pay*

- 9 I don't think theres any way to improve it
- 10 Cannot improve on first class
- 11 Not possible
- 12 Cannot think of any
- 13 More guidelines to jobs you undertake
- 14 I have no complaints
- 15 Extend to cover maintenance outside and in the house. Tree lopping would be very useful too for older people. (These at reasonable cost of course!)

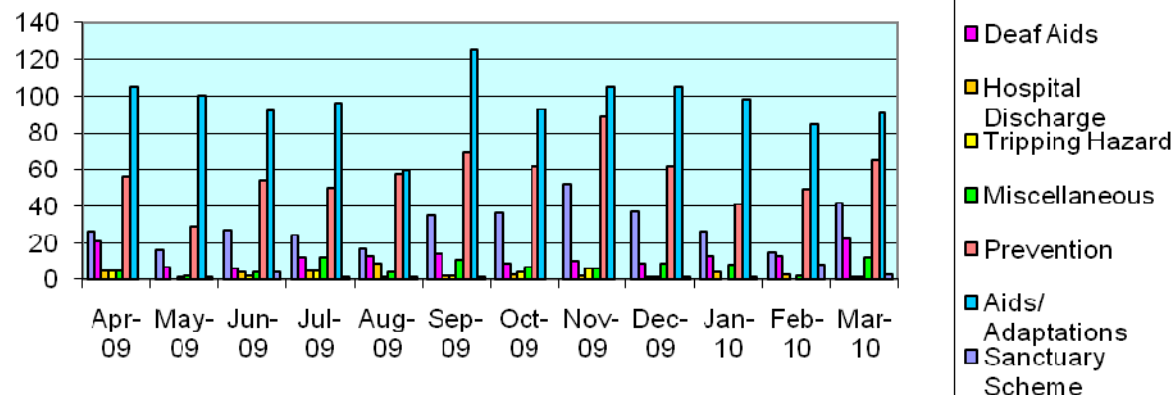
If you feel you have been treated less favourably because of your race, colour, national or ethnic origin, religion, gender, disability, age or sexual orientation, please give details below

Appendix 3

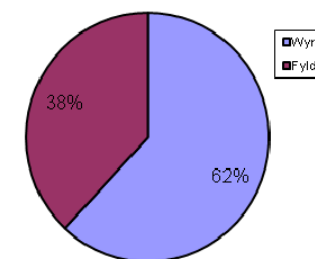
Handy Person Data 2009-10

	<u>Security</u>	<u>Deaf Aids</u>	<u>Hospital Discharge</u>	<u>Tripping Hazard</u>	<u>Miscellaneous</u>	<u>Prevention</u>	<u>Aids/ Adaptations</u>	<u>Sanctuary Scheme</u>	<u>Wyre</u>	<u>Fylde</u>	<u>Total</u>	<u>Private Grab Rails</u>
Apr-09	26	21	5	5	5	56	105	0	137	86	223	15
May-09	16	7	0	1	2	29	100	1	94	62	156	11
Jun-09	27	6	4	2	4	54	92	4	106	87	193	11
Jul-09	24	12	5	5	12	50	96	1	103	102	205	22
Aug-09	17	13	9	1	4	57	60	1	109	53	162	19
Sep-09	35	14	2	2	11	69	125	1	175	84	259	5
Oct-09	36	9	3	4	7	62	93	0	143	71	214	12
Nov-09	52	10	2	6	6	89	105	0	176	94	270	24
Dec-09	37	9	1	1	9	62	105	1	138	87	225	18
Jan-10	26	13	4	0	8	41	98	1	113	78	191	16
Feb-10	15	13	3	0	2	49	85	8	106	69	175	13
Mar-10	42	22	1	1	12	65	91	3	155	82	237	11
Total	353	149	39	28	82	683	1155	21	1555	955	2510	177

Handy Person Jobs 2009-2010



Split of Handy Person Jobs Between Wyre & Fylde

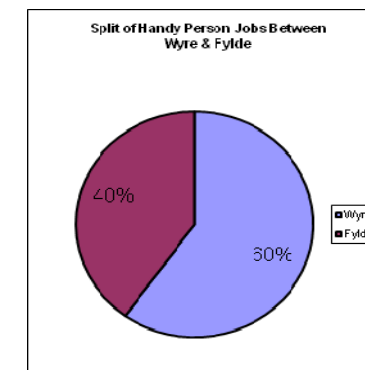
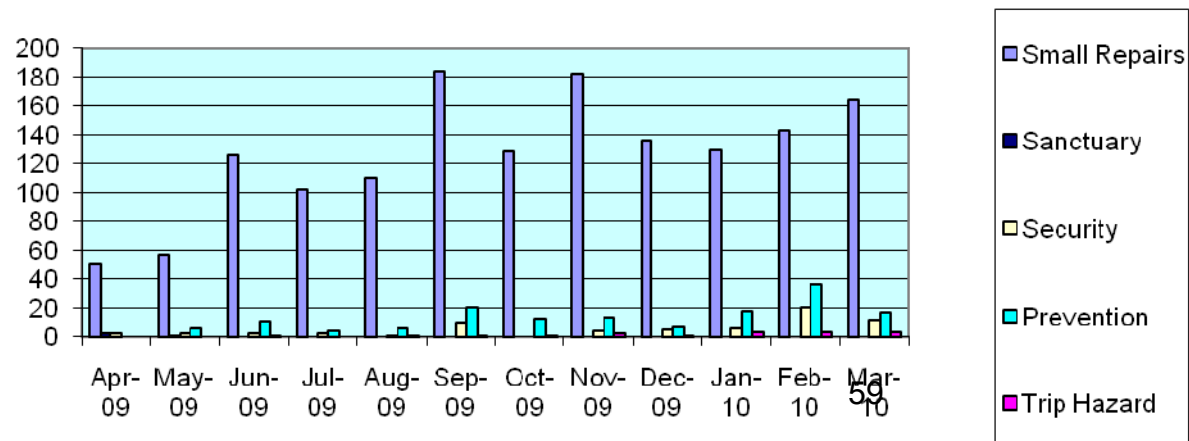


Appendix 4

Small Repairs Handy Person Data 2009-10

	<u>Small Repairs</u>	<u>Sanctuary</u>	<u>Security</u>	<u>Prevention</u>	<u>Trip Hazard</u>	<u>Wyre</u>	<u>Fylde</u>	<u>Total</u>	<u>Private Grab Rails</u>
Apr-09	51	2	2	0	0	34	21	55	0
May-09	57	1	2	6	0	40	26	66	3
Jun-09	126	0	2	11	1	87	53	140	1
Jul-09	102	0	2	4	0	73	35	108	2
Aug-09	110	0	1	6	1	94	24	118	0
Sep-09	184	0	10	21	1	125	91	216	0
Oct-09	128	0	0	13	1	76	66	142	1
Nov-09	182	0	4	14	2	126	76	202	0
Dec-09	136	0	5	7	1	78	71	149	0
Jan-10	129	0	6	18	3	79	77	156	0
Feb-10	143	0	21	36	3	140	63	203	1
Mar-10	164	0	12	17	3	98	98	196	2
Total	1512	3	67	153	16	1050	701	1751	10

Handy Person Small Repairs Jobs 2009-2010



REPORT

REPORT OF	MEETING	DATE	ITEM NO
DIRECTOR OF STRATEGIC DEVELOPMENT SERVICES	COMMUNITY FOCUS SCRUTINY COMMITTEE	9 TH SEPTEMBER 2010	8

OPEN GOLF CHAMPIONSHIP ROYAL LYTHAM ST ANNES 2012

Public item

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

Summary

The report gives an overview of the preparations taking place for the Open Golf Championship being held at Royal Lytham St Annes in 2012 and long term benefits of the event.

Recommendation

That Members consider the report and make any recommendations to Officers and/or Cabinet.

Cabinet Portfolio

The item falls within the following Cabinet portfolios:

Leisure and Culture: Cllr Fazackerley

Planning: Cllr Dr Fiddler

Report

1) Introduction

- a) Royal Lytham St Annes has a history of hosting the Open, in the region of once in every ten years. This is a major coup for the Fylde and places the location in the national and international spotlight. In addition to the publicity created by the event, the experience for the visitor will have a lasting impression and so it essential that the quality of this experience encourages visits and repeat visits which will increase the value of the visitor economy.
- b) Lytham St. Annes is famed for its golf offer and in turn is part of an exemplary golf offer over the northwest of England, which takes the marketing title of 'England's Golf Coast'. The Borough Council is an active member of this marketing strategy group, working with the other local authorities and the golf clubs.

2) Value of the Open

- a) Figures provided by the Royal and Ancient, which runs the competition, suggests that the Open will be worth about £80m to the Northwest in 2012. This figure is supported by research undertaken by the Northwest Regional Development Agency, following the last event held at Royal Birkdale. The cumulative worldwide exposure is considered to be in the region of £45m in advertising and promotion. It is true that the 2012 Open will 'happen in any event'. However, it is considered that there is a major opportunity to be had in maximising the value of the event bearing in mind that in an era of increasing competition a successful competition is more likely to see the return of the event, attract additional events and create a lasting legacy.

3) What can be achieved in addition to the competition?

- a) The Open is a sporting competition within a prestigious golf club. However, hosting the event offers additional opportunities. Some of these include:-
- Capitalising on the 12 month build up to the event, increasing the number of golfers visiting the region prior to the event
 - Introducing potential new visitors to the area
 - Highlighting the virtues of the area ; the quality of the environment and the resort/countryside offer
 - Attracting potential new investment
 - Promoting future golfing visits
 - Creating a reputation for the area as a high quality visitor destination
- b) The excitement and competitive nature of the event will be the driving force for attracting volumes of visitors. However, as well as day visits the area will welcome significant numbers of staying visitors. It will also attract families and friends of those attracted to the event who will otherwise be occupied whilst the Open is being played. The experience of the 'stay' outside the experience of the competition will be an important element of the perception and future image of Lytham St. Annes and the wider area. In this regard it will be important that the visitor is offered:-
- Good quality family accommodation
 - A resort with exemplary standards in terms of cleanliness, repair, quality customer care
 - A high quality physical environment
 - Family activities and attractions
 - Cultural attractions
 - Beaches of a high quality (to support family visits)
 - Value for money
 - High quality food and drink offer, retail and service support
 - That the overall offer meets the appropriate target market of the golfing fraternity
 - An environment that is attractive, safe and secure

4) Open Legacy

- a) The role of Tourism to the economy of the Borough is significant. The total value of the Visitor Economy to the Borough is currently some £217m. It attracts over 3m day visits and over 670,000 staying visitors. Recent research indicated that there is steady increase in the staying visitor. The Lytham St. Annes area has the potential to capitalise on an increased value associated with the visitor economy. The development of the Ribble Coast Regional Park, based on the development of eco tourism and the status of the Ribble Estuary as an internationally important wildlife site, is considered to offer potential significant visitor growth. These opportunities point to a great opportunity to expand the economic value of tourism if the product meets expectations.
- b) As outlined, the Open offers the opportunity to showcase the area and create a long-lasting impression to encourage the visitor. It is important, therefore that the offer is of the highest quality.

5) Planning for the Open

- a) For some time a variety of bodies and organisations have been holding discussions about organising the event, including the adjoining local authorities, the Town Council, Lancashire County Council, The Lancashire and Blackpool Tourist Board, England's Golf Coast and the Northwest Development Agency. It has been agreed that a Project Board be created that will deal with the four strands of the organisation of the event.

These are:-

1. A marketing Group *dealing with future marketing, web site development, having a presence at the 2011 Open, on site hospitality.*
 2. A 'Public Realm' Group and the development of the Classic Resort *dealing with enhancement to the resort centre, access to the golf course, railway stations and main routes into the area.*
 3. A transport and Infrastructure Group *dealing with routeing of traffic, park and ride, public transport issues*
 4. A Logistics Group *dealing with security, health and safety, waste collection arrangements, access to and from the site and ambassadors for the event.*
- b) These arrangements are at various stages of development. The marketing activity is in preparation and some this activity will be shared by the various partners including England's Golf Coast, Lancashire County Council, the Borough Council and the Lancashire and Blackpool Tourist Board.
 - c) The transport and Infrastructure Group and the Logistics group normally prepare for the event some 12 months ahead of the event and will commence deliberations in the New Year.

6) Public Realm

- a) This part of the activity is important to the 'showcasing' of the resort before and during the event. The Council approved document – 'Lytham St. Annes 2020 Vision'- identified a series of public realm improvements in connection with the

Open. Some of this included a further phase of Regeneration within St. Annes Town Centre and was to be funded by the Northwest Regional Development Agency.

- b) Discussions were at an advanced stage with a pledge of £600,000 made towards this project. Unfortunately, due to public sector spending cutbacks, this grant (amongst many others across the Region) cannot now be supported. This is a great disappointment, of course, and restricts what might otherwise have been achieved.
- c) However, it is nonetheless essential that all is done that can be to place the location in the best possible light for the event. At the present time negotiations are taking place with Lancashire County Council to seek a level of support for public realm improvements. In addition, in view of previous contributions and grant aid, the Council itself has earmarked some funding which will support this activity. The Local Strategic Partnership has in principle offered some support and your officers, and the recently appointed 'Golf Officer' – an employee of the County Council, are seeking private sponsorship and support. Taking all these matters into account it is hoped that a funding pot of around £400k - £450k could be accumulated, possibly more.
- d) With these constraints in mind an assessment has been made as to how this funding might best be invested. A Public Realm Action Plan is to be prepared but as matters stand the preferred option is:-
 - Improvements to one town centre street to 'the previous regeneration standard' as this will demonstrate a commitment to the broader regeneration ambition. If this were to take place between Wood Street and The Square it would form a key link through to Clifton Drive and would support the aim to attract pedestrian flows from the town centre to the course.
 - Enhancement to the lower end of Wood Street and Clifton Drive South supporting that above.
 - Enhancements the Pier and its environs
 - Improvements to the three stations including Ansdell Bridge area. This would include a partnering arrangement with Network Rail.
 - Selected improvements including embellishments/planting/improvements to private sector land
- e) It is hope that private sponsorship will support further improvements yet to be determined. In addition there are number of community groups and other organisations that will be included in the planning for the event.

7) Classic Resort

- a) This is a concept to create an accreditation or accolade system for a resort. The Northwest Development Agency has given its endorsement for its development as have the British Resorts and Destination Association. Although it is unlikely the NWDA will be able to offer financial assistance before it is wound up in March 2012.
- b) The Classic Resort concept looks at the overall quality standards that should be applied to destinations which, in doing so would be granted an accolade or a quality benchmark. This could become a powerful marketing tool. It is likely that this would be developed locally and in doing so a Resort Partnership would be required similar to that convened to support the Regeneration Programme for St. Annes. This would be very useful in that it would create a vision for the resort that a cross section of business interests, including those that rely on the visitor economy, would subscribe

to and help achieve. Some of this work could commence in time for 2012 although this would also be part of a longer term approach to the development of the visitor economy.

8) Further information

- a) At the Committee meeting more information can be provided regarding the various facets of the preparation for the Open and officers will be on hand to answer questions and enable discussion.

Implications	
Finance	No direct implications
Legal	No direct implications
Community Safety	No direct implications
Human Rights and Equalities	No direct implications
Sustainability	No direct implications
Health & Safety and Risk Management	No direct implications

Report Author	Tel	Date	Doc ID
Paul Drinnan	(01253) 658431	27 th August 2010	

List of Background Papers		
Name of document	Date	Where available for inspection
Lytham St Annes 2020 Vision	2010	http://www.fylde.gov.uk/environment/regeneration-and-urban-design/2020/
England's Golf Coast		http://www.englishgolfcoast.com/
'The 3 Royals' Promotional brochure by NWDA	31/1/2008	http://www.nwda.co.uk/pdf/EnglandsGolfCoast_mag07.pdf

Community Focus Scrutiny Committee



Date	Thursday, 8 July 2010
Venue	Town Hall, St Annes
Committee members	Councillor Keith Hyde (Chairman) Councillor Thomas Threlfall (Vice-Chairman) Christine Akeroyd, Maxine Chew, Elizabeth Clarkson, Barbara Douglas, Kathleen Harper, Ken Hopwood, Linda Nulty, Janine Owen, Dawn Prestwich, Paul Rigby, John Singleton
Other Councillors	Karen Buckley, Cheryl Little
Officers	Clare Platt, Tracy Scholes, Christine Miller, Lyndsey Lacey
Other Representatives	Heather Kelday - Age Concern Lancashire

Councillor Maxine Chew

At the commencement of the meeting, the Chairman on behalf of the Committee congratulated Councillor Maxine Chew on her attainment of a 2:1 degree (with honours) in History and Heritage.

1. Declarations of interest

Members were reminded that any personal/prejudicial interests should be declared as required by the Council's Code of Conduct adopted in accordance with the Local Government Act 2000.

2. Confirmation of minutes

RESOLVED: To approve the minutes of the Community Focus Scrutiny Committee held on 27 May 2010 as a correct record for signature by the Chairman.

3. Substitute members

There were no substitutions

4. Age Concern - Monitoring Report

By way of introduction, Clare Platt (Director of Community Services) presented an overview of key aspects of the three year Service Level Agreement that the Council has in place with Age Concern Lancashire to provide an information and advice service in Fylde. In doing so, she stated that as part of the agreement, the Council paid a grant of 16k per annum for the provision of key services.

Mrs Heather Kelday (Care Services Team Leader for Information and Advice) at Age Concern attended the meeting to present key points arising from the report including details of performance over the previous year.

In brief, the presentation covered details of the range of information and advice service provided and a profile of service users within the Fylde area. In addition, it made reference to the work undertaken with key local partners, staffing arrangements in place including the number of volunteers, details on the number of home visits made, training undertaken, an overview of comments received from the survey forms together with information on development plans in place.

A copy of the report of Age Concern Lancashire and the Service Level Agreement together with an update on the profile of services users/number of enquiries/referrals was circulated with the agenda.

Councillors Nulty and Singleton enquired about the percentage of residents from the rural community using and/or having access to Age Concern. In response, Mrs Kelday provided an overview of the services made available to the rural community via the Outreach Officer.

Councillor Rigby sought clarification on the number of contacts made to Age Concern via email. Mrs Kelday explained that over the last year only 4 people had made contact by email. She added that the preferred method of contact by the users was in person or by telephone.

Councillor Chew complimented Age Concern on their work and in particular suggested that it had greatly benefited the residents of her ward.

Councillor Harper asked about the number of ethnic groups using the service. Mrs Kelday confirmed that all the users who had made contact with the service were white British.

Councillor Hopwood asked for an overview of the types of enquires made by the 50-64 age group. Mrs Kelday stated that the queries essentially related to ill-health, redundancy and unemployment. She went on to explain that usually Job Centre Plus put the persons in contact with Age Concern.

Councillor Singleton expressed some concern about the value for money aspect of the grant funding arrangements particularly for those living in the rural areas.

Councillor Harper asked about the feedback received from all the service users. Mrs Kelday suggested that the low feedback responses were rather disappointing but that arrangements were being put in place to ensure that more replies are forthcoming.

Following consideration of this matter it was RESOLVED to note the report and to thank Mrs Kelday for the presentation and her attendance at the meeting.

(The Chairman indicated that he was satisfied that the matter was not controversial and dealt with the matter by a show of hands rather than by taking a recorded vote on it)

5. LSP end of year Financial Statement and Report

Christine Miller (Partnerships Manager) presented a comprehensive report on the LSP end of year financial statement and report.

By way of background, Mrs Miller explained that the Local Strategic Partnership (LSP) received the majority of its funding via the second homes funding allocation. She added that Lancashire County Council (LCC) is the main contributor of this funding and that Fylde Borough Council (FBC) also contributed an element of their second homes funding to the LSP.

Mrs Miller further reported that as part of the agreement, an end of year financial statement and narrative report was issued to the County Council and a copy was circulated with the agenda for members' consideration.

Mrs Miller stated that much of the work carried out in Fylde this year had focussed on the work of the individual theme groups of the LSP and their priorities. The Shaping the Place project had also been a major piece of work for the LSP. She added that this project won the Fylde POP Awards for 2009 in recognition for the improvements made to the physical environment and the reductions in crime and fire related incidents.

In brief, the report also made reference to other projects including, 'Build Up', the introduction of the Food Co-operative, Fylde in Focus, the Community Projects Fund, the Community Nutrition Audit, Citizens Panel, Ladies Golf 2009, Specialist Alcohol Worker, Monitored CCTV, various Theme Groups Projects and the Wild Life Trust project. The report also included details of relevant expenditure.

Councillors Nulty asked about the appropriateness of the Ladies Golf being included as a project. She also asked about the rolling out of the Shaping the Place project and the £5,000 set aside for Project 12 (community outreach). Mrs Miller explained the theme groups thinking behind the Ladies Golf project. With regard to the Shaping the Place project, she suggested that as this was centred around deprivation and that a review on how future projects were undertaken would need to be carried out. Mrs Miller also gave an undertaking to Councillor Nulty to provide her with the details of the community outreach project.

Members further commented on some minor variations in the accounts as presented. Mrs Miller stated that these would be reviewed and modified accordingly.

A number of members asked various questions relating to the work of the specialist alcohol worker. These were addressed by Mrs Miller.

Following detailed discussion it was RESOLVED:

1. To note the report

2. To express support for the on going work of the LSP and its projects.

(The Chairman indicated that he was satisfied that the matter was not controversial and dealt with the matter by a show of hands rather than by taking a recorded vote on it)

6. Proposed in Depth Review - Monitored CCTV

At the request of the Scrutiny Management Board, the committee considered a report of the Director of Governance and Partnership (Tracy Scholes) and the Portfolio Holder for Social Wellbeing (Councillor Cheryl Little) on the proposal to hold an in-depth review of monitored CCTV.

Included within the report was a proposed scoping document which sought to evaluate the effectiveness of the monitored CCTV system which had been installed in Kirkham and St Annes.

It was suggested that the review commence in September to note the first year anniversary of the CCTV being installed and that the work be completed by November.

Councillor Little provided the committee with an overview of the funding arrangements for the CCTV. In addition, she provided an explanation to the concerns raised by Councillor Hopwood about the feasibility of extending the CCTV system to the Lytham area.

Councillor Singleton enquired about the logging of reports and the associated statistics. Members were advised that 146 incidents had been captured on CCTV resulting in 12 arrests.

Following a full discussion it was RESOLVED:

1. To agree to the scoping document.

2. To establish a task and finish group to conduct the CCTV review and that the group comprise Councillors Elizabeth Clarkson, Thomas Threlfall, Dawn Prestwich, Ken Hopwood and John Singleton.

(The Chairman indicated that he was satisfied that the matter was not controversial and dealt with the matter by a show of hands rather than by taking a recorded vote on it)

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