

# Agenda



## OPERATIONAL MANAGEMENT COMMITTEE

Date:	Tuesday, 17 January 2017 at 6:30 pm
Venue:	Town Hall, St Annes, FY8 1LW
Committee members:	<p>Councillor David Eaves (Chairman) Councillor Albert Pounder (Vice-Chairman)</p> <p>Councillors Frank Andrews, Julie Brickles, Alan Clayton, Richard Fradley, Karen Henshaw JP, Paul Hodgson, Edward Nash, Sandra Pitman, Thomas Threlfall.</p>

### Public Platform

To hear representations from members of the public in accordance with council procedure rule 11.  
To register to speak under Public Platform: see [Public Speaking at Council Meetings](#).

	PROCEDURAL ITEMS:	PAGE
1	<b>Declarations of Interest:</b> Declarations of interest, and the responsibility for declaring the same, are matters for elected members. Members are able to obtain advice, in writing, in advance of meetings. This should only be sought via the Council's Monitoring Officer. However, it should be noted that no advice on interests sought less than one working day prior to any meeting will be provided.	1
2	<b>Confirmation of Minutes:</b> To confirm the minutes, as previously circulated, of the meeting held on 15 November 2016 as a correct record.	1
3	<b>Substitute Members:</b> Details of any substitute members notified in accordance with council procedure rule 24(c).	1
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Contact: Sharon Wadsworth - Telephone: (01253) 658546 – Email: [democracy@fylde.gov.uk](mailto:democracy@fylde.gov.uk)

The code of conduct for members can be found in the council's constitution at  
<http://fylde.cmis.uk.com/fylde/DocumentsandInformation/PublicDocumentsandInformation.aspx>

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# DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	17 JANUARY 2017	4
<b>SUBSCRIPTION BASED GREEN WASTE COLLECTION SERVICE</b>			

## PUBLIC ITEM

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

### SUMMARY

This report provides the committee with the operational recommendations regarding the introduction of a chargeable green waste subscription service following approval at full council on 5 December 2016. This decision will mitigate against the reduction in funding from Lancashire County Council as a result of the termination of the Waste Cost Sharing Arrangement that will leave a funding gap of £763,000 per annum from 2018/19 onwards. These payments contribute to the funding for waste and recycling services. Introducing the scheme in 2017 provides sufficient time to allow the service to mature and optimise the green waste rounds to ensure maximum efficiencies by the time the funding is withdrawn. The introduction of a subscription scheme will require employee resource and investment to set-up (i.e. software upgrades, payment system set up and communications etc. as well as customer and back office support.) Wherever possible, these costs will be met from existing budgets or funded through income generated in year 1 if necessary.

### RECOMMENDATION

The committee is requested to consider the following recommendation:

- Implementation date of subscription service 1<sup>st</sup> June 2017
- Annual subscription of £25 per bin in year 1 (reduced year service to March 31<sup>st</sup> 2018)
- Collection of additional wheeled bins at annual subscription of £25 per bin in year 1
- Subscription increase to £30 from year 2 (full year service April 1<sup>st</sup> to March 31<sup>st</sup>)
- Collection of additional wheeled bins at annual subscription of £30 per bin from year 2
- Fortnightly collections with a Christmas period suspension
- No reduction for part year subscription
- No refunds or transfer of subscription
- No reductions or concessions applied until the scheme has been proven
- Online direct debit payment system
- Expenditure of £38,500 on communications, finance and back office support in Year 1
- To delay making a decision on the collection of non-scheme green bins until after the scheme matures

## SUMMARY OF PREVIOUS DECISIONS

At a special meeting of the Operational Management Committee in March 2016 it was RESOLVED that a subscription service for green waste be considered as part of future budget proposals and the intervening time is used to research other options for the service, to be reported to a future meeting of the Operational Management committee.

The Operational Management Committee on 13 September 2016 RESOLVED to recommend to full Council: the introduction of a year-round green waste subscription service, at a charge of £30 per waste bin per annum, in order that the service may be ready for implementation from April 2017; and that the income arising from the introduction of the charge, if approved, be reflected within the Councils budget for 2017/18 onwards.

At a meeting of Full Council on 5 December 2016 it was RESOLVED to approve the introduction of a year round green waste subscription service, at a charge of £30 per waste bin per annum, for implementation in 2017; and that income arising from the introduction of the charge, be reflected within the Council's budget for 2017/18 onwards and that the Operational Management Committee agree the operational detail of the scheme prior to implementation.

## CORPORATE PRIORITIES

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

## REPORT

1. Following the council decision of 5 December 2016, with regards to the introduction of a chargeable service for green waste, council officers from a number of departments have met to discuss the operational and logistical details of introducing a subscription service. The operational meetings started to consider the logistical details after the decision to introduce a chargeable service was made at Full Council in order to maximise use of the resources available.

## IMPLEMENTATION DATE

2. The original proposal was for the scheme to be implemented from May 2017. After establishing the level of resource required to upgrade and implement new IT and financial technology as well as develop and communicate promotional and informational literature for the scheme, it is proposed that the implementation date is 1 June 2017. This will allow sufficient time to implement the logistical arrangements and reduce demand on the Customer Services Team during the busiest time of year with Council Tax billing.

### **SUBSCRIPTION CHARGE**

3. An annual subscription of £30 per bin for the collection of garden waste in 240L (or smaller) wheeled bins was approved by council however, if the scheme is delayed as recommended in the report until June 2017, it is proposed that the charge is reduced to £25 in year 1 (which is £30 pro-rata for a 10 month period), with an increase to the £30 per bin in year 2 for a full year service.

### **COLLECTION PATTERN**

4. Collections will take place on a fortnightly basis apart from over the Christmas period when the service will be suspended, resulting in 25 collections per year equating to £0.58p per week or £1.16 per collection for a full calendar year.

### **DISCOUNTS**

5. A number of options have been considered with regard to introducing discounts for multiple bins, reductions for part year subscriptions, concessions and other incentive schemes. There have been a number of challenges to implement discounts for certain groups or for the purchase of more than one chargeable service including; the different time frame for the service being delivered in year one (June to March as opposed to April to March) resulting in 'out of sync' services; the additional resource and development required to apply discounts across multiple systems; integration modules required between new and existing systems; the preference for Direct Debit payment for the green waste subscription service; and lessons learnt from other authorities that experienced complications. The prevailing advice from best practice is to implement the scheme as a stand-alone operation initially and embed the technological systems before considering the application of discount or concession options. Members can be assured that discount and concession options will be considered and brought before the committee for consideration once the scheme and associated systems has been proven.
6. The introduction of a scheme of this nature, and the associated infrastructure, is a learning experience for several departments of the authority. The ICT and finance teams need to implement a streamlined process that would fit all future administration of income streams, integration between the green waste payment and the finance systems is essential. To consider integration of other existing service based payment systems in order to apply discounts prior to implementing the new process would add resource, cost and risk to the project. The intention is to establish a standard set of charges initially to keep the system development work simple and reduce the risk of complications to an important borough wide roll out, this is consistent with the approach taken by several authorities that have recently implemented a subscription scheme for green waste and based on lessons learnt. Once the service is established and the payment processing technology fully tested, the option of discounts and incentives will be re-visited.

### **TECHNOLOGY INFRASTRUCTURE**

7. The introduction of a charge will require employee resource and initial investment to set-up (i.e. software upgrades, payment system set up, integration of systems etc.) it is expected that by working closely with the ICT, finance and customer service teams that any additional cost regarding system development can be met from within existing budgets as part of a corporate objective to migrate to digital services.

### **CUSTOMER PAYMENT FOR SERVICE**

8. Annual payment for subscription by Direct Debit is the most cost effective method of payment and will also make renewal easier, this is not consistent with some existing one off procurement options

adding further complication to discounts and concessions prior to implementation. An online direct debit payment option is recommended as the preferred payment method with customers assisted in using this process over the telephone or face to face in the One Stop Shop. It is estimated that additional bank charges in the region of £10,000 per annum will be incurred through online card payments and processing direct debits.

9. It will not be possible to set up an automated payment telephone line as customers would require a unique account/invoice number however, the telephone system will be used to direct callers to a dedicated officer who will assist customers in setting up online payment for the service, the same as if they were sat at home doing it themselves. Payment technology has shifted from multiple payment channels to a single channel accessed through multiple methods e.g. online payment only by self-service, phone or face to face.

## **COMMUNICATION**

10. Effective communication is essential to success when introducing a change of this nature. The details of the subscription service will be communicated to residents via different methods including leaflets, press releases, social media, website, posters, vehicle signage etc. to publicise the scheme as widely as possible.
11. A press release was issued following the council decision in December which has resulted in some initial queries but at a fairly low level. The scheme will be promoted in the council tax newsletter which will go out to residents in March enclosed with their council tax bill. However, a more wide-ranging communication will be made to all green bin customers during February 2017 delivered direct to residents using canvassing teams supervised by Fylde officers.
12. The subscription service will be promoted on a regular basis to encourage maximum participation and annual reminders will be issued to existing customers in future years to encourage renewals. The cost of producing and distributing the communication literature and supporting information will be in the region of £12,000.
13. There will be a pro-active campaign of advice and support outlining alternative options for managing garden waste, e.g. home composting which has the least environmental impact as it stops unnecessary transportation of materials or use of the household waste recycling centre; grey bins are a last resort for green waste and the closed lid/no side waste policy for collection arrangements of the grey bin will remain in place.

## **BACK OFFICE SUPPORT**

14. It is anticipated that a large number of enquiries regarding the scheme will be received via calls to the contact centre and emails to [listening@fylde.gov.uk](mailto:listening@fylde.gov.uk) when the scheme is advertised. This will have an impact for the Customer Services team coinciding with the very busy period for Council Tax enquiries. Experience from other authorities introducing similar schemes indicate that call volumes can increase by as much as 35% in the months leading up to the start of the service. It is proposed to recruit two temporary call centre staff to deal with calls and email enquiries relating to the green waste service during this time i.e. February to June at a cost of £16,500.

## **MANAGING THE SUBSCRIPTION SCHEME**

15. It is essential to be able to identify which properties have subscribed to the scheme to avoid missed bins and prevent collection of non-scheme bins presented in error. Data from the payment system will be used to upload property details into Bartec to identify which addresses are subscribed to the scheme. This information will be used by the crews to ensure they only collect the correct bins.

16. Non-scheme bins presented for collection will be rejected, stickered to identify as a non-scheme bin and an event logged against the specific address on Bartec to identify the reason for non-collection. A report will be produced on a regular basis of non-scheme bins and a letter will be sent out to residents with details of the scheme and how they can subscribe in order to increase participation. If residents do not subscribe to the scheme but continue to present their bins after receiving letters, it is recommended that the bins are removed.
17. Evidence supports that there is a significant reduction in participation when a charge is first introduced followed by a steady increase over time as residents realise it is easier and cheaper than disposing of the waste themselves. Based on the experience and best practice of schemes recently implemented, it is anticipated that the Fylde scheme will reach maximum participation in 2019-20. As such it is recommended to delay the collection of non-scheme green bins to provide residents sufficient opportunity to opt into the scheme beyond June 2017 and save the resource implications of re-issuing a green bin(s). This would also avoid container charges for existing residents joining the scheme at a later date. The operation to collect unused green bins has resource implications i.e. hire costs for suitable vehicle and additional agency support and this can be reduced by allowing time for the service to mature and reduce the volume of bins that would need to be collected.

IMPLICATIONS	
Finance	A charge of £30 for a full year (and £25 pro rata for year 1) is consistent with local Authorities that have already implemented a charge and below the national average of £35. A standard annual tariff will facilitate ease of administration. The upfront one-off cost associated with implementing the scheme will be met from existing revenue budgets wherever possible, with any shortfall met through the income accrued in year 1. The financial implications of a chargeable green waste scheme will be reflected in the Council's Medium Term Financial Strategy.
Legal	The Controlled Waste Regulations 1992 in which garden waste is classified as a household waste for which a charge for collection may be made. On the level of a charge, the Environmental Protection Act 45 (3) does not stipulate the level of charging but states "the authority may recover a reasonable charge for the collection of the waste from the person who made the request". In proposing revised arrangements for the collection of garden waste the Council is required to have regard to the provisions of the Equalities Act 2010 and s.17 of the Crime & Disorder Act 1998. Nothing within the proposals to charge for the collection of waste contravenes the provisions of these Acts.
Community Safety	There are no community safety implications as a result of this report
Human Rights and Equalities	There are no human rights or equalities implications as a result of this report
Sustainability and Environmental Impact	There is no requirement for a sustainability or environmental impact to accompany this report
Health & Safety and Risk Management	There are no health and safety or risk management implications as a result of this report

LEAD AUTHOR	TEL	DATE	DOC ID
Kathy Winstanley	01253 658658	December 2016	

LIST OF BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
Previous committee reports	March, September & December 2016	<a href="http://www.fylde.gov.uk">www.fylde.gov.uk</a>



# DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	OPERATIONAL MANAGEMENT COMMITTEE	17 JANUARY 2017	5
<b>RENEWAL OF THE LEASE OF BEACH TERRACE CAFÉ CAR PARK</b>			

## PUBLIC ITEM

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

## SUMMARY

The café has a 9 year lease of 33 car parking spaces within Fairhaven Road car park, for the use of its customers. The lease expired on 31 March 2015, but the tenant has the protection of the Landlord and Tenant Act 1954 which gives him a right of renewal on the same terms as the original lease, but at a current market rent. The tenant has requested a renewal on those terms.

## RECOMMENDATION

1. It is recommended that a lease of 33 parking spaces at Fairhaven Road car park is granted to Anthony and Karen McLaughlin on the terms outlined in the attached heads of terms.

## SUMMARY OF PREVIOUS DECISIONS

On 12<sup>th</sup> March 2008 Cabinet approved the grant of a 9 year lease of 33 car parking spaces to the tenants of Beach Terrace Café. The lease was backdated to March 2006.

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

## REPORT

### Background

1. For many years the tenants of the Beach Terrace Café have been granted the right to use 33 car parking spaces at Fairhaven Road car park for the benefit of their customers. This was originally an informal licence agreement, but since 2006 they have had a formal lease which has the protection of the Landlord and Tenant Act 1954. The lease gives the tenant a right of automatic renewal of the lease, on similar terms to the original agreement except that rent will be set at the market value at the commencement date of the new lease.
2. In accordance with this entitlement, the tenant has requested a new lease for a period of 9 years from 1 April 2015. The terms of the new lease have been provisionally agreed with the tenant and are summarised in the attached heads of terms. The rent of £3,750 p.a. is a relatively modest increase on the original rent of £3,300 p.a. which reflects a relatively static commercial property market over the term.

### Legal Implications

3. This letting is subject to the Council's Land Transaction Procedure Rules which are included in the Constitution as Appendix 3, Part D. These require the leasing of property assets such as that referred to in this report to be exposed to the general market unless there are special circumstances. This letting is considered to meet this requirement as the tenant's legal right of renewal constitutes 'special circumstances'.
4. Section 123 (2) of the Local Government Act 1972 provides:  
"Except with the consent of the Secretary of State a council shall not dispose of land under this section otherwise than by way of a short tenancy for a consideration less than the best that can reasonably be obtained."
5. In the opinion of the council's Principal Estates Surveyor the consideration in this transaction is the best that can reasonably be obtained.

IMPLICATIONS	
Finance	The proposed renewal of the lease, as described in this report and at an initial annual rental of £3,750, represents an increase in income to the council of £450 per annum which will be reflected in later updates to the financial forecast.
Legal	No implications
Community Safety	No implications
Human Rights and Equalities	No implications
Sustainability and Environmental Impact	No implications
Health & Safety and Risk Management	No implications

LEAD AUTHOR	TEL	DATE	DOC ID
Gary Sams, Principal Estates Surveyor	01253 658462	16 December 2016	

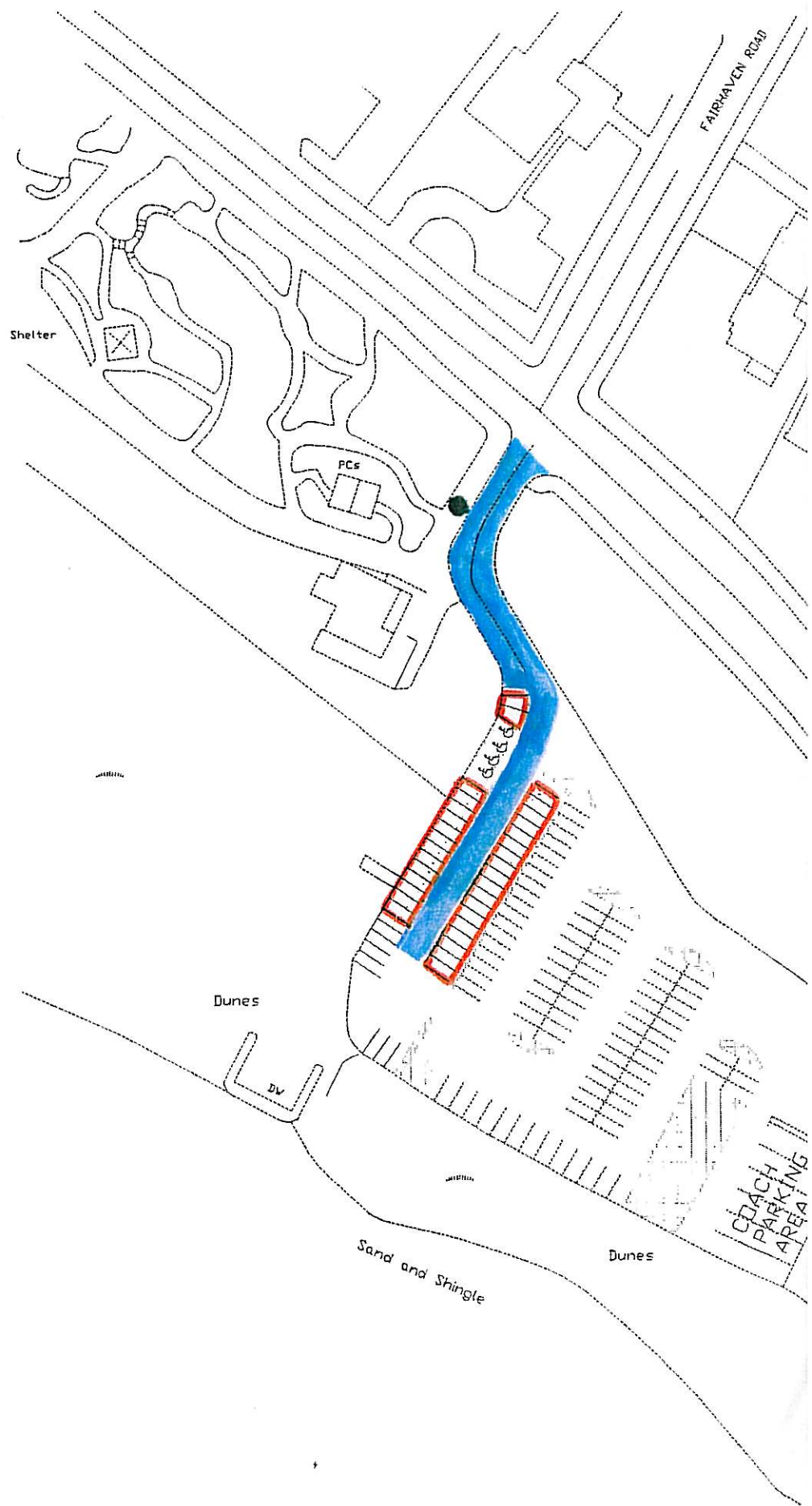
LIST OF BACKGROUND PAPERS		
Name of document	Date	Where available for inspection

Attached documents

1. Heads of terms for the new lease.
2. Lease plan

**APPENDIX 1****HEADS OF TERMS FOR THE NEW LEASE OF 33 CAR PARKING SPACES AT BEACH TERRACE CAR PARK**

Landlord	Fylde MBC
Tenant	A & K McLaughlin
Demised Premises	The 33 parking spaces shown red on plan
Term	9 years
Commencement Date	1/4/2015
Initial Rent	£3,750
Rent review	3 yearly to market rental value
Repairs	Tenant must keep in as good a condition as at the commencement date
Insurance	Tenant provides Public Liability Insurance
Alienation	Not to assign or sublet without consent of the landlord and only to a tenant of the Cafe
User	Car park in connection with the café business



# DECISION ITEM



REPORT OF	MEETING	DATE	ITEM NO
MANAGEMENT TEAM	OPERATIONAL MANAGEMENT COMMITTEE	17 JANUARY 2017	6
<b>BUDGET SETTING – FEES AND CHARGES 2017/18</b>			

## PUBLIC ITEM

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

## SUMMARY

Each year, as part of the budget-setting process, the schedule of fees and charges for the coming year (for each of the services that the Council provides) is reviewed by budget-holders prior to that schedule being considered by the relevant Programme Committee and finally being approved at the March Budget Council meeting.

Each Programme Committee is required to recommend to the Council for approval a schedule of fees and charges for those activities within the remit of the Committee.

This report requests that Members consider the proposed schedule of fees and charges for those services within the remit of this committee as detailed at Appendix A to this report and provide a recommendation to Council in this regard.

Note: A full schedule of proposed fees and charges for all Council services for 2017/18 is accessible at the link below:

<http://www.fylde.gov.uk/council/finance/fees-charges/>

## RECOMMENDATION

**The Committee is requested to consider the schedule of fees and charges for those activities within the remit of this committee as detailed in Appendix A to this report and:**

1. To recommend to Council a proposed schedule of fees and charges applicable for 2017/18; and
2. To note that the final fees and charges for 2017/18 will be approved by the Budget Council in March 2017.

## SUMMARY OF PREVIOUS DECISIONS

The proposed fees and charges for services that are within the terms of reference of each programme committee are recommended to Council for approval as part of the annual budget-setting process. There have been no previous decisions in respect of these fees and charges for 2017/18.

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

## REPORT

- Each year, as part of the budget-setting process for the coming financial year, budget-holders are required to review the fees and charges that the Council applies to the range of services which it delivers.
- There are different considerations for assessing changes to the level of fees and charges depending upon the nature of the service. This is explained below:
  - For certain activities, for example some environmental health-related activities, fee levels are set by statute at a prescribed level. In respect of these types of activity the review of fees and charges is restricted to ensuring that the correct amount is approved by Council and is correctly applied for the forthcoming year;
  - For other types of charges in respect of services for which the Council has statutory responsibilities (for example in relation to licensing matters) fee levels must be set at an appropriate level such that only eligible costs are recovered. In respect of these types of activity the review of fees and charges comprises a review of costs and the adjustment of fees where necessary to avoid the under or over-recovery of costs. Where only minor discrepancies are found between costs and fee levels the charges may be left unchanged until the next review to avoid the costs associated with more regular leaflet re-printing etc.; and
  - For other activities which are not set by statute and for which the Council is not acting under statutory powers (e.g. games site fees) fee levels may be set at levels that are determined by the Council itself. In respect of these types of activity the review of fees and charges comprises a review of costs, a review of the fee levels of competitor providers and after a consideration of the likely effect on demand for the services and the total income that would be received at different fee levels.
- Fee levels for all services have been reviewed according to the differing criteria as described above and the Programme Committee is invited to consider and provide comments as appropriate.
- The role of the Council's Programme Committees in providing a recommendation to Council of a schedule of fees and charges for services within the remit of that committee is a key part of the budget-setting process for the coming year. The final schedule of fees and charges for all Council services will be considered by the Budget Council in March.

IMPLICATIONS	
Finance	The recommendation to Council of a schedule of proposed fees and charges for services within the remit of each Programme Committee is a key part of the budget-setting process for the coming year. This report requests that Members consider the schedule of fees and charges as detailed at Appendix A and provide a recommendation to Council as appropriate. Any financial implications from proposed changes to fees and charges will be quantified and reflected in the financial forecast contained in the final Medium Term Financial Strategy report to be considered by Budget Council in March 2017.
Legal	None arising directly from this report
Community Safety	None arising directly from this report
Human Rights and Equalities	None arising directly from this report
Sustainability and Environmental Impact	None arising directly from this report
Health & Safety and Risk Management	None arising directly from this report

LEAD AUTHOR	TEL	DATE	DOC ID
Management Team		December 2016	

#### Attached documents

Appendix A – Fees and Charges Schedule – Operational Management Committee



OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2016/17 Fees & Charges £	DRAFT 2017/18 Fees & Charges £
<b><u>Waste Operations</u></b>					
<b>Bulky Household Waste Collections</b>					
- Up to 3 Items	d	Up to 3 Items	D	19.65	<b>19.65</b>
- 4 to 10 Items	d	4 to 10 Items	D	39.30	<b>39.30</b>
- Over 10 Items (Charge per hour)	d	Over 10 Items (Per hour)	D	73.60	<b>73.60</b>
- Collection of fridge	d	Per fridge	D	39.30	<b>39.30</b>
<b>Commercial Waste:</b>					
- Grey Sacks	d	Per 50 Sacks	D	71.15	<b>74.70</b>
- 660L Bulk Bin (Disposal Charges)	d	Per Empty	D	3.36	<b>3.43</b>
- 660L Bulk Bin (Disposal Charges)	d	Per Empty	D	6.12	<b>6.65</b>
- 1100L Bulk Bin (Collection Charge)	d	Per Empty	D	5.30	<b>5.41</b>
- 1100L Bulk Bin (Disposal Charge)	d	Per Empty	D	10.21	<b>11.08</b>
- Bulk Bin Lease	d	Per Year	D	125.12	<b>125.12</b>
- Bulk Bin Sale	d	Per Bulk Bin	D	460.00	<b>500.00</b>
<b>Commercial Waste Replacement Bin Parts (if purchased bin)</b>					
- Lid	d	Per lid	D	81.58	<b>88.11</b>
- Lock	d	Per lock	D	45.63	<b>49.28</b>
- Wheels X 1	d	Per 1 x wheel	D	56.17	<b>60.66</b>
- Wheels X 2	d	Per 2 x wheel	D	72.34	<b>78.13</b>
- Wheels X 3	d	Per 3 x wheel	D	88.51	<b>95.59</b>
- Wheels X 4	d	Per 4 x wheel	D	104.58	<b>112.95</b>

**VAT Codes:**

a = Standard Rate   c = Exempt   d = Outside Scope   e = Zero Rated

OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2016/17 Fees & Charges £	DRAFT 2017/18 Fees & Charges £
<b>Schedule 2 Waste</b>					
- Grey Sacks	d	Per 50 Sacks	D	38.67	<b>39.44</b>
- 660L Bulk Bin	d	Per Empty	D	3.36	<b>3.43</b>
- 1100L Bulk Bin	d	Per Empty	D	5.30	<b>5.41</b>
- Bulk Bin Lease	d	Per Year	D	125.12	<b>125.12</b>
- Bulk Bin Sale	d	Per Bulk Bin	D	460.00	<b>500.00</b>
<b>Recycling 4 Business:</b>					
- Blue Sacks –Paper/Card	d	Per 50 Sacks	D	43.14	<b>44.00</b>
<b>Wheeled Bin Rates:</b>					
- Provision of Green Box to household still on original recycling scheme	N/A		D	Free	<b>Free</b>
- Provision of Blue Bag to household still on original recycling scheme	N/A		D	Free	<b>Free</b>
- Provision of one Wheeled bin (grey, green, blue or brown) at new build properties	d	Per Bin	D	32.50	<b>32.50</b>
- Provision of full set of wheeled bins (grey, green, blue and brown) at a new build property	d	Per Set	D	100.00	<b>100.00</b>
- Provision of lost, stolen, damaged or additional (if eligible) wheeled bin including delivery	d	Per Bin	D	32.50	<b>32.50</b>
- Provision of lost, stolen, damaged grey and green wheeled bins lid or wheels (including delivery and fitting)	d	Per Bin	D	13.00	<b>13.00</b>
- Provision of second hand replacement bin (grey, green, blue or brown) where available	d	Per Bin	D	13.00	<b>16:25</b>
- Provision of a bulk bin to multiple-occupancy properties for recycling	d	Per bin	D	460.00	<b>500.00</b>
- Provision of a bulk bin to multiple-occupancy properties for the collection of residual waste	d	Per bin	D	460.00	<b>500.00</b>
- Provision of two black sacks per week to properties unsuitable for wheeled bins for collection of residual waste.	N/A	Per 2 Sacks	D	Free	<b>Free</b>

**VAT Codes:**

a = Standard Rate   c = Exempt   d = Outside Scope   e = Zero Rated

OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2016/17 Fees & Charges £	DRAFT 2017/18 Fees & Charges £
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<b>Green Waste Subscription Service:</b>					
- Annual Subscription Fee	N/A	Per 240L bin	D	N/A	<b>30.00*</b>
*An annual subscription of £30 per bin per annum was agreed by Council on the 5 <sup>th</sup> December 2016, for implementation in 2017, with the operational detail of the scheme to be agreed by the Operational Management Committee.					
<b>Fleet Management Services:</b>					
- MOT Class 1 – One off customer	d	Per MOT	P	25.00	<b>£25.00</b>
- MOT Class 1 - Motor Trade Customers	d	Per MOT	P	£25.00	<b>£25.00</b>
- MOT Class 1 - FBC Staff, relatives, members	d	Per MOT	P	£25.00	<b>£25.00</b>
- MOT Class 2 – One off customer	d	Per MOT	P	£25.00	<b>£25.00</b>
- MOT Class 2 - Motor Trade Customers	d	Per MOT	P	£25.00	<b>£25.00</b>
- MOT Class 2 - FBC Staff, relatives, members	d	Per MOT	P	£25.00	<b>£25.00</b>
- MOT Class 3 - One off customer	d	Per MOT	P	£35.00	<b>£35.00</b>
- MOT Class 3 - Motor Trade Customers	d	Per MOT	P	£35.00	<b>£35.00</b>
- MOT Class 3 - FBC Staff, relatives, members	d	Per MOT	P	£35.00	<b>£35.00</b>
- MOT Class 4 – One off Customer	d	Per MOT	p	£40.00	<b>£40.00</b>
- MOT Class 4 – Motor Trade Customers	d	Per MOT	P	£35.00	<b>£35.00</b>
- MOT Class 4 – FBC Staff, relatives, members	d	Per MOT	P	£35.00	<b>£35.00</b>
- MOT Class 4 – Repeat customers (5 or more tests in 12 months)	d	Per MOT	P	£35.00	<b>£35.00</b>
- MOT Class 4 – Fylde Licenced Taxi-drivers (must be FBC registered)	d	Per MOT	P	£35.00	<b>£35.00</b>
- MOT Class 5 – One off customer	d	Per MOT	P	£55.00	<b>£55.00</b>

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OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2016/17 Fees & Charges £	DRAFT 2017/18 Fees & Charges £
- MOT Class 5 – Motor Trade Customers	d	Per MOT	P	£50.00	<b>£50.00</b>
- MOT Class 5 – FBC Staff, relatives, members	d	Per MOT	P	£50.00	<b>£50.00</b>
- MOT Class 5 – Repeat customers (5 or more tests in 12 months)	d	Per MOT	P	£50.00	<b>£50.00</b>
- MOT Class 7 – One off customer	d	Per MOT	P	£55.00	<b>£55.00</b>
- MOT Class 7 – Motor Trade Customer	d	Per MOT	P	£50.00	<b>£50.00</b>
- MOT Class 7 – FBC Staff, relatives, members	d	Per MOT	P	£50.00	<b>£50.00</b>
- MOT Class 7 – Repeat Customers	d	Per MOT	P	£50.00	<b>£50.00</b>
- Taxi Test – Retest (If applicable)	d	Per MOT	D	£17.50	<b>£17.50</b>
- Minor Repairs – Labour Per 30 Minutes (Plus parts)	a	Per half hour labour	D	£35.00	<b>£35.00</b>
- Use of Diagnostics	a	Per Use	D	£40.00	<b>£40.00</b>
<b>Dog Control Charges:</b>					
- Cost of collection and kennelling – per day	a	Per Day	D	18.50	<b>19.00</b>
- Cost to collect stray dog from Kennels	a	Per Collection of Stray	D	67.50	<b>69.00</b>
- Cost of return of stray dog by dog warden	a	Per Return of Stray	D	30.00	<b>30.00</b>
- Fixed Penalty Notice for Dog Fouling (Statutory Fee)	d	Per Fixed Penalty Notice	P	50.00	<b>50.00/100.00</b>
<b><u>Land Charges</u></b>					
<b>Note: Land Charges Fees will be in accordance with the Fylde Borough Council scheme for the Recovery of Land Charges fees 2010 which came into force on the 1<sup>st</sup> January 2010</b> <a href="http://www.fylde.gov.uk/business/landcharges/">http://www.fylde.gov.uk/business/landcharges/</a>					

**VAT Codes:**

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OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2016/17 Fees & Charges £	DRAFT 2017/18 Fees & Charges £
<b><u>Car Parks</u></b>					
<b><u>St Annes</u></b>					
<b>St. Annes Square:</b>					
9:00 a.m. to 6:00 p.m. (All Days)					
- Cars etc. – up to 0.5 Hours	a	Per Session	D	0.80	<b>0.80</b>
- Cars etc. – 0.5 to 1 hour	a	Per Session	D	1.30	<b>1.40</b>
- Cars etc. – 1 to 2 hours	a	Per session	D	2.40	<b>2.50</b>
- Car etc. – 2 to 3 hours	a	Per session	D	3.60	<b>3.80</b>
- At other times	N/A	Free	D	Free	<b>Free</b>
<b>St. Annes Swimming Pool:</b>					
9:00 a.m. to 6:00 p.m.					
- Cars etc. - up to 1 hour	a	Per Session	D	1.20	<b>1.20</b>
- Cars etc. - 1 to 2 hours	a	Per Session	D	2.10	<b>2.20</b>
- Cars etc. - 2 to 3 hours	a	Per Session	D	2.70	<b>2.90</b>
- Cars etc. - 3 to 4 hours	a	Per Session	D	3.20	<b>3.40</b>
- Cars etc. - over 4 hours	a	Per Session	D	4.30	<b>4.50</b>
- At Other times for passenger vehicles:	N/A	Free	D	Free	<b>Free</b>
- Overnight Motorhome Parking (per vehicle 6 p.m. to 10 a.m. following day)	a	Per Session	D	5.00	<b>5.30</b>
- Motorhome 1 day tariff (up to 10 a.m. following day)	a	Per Session	D	8.00	<b>8.40</b>
- Motorhome 2 day tariff	a	Per Session	D	15.00	<b>15.80</b>
- Motorhome 3 day tariff	a	Per Session	D	21.00	<b>22.00</b>
- YMCA staff permit	a	Annual	D	-	<b>100.00</b>

**VAT Codes:**

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OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	<u>Approved</u> 2016/17 Fees & Charges £	<b>DRAFT</b> 2017/18 <b>Fees &amp; Charges £</b>
<b>Wood Street:</b> 9:00 a.m. to 6:00 p.m. (All Days) <ul style="list-style-type: none"> <li>- Cars etc. –up to 0.5 hour</li> <li>- Cars etc. - 0.5 to 1 hour</li> <li>- Cars etc. – 1 to 2 hours</li> <li>- Cars etc. – 2 to 3 hours</li> <li>- At Other times</li> </ul>	a	Per Session	D	0.80	<b>0.80</b>
	a	Per Session	D	1.30	<b>1.40</b>
	a	Per Session	D	2.40	<b>2.50</b>
	a	Per Session	D	3.60	<b>3.80</b>
	a	Free	D	Free	<b>Free</b>
<b>North Beach:</b> 9:00 a.m. to 6 p.m. (All Days) <ul style="list-style-type: none"> <li>- Cars etc. - up to 1 hour</li> <li>- Cars etc. - 1 to 2 hours</li> <li>- Cars etc.- 2 to 3 hours</li> <li>- Cars etc.- 3 to 4 hours</li> <li>- Cars etc.- Over 4 hours</li> <li>- At other times</li> </ul>	a	Per Session	D	1.20	<b>1.20</b>
	a	Per Session	D	2.10	<b>2.20</b>
	a	Per Session	D	2.70	<b>2.90</b>
	a	Per Session	D	3.20	<b>3.40</b>
	a	Per Session	D	4.30	<b>4.50</b>
	N/A	Free	D	Free	<b>Free</b>
<b>North Promenade:</b> 9:00 a.m. to 6:00 p.m. <ul style="list-style-type: none"> <li>- Cars etc. - up to 1 hour</li> <li>- Cars etc. - 1 to 2 hours</li> <li>- Cars etc.- 2 to 3 hours</li> <li>- Cars etc.- 3 to 4 hours</li> <li>- Cars etc.- Over 4 hours</li> <li>- At other times</li> </ul>	a	Per Session	D	1.20	<b>1.20</b>
	a	Per Session	D	2.10	<b>2.20</b>
	a	Per Session	D	2.70	<b>2.90</b>
	a	Per Session	D	3.20	<b>3.40</b>
	a	Per Session	D	4.30	<b>4.50</b>
	N/A	Free	D	Free	<b>Free</b>

**VAT Codes:**

a = Standard Rate   c = Exempt   d = Outside Scope   e = Zero Rated

# **DRAFT - Fees and Charges Schedule for 2017/18**

# **Appendix A**

OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	<u>Approved</u> 2016/17 Fees & Charges £	<b>DRAFT</b> 2017/18 <b>Fees &amp; Charges £</b>
<b>Fairhaven Road:</b> 9:00 a.m. to 6:00 p.m. (All Days) <ul style="list-style-type: none"> <li>- Cars etc. - up to 1 hour</li> <li>- Cars etc. - 1 to 2 hours</li> <li>- Cars etc.- 2 to 3 hours</li> <li>- Cars etc.- 3 to 4 hours</li> <li>- Cars etc.- Over 4 hours</li> <li>- At other times</li> <li>- Coaches</li> </ul>	a	Per Session	D	1.20	<b>1.20</b>
	a	Per Session	D	2.10	<b>2.20</b>
	a	Per Session	D	2.70	<b>2.90</b>
	a	Per Session	D	3.20	<b>3.40</b>
	a	Per Session	D	4.30	<b>4.50</b>
	N/A	Free	D	Free	<b>Free</b>
	N/A	Free	D	Free	<b>Free</b>
<b>St. Albans Road</b>	N/A	Free	D	Free	<b>Free</b>
<b><u>Fairhaven</u></b> <b>St. Pauls Avenue:</b> 9:00 a.m. to 6:00 p.m. (All Days) <ul style="list-style-type: none"> <li>- Cars etc. - up to 1 hour</li> <li>- Cars etc. - 1 to 2 hours</li> <li>- Cars etc.- 2 to 3 hours</li> <li>- Cars etc.- 3 to 4 hours</li> <li>- Cars etc.- Over 4 hours</li> <li>- At other times</li> </ul>	a	Per Session	D	1.20	<b>1.20</b>
	a	Per Session	D	2.10	<b>2.20</b>
	a	Per Session	D	2.70	<b>2.90</b>
	a	Per Session	D	3.20	<b>3.40</b>
	a	Per Session	D	4.30	<b>4.50</b>
	N/A	Free	D	Free	<b>Free</b>
<b>Fairhaven Lake</b>	N/A	Free	D	Free	<b>Free</b>

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# **DRAFT - Fees and Charges Schedule for 2017/18**

# **Appendix A**

OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	<u>Approved</u> 2016/17 Fees & Charges £	<b>DRAFT</b> 2017/18 <b>Fees &amp; Charges £</b>
<b>Stanner Bank:</b>					
9:00 a.m. to 6:00 p.m. (All Days)					
- Cars etc. - up to 1 hour	a	Per Session	D	1.20	<b>1.20</b>
- Cars etc. - 1 to 2 hours	a	Per Session	D	2.10	<b>2.20</b>
- Cars etc.- 2 to 3 hours	a	Per Session	D	2.70	<b>2.90</b>
- Cars etc.- 3 to 4 hours	a	Per Session	D	3.20	<b>3.40</b>
- Cars etc.- Over 4 hour	a	Per Session	D	4.30	<b>4.50</b>
- At other times	N/A	Free	D	Free	<b>Free</b>
- Business Permit	a	Annual	D	100.00	<b>100.00</b>
<b><u>Lytham</u></b>					
<b>Pleasant Street:</b>					
0:00 a.m. to 6:00 p.m. (All Days)					
- Cars etc. - up to 0.5 hour	a	Per Session	D	0.80	<b>0.80</b>
- Cars etc. - 0.5 to 1 hour	a	Per Session	D	1.30	<b>1.40</b>
- Cars etc. - 1 to 2 hours	a	Per Session	D	2.40	<b>2.50</b>
- Cars etc.- 2 to 3 hours	a	Per Session	D	3.60	<b>3.80</b>
- Cars etc.- 3 to 5 hours	a	Per Session	D	6.00	<b>6.30</b>
- Cars etc.- 5 to 7 hours	a	Per Session	D	8.00	<b>8.40</b>
- Cars etc. – 7-9 hours	a	Per Session	D	10.00	<b>10.50</b>
- At other times	N/A	Free	D	Free	<b>Free</b>
- Business Permit	a	Annual	D	335.00	<b>335.00</b>
- Resident Permit	a	Annual	D	285.00	<b>285.00</b>
- North Clifton Street Restricted Residents Permit (1995)	a	Annual	D	20.00	<b>20.00</b>

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# **DRAFT - Fees and Charges Schedule for 2017/18**

# **Appendix A**

OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	<u>Approved</u> 2016/17 Fees & Charges £	<b>DRAFT</b> 2017/18 Fees & Charges £
<b>Lytham Station:</b>					
9:00 a.m. to 6:00 p.m. (All Days)					
- Cars etc. - up to 1 hour	a	Per Session	D	0.90	<b>0.90</b>
- Cars etc. - 1 to 2 hours	a	Per Session	D	1.40	<b>1.50</b>
- Cars etc.- 2 to 4 hours	a	Per Session	D	2.20	<b>2.30</b>
- Cars etc.- Over 4 hours up to 6 p.m.	a	Per Session	D	2.70	<b>2.90</b>
- At other times	N/A	Free	D	Free	<b>Free</b>
- Cars etc. – 1 to 2 days	a	Per Session	D	5.00	<b>5.30</b>
- Cars etc. – 2 to 3 days	a	Per Session	D	7.50	<b>7.90</b>
- Cars etc. – 3 to 4 days	a	Per Session	D	10.00	<b>10.50</b>
- Cars etc. – 5 to 7 days	a	Per Session	D	12.00	<b>12.60</b>
- Annual Permits (All)	a	Annual	D	160.00	<b>160.00</b>
<b>Lytham Green (Bath Street &amp; Dicconson Terrace):</b>					
9:00 a.m. to 6:00 p.m. (All Days)					
- Cars etc. - up to 1 hour	a	Per Session	D	1.20	<b>1.20</b>
- Cars etc. - 1 to 2 hours	a	Per Session	D	2.10	<b>2.20</b>
- Cars etc.- 2 to 3 hours	a	Per Session	D	2.70	<b>2.90</b>
- Cars etc.- 3 to 4 hours	a	Per Session	D	3.20	<b>3.40</b>
- Cars etc.- Over 4 hours	a	Per Session	D	4.30	<b>4.50</b>
- At other times	N/A	Free	D	Free	<b>Free</b>

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# **DRAFT - Fees and Charges Schedule for 2017/18**

# **Appendix A**

OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	Approved 2016/17 Fees & Charges £	DRAFT 2017/18 Fees & Charges £
<b><u>Kirkham</u></b>					
Mill Street	N/A	Free	D	Free	Free
<b>Eagles Court</b>	N/A	Free	D	Free	Free
Orders Lane	N/A	Free	D	Free	Free
<b><u>Administrative Buildings</u></b>					
<b>Town Hall:</b>					
9:00 a.m. to 6:00 p.m. (Sat – Sun and Bank holidays)					
- Cars etc. – up to 1 hour	a	Per Session	D	1.20	1.20
- Cars etc. – 1 to 2 hours	a	Per Session	D	2.10	2.20
- Cars etc. – 2 to 3 hours	a	Per Session	D	2.70	2.90
- Cars etc. – 3to 4 hours	a	Per Session	D	3.20	3.40
- Cars etc. – Over 4 hours	a	Per Session	D	4.30	4.50
- At other times	N/A	Free	D	Free	Free
<b>Public Offices:</b>					
9:00 a.m. to 6:00 p.m. (Sat – Sun and Bank holidays)					
- Cars etc. - up to 1 hour	a	Per Session	D	1.20	1.20
- Cars etc. – 1 to 2 hours	a	Per Session	D	2.10	2.20
- Cars etc. – 2 to 3 hours	a	Per Session	D	2.70	2.90
- Cars etc. – 3 to 4 hours	a	Per Session	D	3.20	3.40
- Cars etc. – Over 4 hours	a	Per Session	D	4.30	4.50
- At other times	N/A	Free	D	Free	Free
<b><u>General</u></b>					
Fylde Resident's Permit Scheme - Restricted to certain car parks	a	Annual	D	25.00	25.00
Horse Box Permit (North Beach and Fairhaven Road)	a	Annual	D	15.00	15.00

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OPERATIONAL MANAGEMENT COMMITTEE	VAT Code	Unit Of Charge	Variable Charge Discretionary (D) Prescribed (P)	<u>Approved</u> 2016/17 Fees & Charges £	<b>DRAFT</b> <b>2017/18</b> <b>Fees &amp; Charges £</b>
<b><u>General Continued:</u></b>					
Any Permit Replacement	a	As Required	D	15.00	<b>15.00</b>
Parking Dispensation	a	Per Agreed Period	D	As Negotiated Max £16/day	<b>As Negotiated Max £16/day</b>
Penalty Charge Notices (PCNs)					
- Lower Rate PCN	d	Per Offence	P	50.00 (14 day discount 25.00)	<b>50.00 (14 day discount 25.00)</b>
- Higher Rate PCN	d	Per Offence	P	70.00 (14 day discount 35.00)	<b>70.00 (14 day discount 35.00)</b>
Additional Charge to PCN if Charge Certificate Issued	d	Per Offence	P	50% of PCN	<b>50% of PCN</b>
Additional Charge to PCN if registered with court as debt	d	Per Offence	P	7.00	<b>8.00</b>

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# INFORMATION ITEM



REPORT OF		MEETING	DATE	ITEM NO
MANAGEMENT TEAM		OPERATIONAL MANAGEMENT COMMITTEE	17 JANUARY 2017	7
<b>BUDGET SETTING – REVENUE BUDGET 2017/18 - FIRST DRAFT</b>				

## PUBLIC ITEM

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

## SUMMARY OF INFORMATION

The first draft of the revenue budget for 2017/18 has been prepared and is available via the link below. As in previous years, the budget has been prepared on a continuation basis and has been updated to reflect all Committee and Council decisions made to date, the outcome of the budget-rightsizing exercise and all virements.

**SOURCE OF INFORMATION:** Revenue Budget Book 2017/18 – First Draft

## LINK TO INFORMATION

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

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

The provision of a first draft of the 2017/18 Revenue Budget to the Council's Programme Committees is referenced within the Timetable for Developing Budget Proposals 2017/18 report which was approved by the Finance and Democracy Committee at the meeting of 26th September 2016.

This allows members of each Programme Committee to review the draft revenue budget for the services within the Committee's terms of reference and to provide any comments or feedback as appropriate to the committee lead officer, service Director or budget holders.

This first draft does not reflect any changes to fees and charges for 2017/18 as these will be considered by Programme Committees during the January cycle of meetings. Nor does it reflect any revenue growth items or the revenue implications of capital bids. A further budget-rightsizing exercise will be carried out early in 2017 and this first draft will be updated to reflect any changes arising from that piece of work.

The final revenue budget for 2017/18 will include any subsequent decisions made and will be presented to Members for approval at the Council meeting on 2<sup>nd</sup> March 2017.

**FURTHER INFORMATION:** Contact: Paul O'Donoghue, Chief Financial Officer.

Telephone: 01253 658566

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

# INFORMATION ITEM



REPORT OF	MEETING	DATE	ITEM NO
MANAGEMENT TEAM	OPERATIONAL MANAGEMENT COMMITTEE	17 JANUARY 2017	8
GENERAL FUND REVENUE BUDGET MONITORING REPORT 2016/17 - POSITION AS AT 30 <sup>th</sup> NOVEMBER 2016			

## PUBLIC ITEM

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

### SUMMARY OF INFORMATION

The purpose of this report is to provide an update of the Council's General Fund (GF) Revenue Budget as at 30<sup>th</sup> November 2016 and specifically for those areas under the Committee's remit.

### SOURCE OF INFORMATION

Chief Financial Officer – the report is based upon information extracted from the Council's financial ledger system for the period to 30<sup>th</sup> November 2016.

### LINK TO INFORMATION

General Fund Revenue Budget monitoring Report to 30<sup>th</sup> November 2016:

<https://www.fylde.gov.uk/revenuenovember2016/>

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

This information is provided to enable the committee to consider and scrutinise periodic revenue budget monitoring reports for those areas under the committee's remit.

### FURTHER INFORMATION

Contact: Paul O'Donoghue (Chief Financial Officer)

Tel: 01253 658566

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

# GENERAL FUND REVENUE BUDGET MONITORING REPORT 2016/17 –

## POSITION AS AT 30<sup>TH</sup> NOVEMBER 2016

### Summary

The purpose of this report is to provide an update on the Council's General Fund Revenue Budget as at 30<sup>th</sup> November 2016. The report includes a narrative description of the most significant variances from the profiled latest budget and details any actions required to address these. Appendix A to this report shows the value of the most significant variances (those in excess of £5k) for all of the Council services by Committee and provides a brief explanation for each variance.

### 1. Background

- 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 variances from the expected budget position at the point of monitoring, both for expenditure and income, are summarised in monitoring reports which are periodically reported to each Programme Committee for information purposes. This report therefore details the findings and issues emerging from budget monitoring carried out to 30<sup>th</sup> November 2016.
- 1.2 It should be noted that work continues on improving budget profiling across the Council in order that budget profiles more accurately reflect the spending pattern of individual budgets across the financial year. This serves to enhance budget monitoring and focus attention on true variances rather than budget profiling issues. This is a continuous process with budget holders so that the improved profiling continues to refine the budget monitoring system.
- 1.3 Council approved the 2016/17 budget at its meeting on 2<sup>nd</sup> March 2016. Subsequently on 20<sup>th</sup> June 2016 the Finance and Democracy Committee approved the Council's outturn position for 2015/16. The impact of those approvals, including savings and growth options approved at Council and slippage from 2015/16 approved by the Finance and Democracy Committee, are now reflected in the Council's financial ledger.

### 2. Budget Rightsizing Exercise

- 2.1 Since 2011 an annual budget rightsizing exercise has been undertaken to analyse underspends which have occurred over the last 3 financial years and to adjust current and future year budgets to better reflect the level of resource requirement in the context of current financial constraints. This process was undertaken during the autumn of 2016 and the resulting changes to budgets were reflected in the revised Financial Forecast that was presented to the Council in December 2016. These amendments have also now been reflected in the Council's financial ledger. Therefore this report monitors expenditure and income against the updated approved budgets.

### 3. Budget Areas to Note

As would be expected, because monitoring is being undertaken as a comparison to recently revised budgets, there are only a small number of variances from that revised position to note. The main variances are described below:

#### i. Employee Costs

The budget forecast which was approved by Budget Council in March 2016 assumed reduced payroll costs as a result of 'turnover savings' (delays in the recruitment to vacant posts) of £200k per annum from 2016/17 onwards. The actual savings achieved in relation to direct employee costs for the current year are significantly in excess of this level and consequently the target for the current year was increased to £310k as part of the revised Financial Forecast that was presented to the Council in December 2016. As compared to this revised target the position as at November 30<sup>th</sup> is a further favourable variance of £39k. This budget will be kept under review during the remainder of the financial year.

#### ii. Council Tax Costs Recovered

Income is in excess of the budget due to additional court summonses being issued in the first part of the year in respect of Council Tax debts. In 2015/16 there was a reduction in the number of such cases whilst

a legal challenge (to Haringey Council specifically but by extension to all councils in this matter) was resolved. A favourable outturn variance is anticipated.

### **iii. Planning Application Fee Income**

The authority has continued to receive a number of large scale planning applications that have attracted significant application fees. The number of individual planning applications received this year is also notably higher than recent years. This budget will be kept under review during the remainder of the financial year. At this stage a favourable outturn variance is anticipated.

### **iv. Planning Appeal Hearing Costs**

The number of planning inquiries expected in the year has reduced as a result of the method of hearing the appeal being revised or a revised application being approved thereby removing the need for the appeal to proceed. A number of appeals have been delayed and will be heard later in 2017. This budget will be kept under review during the remainder of the financial year. At this stage a favourable outturn variance is anticipated.

### **v. Car Parking Income**

Income levels across most car parks are in excess of the budget, and are also higher than in previous years, as a result of mostly favourable weather during key periods of the season. A favourable outturn variance is anticipated and the budgets in respect of future years will be adjusted to reflect increased income expectations.

## **4. Conclusions**

- 4.1 The updated financial forecast as presented to the Council in December 2016 is an improved position from that considered by the Budget Council in March 2016. The current position is a forecast surplus in the current year and in 2017/18, with deficits in 2018/19 and beyond, albeit at a reduced level since the budget was set. A significant factor in the improved position is the forecast increase in funding receivable from the Business Rate Retention Scheme, including the impact of joining the Lancashire Business Rate Pool in 2017/18.
- 4.2 In light of the budget challenges that will need to be addressed in the later years of the forecast, the Council needs to continue with the approach to delivering savings and efficiencies which have helped deliver balanced budgets and contribute to reserves over recent years. Through continued focus on the importance of financial stability the Council has delivered a significant savings programme since 2007 and has continued to significantly reduce senior management costs and other overheads. Ongoing modernisation work and business improvement will continue to make Council services more efficient, save money and maintain frontline services to customers. This work has yielded ongoing savings to help improve the Council's overall financial position over that period.
- 4.3 Finance staff work continuously with budget holders across the Council, and are heavily reliant upon budget-holders to be able to understand and quantify the potential impact of in-year hotspot variances within their areas of responsibility.
- 4.4 Regular budget monitoring reports such as this one are an integral part of the Council's financial monitoring framework. These are made available on the Councils website.

**REVENUE MONITORING 2016/17 - Period 8 to November 30th 2016 (Variances in excess of £5k)**

Key

<b>BLUE</b>	Variance currently showing but expected to be on target at year end
<b>GREEN</b>	Possible Favourable Outturn Variance
<b>AMBER</b>	Possible Adverse Outturn Variance
<b>RED</b>	Projected Adverse Outturn Variance

Service Area	Detailed Description	Full Year Budget	Budget as at Period 8	Actual & Commitments as at Period 8	Variance as at Period 8	FAV / ADV	Variance	Alert	Budget Holder Comments
		£	£	£	£		%		
<b>FINANCE &amp; DEMOCRACY COMMITTEE / CORPORATE CROSS CUTTING BUDGETS</b>									
All Council services	Employee costs including basic pay, pension, NI, and overtime, plus agency costs	8,275,520	5,447,616	5,408,307	-39,309	FAVOURABLE	-0.7%	<b>GREEN</b>	The budget forecast which was approved by Budget Council in March 2016 assumed reduced payroll costs as a result of 'turnover savings' (delays in the recruitment to vacant posts) of £200k per annum from 2016/17 onwards. The actual of savings achieved in relation to direct employee costs for the current year to date is in excess of this level and consequently the target for the current year was increased to £310k as part of the revised Financial Forecast that was presented to the Council in December 2016. As compared to this revised target the position as at November 30th is a further favourable variance of £39k. This budget will be kept under review during the remainder of the financial year. At this stage a favourable outturn variance is anticipated.
Council Tax Collection Costs	Council Tax Costs Recovered	-150,000	-100,020	-167,303	-67,283	FAVOURABLE	-67.3%	<b>GREEN</b>	Income is in excess of the budget due to additional court summonses being issued in the first part of the year in respect of Council Tax debts. In 2015/16 there was a reduction in the number of such cases whilst a legal challenge (to Haringey Council specifically but by extension to all councils in this matter) was resolved. A favourable outturn variance is anticipated.
<b>DEVELOPMENT MANAGEMENT COMMITTEE</b>									
Development Management	Planning Application Fees	-700,000	-613,400	-625,533	-12,133	FAVOURABLE	-2.0%	<b>GREEN</b>	The authority has continued to receive a number of large scale planning applications that have attracted significant application fees. The number of individual planning applications received this year is also notably higher than recent years. This budget will be kept under review during the remainder of the financial year. At this stage a favourable outturn variance is anticipated.
Planning Appeals	Planning Appeal Hearing Costs	100,000	42,922	30,020	-12,902	FAVOURABLE	-30.1%	<b>GREEN</b>	The number of planning inquiries expected in the year has reduced as a result of the method of hearing the appeal being revised or a revised application being approved thereby removing the need for the appeal to proceed. A number of appeals have been delayed and will be heard later in 2017. This budget will be kept under review during the remainder of the financial year. At this stage a favourable outturn variance is anticipated.



**REVENUE MONITORING 2016/17 - Period 8 to November 30th 2016 (Variances in excess of £5k)**
**Key**

<b>BLUE</b>	Variance currently showing but expected to be on target at year end
<b>GREEN</b>	Possible Favourable Outturn Variance
<b>AMBER</b>	Possible Adverse Outturn Variance
<b>RED</b>	Projected Adverse Outturn Variance

Service Area	Detailed Description	Full Year Budget	Budget as at Period 8	Actual & Commitments as at Period 8	Variance as at Period 8	FAV / ADV	Variance	Alert	Budget Holder Comments
		£	£	£	£		%		
<b>ENVIRONMENT HEALTH &amp; HOUSING COMMITTEE</b>									
Residential Park Homes Licensing	Mobile Homes - Annual Licence Fee	-	-	-6,315	-6,315	FAVOURABLE		<b>GREEN</b>	This income arising from the introduction of a new fee new fee for this licence from 2016/17. A favourable outturn variance is anticipated and the budget in respect of future years will be adjusted to reflect this income.
<b>OPERATIONAL MANAGEMENT COMMITTEE</b>									
Car Parks	Car Parking Fees	-544,852	-414,096	-478,230	-64,134	FAVOURABLE	-15.5%	<b>GREEN</b>	Income levels across most car parks are in excess of the budget, and are also higher than in previous years, as a result of mostly favourable weather during key periods of the season. A favourable outturn variance is anticipated and the budgets in respect of future years will be adjusted to reflect increased income expectations.
Computer Services	Purchase of Computer Equipment	108,432	70,136	59,878	-10,258	FAVOURABLE	-14.6%	<b>BLUE</b>	The IT team have had a number of staffing vacancies during the year which has resulted in the rescheduling of expenditure into the latter part of the financial year. It is currently anticipated that the remaining budget will be fully spent by year end in delivering corporate priorities around IT.
	Computer - Other Expenditure	53,644	35,768	16,482	-19,286	FAVOURABLE	-53.9%		

# INFORMATION ITEM



REPORT OF		MEETING	DATE	ITEM NO
MANAGEMENT TEAM		OPERATIONAL MANAGEMENT COMMITTEE	17 JANUARY 2017	9
<b>CAPITAL PROGRAMME MONITORING REPORT 2016/17 - POSITION AS AT 30<sup>th</sup> NOVEMBER 2016</b>				

## PUBLIC ITEM

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

### SUMMARY OF INFORMATION

The purpose of this report is to provide an update of the Council's approved Capital Programme as at 30<sup>th</sup> November 2016 and specifically for those schemes under the Committee's remit.

### SOURCE OF INFORMATION

Chief Financial Officer – the report is based upon information extracted from the financial ledger system for the period to 30<sup>th</sup> November 2016.

### LINK TO INFORMATION

Capital Programme Monitoring 2016/17 as at 30<sup>th</sup> November 2016:

<https://www.fylde.gov.uk/capitalnovember2016/>

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

This information is provided to enable the committee to consider and scrutinise the latest position on the Council's approved Capital Programme for those schemes under the committee's remit.

### FURTHER INFORMATION

Contact: Paul O'Donoghue (Chief Financial Officer)

Tel: 01253 658566

## **CAPITAL PROGRAMME MONITORING REPORT 2016/17 –**

### **POSITION AS AT 30<sup>TH</sup> NOVEMBER 2016**

#### **Summary**

The purpose of this report is to provide an in-year progress update in respect of those schemes within the Capital Programme that have been approved for delivery in 2016/17, together with an update on the Council's overall Five Year Capital Programme. This report includes a narrative description of the most significant risks to the Capital Programme and details any actions required to address these. Appendix A to this report provides an update by Committee on schemes scheduled for commencement or delivery in 2016/17. Appendix B provides a summary of the latest position for the 5 year Capital Programme and Appendix C provides details of the financing of the programme.

#### **1. Background**

The Council approved the Capital Programme on 2<sup>nd</sup> March 2016. That update showed a balanced capital programme position from 2016/17 onwards. This report includes year to date expenditure and sets out the latest phasing of the programme and any additions or changes since the capital programme was presented to Council in March 2016. The Programme has also been rolled forward to include the year 2020/21.

#### **2. Notes on Specific Schemes**

There are a number of schemes for which further information is provided below:

##### **(i) Accommodation Project**

Phase 3 of the project (the east wing refurbishment) was completed during the summer of 2016. Phases 4 and 5 (the Chaseley Link Bridge and One Stop Shop) were completed in November 2016. The new one stop shop and call centre are now operational.

A report was approved by Finance & Democracy on 26th September 2016 for a £194,000 fully funded budget increase to Phases 6 & 7 to the capital programme in 2016/17 and also recommended to Council that monies from earmarked reserves totalling £518k (Land Charges New Burdens - £28k, Vehicle Maintenance Reserve - £127k, Vehicle Replacement Financing Reserve - £212k and General Fund Reserves - £151k) fund all of Phase 6 (£363k) and part of Phase 7 (£155k of the total £475k).

In December 2016 Council approved a further transfer to the Accommodation Project Reserve of £320k to be funded from favourable in-year budget variances, such that there would then be sufficient funds for the completion of the project up to phase 7.

Regular update reports on the project will continue to be provided to Members. Phases 6 and 7a works have commenced. The project is due for completion up to phase 7 during the early part of 2017/18.

##### **ii) Coast Protection Scheme**

The Strategic Appraisal Report for the Fylde Shoreline Strategy was approved by the Environment Agency's Large Project Review Group (LRPG) in January 2014 and included the replacement of sea defences at Fairhaven and Church Scar. Following this approval further funding was released by DEFRA and Cabinet approved spend for a Coastal Headland Study Project Appraisal Report (PAR) in the sum of £175k with a further £95k awarded in August 2016, fully funded from DEFRA resources. The PAR report was submitted for approval by the Environment Agency's LRPG on the 6th August 2015. Following a number of queries and points of clarification the Project Appraisal report has been approved.

The next stage is the preliminary detailed, customer led design of the new sea walls and involves gaining the necessary approval for the work to progress, planning permission, Marine Management Organisation licence,

environmental impact assessment and appropriate assessment with regards to the potential to disturb overwintering birds during construction. Once these approval are obtained it will unlock funding for both Fairhaven Lake and Church Scar sea defence construction schemes.

The overall cost of the Fairhaven and Church Scar Coast Protection Scheme within the Capital Budget is £16.5m including a contribution from Fylde Council of £400k. The DEFRA funding spans the years 2016/17 to 2018/19. Fylde Council's contribution of £400k towards sea wall development works is fully-funded from the Capital Investment Reserve. Following annual review of the Environment Agency's Medium Term Plan (MTP) the project funding has been reviewed and re-phased as follows 2016/17 £1.4m, 2017/18 £13m, 2018/19 £5.825m. The total project cost is now calculated as £20.225m, including the contribution from Fylde Council of £400K. We have now received confirmation of these revised scheme costings and consequently this will be reflected in a future updated MTFS. Further re-phasing of the expenditure profile between the years is likely to be required as the scheme progresses and the capital programme will be updated accordingly and reported to members.

### **(iii) Disabled Facilities Grants (DFGs)**

As local housing authority, the Council has a statutory duty to provide disabled adaptations within the Borough. In order to fund these works the Council receives grant support which previously was provided by the Department for Communities and Local Government (DCLG).

As part of the 2013 Spending Round review the Government established the 'Better Care Fund', with the intention of "providing an opportunity to transform local services so that people are provided with better integrated care and support". Under these new arrangements from 2015/16 onwards the funding for Disabled Facilities Grants (DFGs) transferred to the Department of Health, with funding being distributed to all Councils via the upper-tier authority for that area. As such, in Lancashire the fund will be administered by Lancashire County Council. Each upper-tier authority then allocates the funding to their respective housing authorities (i.e. district councils within their area) to enable them to continue to meet this statutory responsibility.

This Council has previously made a decision to limit DFG expenditure to the level of the funding received for this purpose. In order to monitor the level of demand upon this resource the number of applications on the various categories of waiting lists and the periods of waiting time for DFG's are closely monitored and are reported to Members as appropriate.

The Capital Programme includes annual provision for DFG's at the level of the 2015/16 grant allocation from 2017/18 onwards - £468k. However for this year 2016/17 the allocation has been confirmed and a report was presented to Council 4th July 2016 due to a significant increased DFG allocation via the Better Care Fund totalling £849k. For 2017/18 onwards the figures in the programme are estimates and will only be confirmed in the year they are due. For as long as DFG works remains a statutory obligation the grant is unlikely to be withdrawn by the Government but could be reduced.

Following the review of processes for delivering DFG's and the significant increase in funding it has been possible to make progress with reducing the waiting list to 8 cases (Dec 16), from a high of 80 cases (April 2015). Whilst the significant increase in grant is to be welcomed it is unlikely to be fully spent within this financial year due to the backlog in assessments by the Occupational Therapy Service. The OT Service has pledged to appoint additional resources over the coming months to reduce the backlog of cases. Once further cases are processed by the OT Service this will likely lead to higher demand for DFG's than currently.

Any changes in DFG income received by the Council will have a direct impact on the level of works that can be undertaken. There is also a direct revenue implication on DFG fees which would also have to be adjusted.

### **(iv) Project Slippage**

Areas of slippage must be addressed in future years to ensure that no loss of external grant is imposed due to conditions associated within specified timescales.

### **(v) Other Capital Receipts**

The approved programme for 2016/17 onwards assumes “Right to Buy” receipts of £25k per annum and “General Asset Sales” of £45k per annum. Future receipts are dependent on prevailing market conditions and values cannot be predicted with certainty. This will be monitored and reviewed during the year and adjusted accordingly in future monitoring reports, along with the impact this may have on the financing of the programme.

**(vi) Capital Investment in St. Annes Pool**

As part of the arrangement with the YMCA for the operation of the pool, the Council undertook to provide Capital support in the event of major works, repair or breakdown and a provision of £153k was included in the programme for this eventuality. There is now a remaining capital resource of £93k in 2016/17. The plant and equipment at St Annes Swimming Pool is in need of replacement and a 5 year replacement programme is currently being developed which will be presented to committee in 2017/18. There is a risk that this remaining resource is insufficient to meet future capital expenditure needs for the facility.

### **3 Conclusions**

- 3.1 Actual expenditure to 30<sup>th</sup> November 2016 is £2.305m against an updated full year budget of £9.355m. This equates to approximately 25% of the full year budget. The expenditure on a number of schemes is phased later during the financial year and there is usually a period of time that elapses between the completion of schemes and the final settlement of all invoices.
- 3.2 The current Capital Programme as updated is showing a balanced position for 2016/17 onwards. The Capital Programme and the associated financing will be subject to discussion with Members during the months in the lead up to the annual budget setting process for 2017/18.
- 3.3 Any additional expenditure which is not fully funded by external finance would normally require the generation of capital receipts or further borrowing (the latter placing further pressure on the Revenue Budget from the consequent repayment costs). However Budget Council on 4<sup>th</sup> March 2013 approved the creation of a Capital Investment Reserve to finance future capital expenditure. The balance of this reserve at 31<sup>st</sup> March 2016 was £2.275m. However all of this is committed to deliver approved schemes in the years 2016/17 to 2019/20 and there is presently no funding available within this reserve for additional future projects. Whilst it remains the case that this reserve is the preferred source of finance for any further additions to the Capital Programme in future years, additional contributions to the reserve would be required in order to create such a funding source.

**CAPITAL PROGRAMME - 2016/17 IN-YEAR SCHEME MONITORING REPORT - AS AT 30/11/16**
**Appendix A**

APPROVED SCHEMES	Financing Source	Approved Budget 2016/17 £000	Slippage B/F from 2015/16 £000	Adjustments from 03/03/16 £000	Updated Budget 2016/17 £000	Expenditure to 30/11/16 £000	Variance £000	Comments
<b><u>FINANCE &amp; DEMOCRACY COMMITTEE</u></b>								
Accommodation Project - Phase 3, 4 & 5 - East Wing Inc. Lift, Chaseley Link Bridge and One Stop Shop	Proceeds from the sale of surplus Council Assets, and the Accommodation Project Reserve	784	19		803	750	53	Phase 3 of the project (the east wing refurbishment) was completed during the summer of 2016. Phases 4 and 5 (the Chaseley Link Bridge and One Stop Shop) were completed in November 2016. The new one stop shop and call centre are now operational.
Accommodation Project - Phase 6 - Council Chamber & Ground Floor		296		67	363	16	347	These phases of the project have progressed during 2016/17. Some elements will continue into the early part of 2017/18 and budgets may need to be re-phased to reflect this. Further details are provided at section 2(i) of the accompanying report.
Accommodation Project - Phase 7a - Internal Refurb / Services - First Floor		348		127	155		155	
Accommodation Project - Phase 7a - Internal Refurb / Services - 2nd Floor		0			320		320	
Accommodation Project - Phase 8 - Car Park & External Works		0			0		0	
<b>Sub total</b>		<b>1,428</b>	<b>19</b>	<b>194</b>	<b>1,641</b>	<b>766</b>	<b>875</b>	
<b><u>TOURISM &amp; LEISURE COMMITTEE</u></b>								
Ashton Gardens Depot	Proceeds from the sale of surplus Council Assets	63			63		63	The scheme is currently on hold pending the disposal of the Public offices site (the works will need to be completed prior to that disposal). The scheme may be re-phased into 2017/18 as the disposal of that site is now not expected to take place until later in 2017/18.
St Annes Pool	No external finance - funded by borrowing/general asset disposal receipts	93			93		93	This represents the balance of the maintenance scheme resource which will be retained and drawn upon when required. The scheme may be re-phased into 2017/18. The plant and equipment at St Annes Swimming Pool is in need of replacement. A 5 year replacement programme is currently being developed which will be presented to committee in 2017/18.
St Annes Pool - External Works	Capital Investment Reserve/ Arts Council Grant	120			120		120	A scheme has been proposed which will be designed in-house subject to the delivery of other priority projects. Once designed there will need to be consultation with stakeholders and then dialogue with the Arts Council over match funding. This scheme may be re-phased into 2017/18. A report will be presented to Committee prior to any spend.

Appendix A (Cont'd)

APPROVED SCHEMES	Financing Source	Approved Budget 2016/17 £000	Slippage B/F from 2015/16 £000	Adjustments from 03/03/16 £000	Updated Budget 2016/17 £000	Expenditure to 30/11/16 £000	Variance £000	Comments
<b>TOURISM &amp; LEISURE COMMITTEE (CONT)</b>								
Fairhaven Lake & Promenade Gardens - First round	Capital Investment Reserve	20			20		20	The Council has submitted a bid to the Heritage Lottery Fund in August 2016 for development funding to restore Fairhaven Lake and Gardens historic buildings ,structures and landscapes. An update on the bid will be given to the Tourism and Lesiure Committee at its meeting in January 2017. If successful the match funding will be required in 2017/18. A report will be presented to committee prior to any spend. This scheme is to be re-phased into 2017/18.
Promenade Footways	No external finance - funded by borrowing/general asset disposal receipts	40	7		47		47	The budget for this scheme has been adjusted to reflect the slippage as approved by the Finance and Democracy Committee of 20th June 2016. A report was presented to the Tourism and Leisure Committee on the 8th September 2016 and authorisation was granted for the expenditure works in 2016/17. The works are now substantially complete and will be fully completed during 2016/17.
Hope Street Footways	Capital Investment Reserve	24			24	24	0	A report was presented to The Tourism and Leisure Committee to authorise the expenditure for resurfacing works to Hope Street Park footpaths in 2016/17. This scheme has been completed to budget.
Lowther Pavilion Roof	Capital Investment Reserve	115	3		118	11	107	The scheme was planned to be delivered by Lowther Gardens Trust during the summer of 2016. Unfortunately the scheme has been delayed and is proposed to be delivered in January 2017. The grant is still to be paid when the works have been completed.
Sand Dunes re-modelling at North Beach Car Park / Summerfields	Capital Investment Reserve	15	2		17		17	Surveys have been undertaken and a scheme design prepared. The scheme has been consulted upon and tendered. A report is due to be presented to the Tourism and Leisure Committee at its meeting in January 2017. The budget for this scheme has been adjusted to reflect the slippage as approved by the Finance and Democracy Committee of 20th June 2016. The scheme is expected to be completed to budget during 2016/17.
Freckleton Memorial Park	Capital Investment Reserve / S106 Monies / External grants and contributions	50		122	172	141	31	Finance & Democracy Committee in June 2016 approved the Council to act as accountable body and approved a fully funded capital budget increase to the 2016/17 capital programme of £122k to be fully funded from various external grants and Section 106 contributions to give a total capital budget of £172k. Letting of the contract was agreed and awarded to Wicksteed playgrounds and the scheme is expected to be completed to budget during 2016/17.
Warton-with-Westby Parish Council Play Area	Capital Investment Reserve	50			50		50	Officers are working with the Friends group and taking account of the results of the consultation by the Town Council. Progress meeting are on going and a Report will be presented to Committee prior to any spend. The scheme may be re-phased into 2017/18.
Improvements to Children's Play Area - Derby Road, Wesham	S106 Developer Contributions	0		24	24		24	On 26th September 2016 the Finance & Democracy Commitnittee approved a fully-funded addition to the capital programme of £24k in 2016/17 to be met from a S106 developer contribution. The scheme is expected to be completed in line with the budget during 2016/17.
<b>Sub total</b>		<b>590</b>	<b>12</b>	<b>146</b>	<b>748</b>	<b>176</b>	<b>572</b>	

**Appendix A (Cont'd)**

APPROVED SCHEMES	Financing Source	Approved Budget 2016/17 £000	Slippage B/F from 2015/16 £000	Adjustments from 03/03/16 £000	Updated Budget 2016/17 £000	Expenditure to 30/11/16 £000	Variance £000	Comments
<b>OPERATIONAL MANAGEMENT COMMITTEE</b>								
Replacement Vehicles	Capital Investment Reserve / Borrowing	346	60	56	462	365	97	The budget for this scheme has been adjusted to reflect the slippage and fully funded capital budget increase for a weed removal vehicle as approved by the Finance and Democracy Committee of 20th June 2016. All vehicle acquisitions are expected to be completed in line with the budget during 2016/17.
Vehicle Wash-down Facility - Snowdon Rd Depot	Capital Investment Reserve	25			25		25	The scheme has been tendered, a report presented to the Operational Management Committee in November 2016 and the contract has now been awarded. Completion is expected during 2016/17.
North Promenade Toilets Refurbishment	Capital Investment Reserve	84			84		84	The scheme has been completed to budget in 2016/17.
Bus Shelter Replacement Programme	Capital Investment Reserve	30			30		30	In November 2016 the Operational Management Committee authorised commencement of the works which are expected to be completed during in 2016/17.
Car Park Improvements	no external finance - funded by borrowing/general asset disposal	30			30	29	1	The scheme has been completed to budget in 2016/17.
Fylde Headlands Preliminary Work	Specific Government Grant (Environment Agency)	0	38	95	133	85	48	Preliminary design work completed. Marine Management Organisation application submitted and planning application submitted during December 2016. Natural England consent to be sought through the planning process.
Fairhaven and Church Scar Coast Protection Scheme	Specific Government Grant (Environment Agency) / Capital Investment Reserve	3,600			3,600		3,600	The current year budget of £3.6m is based upon the original expenditure profile for the scheme, as provided by the Environment Agency. An updated expenditure profile has now been provided by the EA as detailed within the body of the report. Work is currently ongoing with Blackpool Council with regards to project delivery and a further report will be presented to Committee to update and propose the best options available for Fylde on the delivery of this scheme.
Repair & Renewal - Flood Defences	Specific Government Grant (Environment Agency)	0	33		33	1	32	The budget for this scheme has been adjusted to reflect the slippage as approved by the Finance and Democracy Committee of 20th June 2016. Any unused grant will be returned to the Environment Agency.
<b>Sub total</b>		<b>4,115</b>	<b>131</b>	<b>151</b>	<b>4,397</b>	<b>480</b>	<b>3,917</b>	



Appendix A (Cont'd)

APPROVED SCHEMES	Financing Source	Approved Budget 2016/17 £000	Slippage B/F from 2015/16 £000	Adjustments from 03/03/16 £000	Updated Budget 2016/17 £000	Expenditure to 30/11/16 £000	Variance £000	Comments
<b>ENVIRONMENT, HEALTH &amp; HOUSING COMMITTEE</b>								
Disabled Facilities Grants Programme	Specific Grant (Better Care Fund) / External Contributions / Grant repayments	468	46	381	895	355	540	The budget for this scheme has been adjusted to reflect the slippage as approved by the Finance and Democracy Committee of 20th June 2016. A report was also approved by Council on 4th July 2016 for a £380,621 fully funded capital budget increase due to an increased DFG allocation via the Better Care Fund. A review of how DFGs are delivered has recently been agreed by the EH&H Committee which together with increased funding has seen the waiting list reduce from 80 to 8 within two years. Whilst the significant increase in grant is to be welcomed it is unlikely to be fully spent within this financial year due to the backlog in assessments by the Occupational Therapy (OT) Service. The OT Service has pledged to appoint additional resources over the coming months to reduce the backlog of cases.
93 St Albans Road - Compulsory Purchase Order	S106 Developer Contributions	0	105		105	4	101	The budget for this scheme has been adjusted to reflect the slippage as approved by the Finance and Democracy Committee of 20th June 2016. A detailed scheme is currently being designed and costed and a report will be considered by the Environment, Health & Housing Committee at a later date.
Affordable Housing Scheme Sunnybank Mill, Kirkham	S106 Developer Contributions	0		460	460	0	460	A report was approved by Council on 4th July 2016 for a £920,000 fully funded addition to the capital programme, phased over two financial years (£460,000 payable in 2016/17 and £460,000 payable in 2017/18) to be met from a portion of the balance of S106 developer contributions for affordable housing currently held by the Council for this purpose totalling £865,155.44, and a further £54,844.56 when funds become available, totalling £920,000. The programme is expected to be completed in line with the budget during 2016/17.
Rapid Deployment CCTV Replacement Projects	Specific Grant (LSP Performance Reward Grant)	0	38		38		38	The budget for this scheme has been adjusted to reflect the slippage as approved by the Finance and Democracy Committee of 20th June 2016. The budget for CCTV camera replacement is planned to be spent on the revised CCTV project as approved by Council. Any remaining monies are to be earmarked and allocated to replacement cameras as and when they are required (subject to a community impact assessment and approval by committee) as also previously agreed by Council. A Working Group has been established to consider Rapid Deployment Cameras and their replacement and will report back to the Environment, Health and Housing Committee in due course.
Lytham Park Cemetery - Windbreak Canopy	Capital Investment Reserve	60			60		60	An initial scheme has been designed in partnership with Blackpool Council involving a fully glazed extension. Consultation with relevant staff, members and users of the facility resulted in the initial proposals being rejected. Revised proposals have been drafted and informally consulted upon involving a large pergola feature. Initial feedback indicates a number of issues with the revised proposals meaning it does not deliver the intended outcomes of the project. New ideas and proposals are being generated to result in an alternative scheme. If this is acceptable the scheme will be presented to committee in February to approve the scheme and seek authorisation for the expenditure with the scheme completed in 2016/17."
New memorial garden - Lytham Park Cemetery	Capital Investment Reserve	33			33		33	A new boundary fence has been installed. A report was presented to the November 2015 meeting of the Environment, Health & Housing Committee approving the location, draw down of funding and the procurement route of the various elements of the scheme. The scheme was re-phased into 2016/17 and is expected to be completed to budget during the year.
<b>Sub total</b>		<b>561</b>	<b>189</b>	<b>841</b>	<b>1,591</b>	<b>359</b>	<b>1,232</b>	

Appendix A (Cont'd)

APPROVED SCHEMES	Financing Source	Approved Budget 2016/17 £000	Slippage B/F from 2015/16 £000	Adjustments from 03/03/16 £000	Updated Budget 2016/17 £000	Expenditure to 30/11/16 £000	Variance £000	Comments
<b>DEVELOPMENT MANAGEMENT COMMITTEE</b>								
Woodlands Road Regeneration Scheme - Town Centre Phase 3	Capital Investment Reserve / S106 Developer Contributions	0	19		19		19	A report was presented to Development Management Committee in November 2015 approving commencement of the works. The budget for this scheme has been adjusted to reflect the slippage as approved by the Finance and Democracy Committee of 20th June 2016. The scheme has been completed to budget in 2016/17. A small amount of residual funding will slightly extend the scheme to a sum of £5,000 and a Funded Budget Increase will be requested in due course. This will allow for the extension of the street lighting scheme subject to match funding by Lancashire County Council and as such the scheme will finally be completed in May 2017. The residual amount will therefore need to be carried over in to the next financial year.
St Annes Regeneration Schemes	S106 Developer Contributions	274			274	39	235	This funding is earmarked for the next phase of St Annes Town Centre including St Andrews Road Road North/South and The Crescent. A draft plan has been prepared and discussions are on going, since August 2016 with property owners in the locality. The first element of the scheme, relating to the new street lighting scheme for The Crescent and St Andrews Road North has been commissioned and will be completed early into the calendar year 2017. The timeframe for delivery of the remainder of the scheme is proposed to be in the Spring of 2017. In view of the delays caused by the initial problems of building owner engagement (absent landlords and the like) the scheme may be re-phased into the financial year 2017/18.
Lytham Regeneration Schemes	S106 Developer Contributions	130			130		130	Design work on the scheme was planned to commence in April 2016 for delivery of the scheme being later in the 2016/17 financial year. However, local community groups have indicated that this funding could also be used to match fund further funding from other bodies. As a result, the scheme content is to be widened to incorporate a public art component and a project group established to work towards a fully integrated scheme. A revised scheme is to be developed over the next few months and it may be necessary to re-phase delivery of the project as a consequence. Any changes to the scheme and delivery timeframe will be reported to Members and the Capital Programme will be updated accordingly. The scheme may be re-phased into the financial year 2017/18, subject to further match funding being identified.
Staining Regeneration Schemes	S106 Developer Contributions	0	40		40		40	The budget for this scheme has been adjusted to reflect the slippage as approved by the Finance and Democracy Committee of 20th June 2016. This project is subject to ongoing discussions with Staining Parish Council. A draft scheme has been prepared based on the outcome of those discussions and the Parish Council has also suggested some features to be included. The plans are to be amended and a further report to Members will follow in due course.
Kirkham Public Realm Improvements	S106 Developer Contributions	0		90	90	60	30	A report was approved by Finance & Democracy on 26th September 2016 for a £90,000 fully funded addition to the capital programme in 2016/17 to be met from a S106 developer contribution. The programme is expected to be completed in line with the budget during 2016/17.

**Appendix A (Cont'd)**

APPROVED SCHEMES	Financing Source	Approved Budget 2016/17 £000	Slippage B/F from 2015/16 £000	Adjustments from 03/03/16 £000	Updated Budget 2016/17 £000	Expenditure to 30/11/16 £000	Variance £000	Comments
M55 Link Road	S106 Developer Contributions	0		425	425	425	0	A report was approved by Council on 4th July 2016 for a £424,765 fully funded addition to the capital programme in 2016/17 to be met from a S106 developer contribution with an in principle contribution of up to £1m towards the cost of construction of the M55 link road up to 2019, the establishment of a specific 'M55 link-road Reserve' a transfer of £196k from the Capital Investment Reserve into the M55 Link-road Reserve with a further report detailing how the remainder of the contribution may be identified. The timing of these transactions is yet to be finalised and the budget may be re-phased into 2017/18 at a later date.
<b>Sub total</b>		<b>404</b>	<b>59</b>	<b>515</b>	<b>978</b>	<b>524</b>	<b>454</b>	
<b>Total Expenditure</b>		<b>7,098</b>	<b>410</b>	<b>1,847</b>	<b>9,355</b>	<b>2,305</b>	<b>7,050</b>	

**UPDATED 5 YEAR CAPITAL PROGRAMME 2015/16 TO 2019/20 - BY SCHEME**

	Updated Estimate 2016/17 £000	Estimate 2017/18 £000	Estimate 2018/19 £000	Estimate 2019/2020 £000	Estimate 2020/2021 £000
<b>FINANCE &amp; DEMOCRACY COMMITTEE</b>					
Accommodation Project - Phase 4 - Chaseley Link Bridge	501				
Accommodation Project - Phase 5 - One Stop Shop	302				
Accommodation Project - Phase 6 - Council Chamber	363				
Accommodation Project - Phase 7 - Internal Refurb / Services	475				
Accommodation Project - Phase 8 - Car Park & External Works	0				
<b>Sub total</b>	<b>1,641</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOURISM &amp; LEISURE COMMITTEE</b>					
Ashton Gardens Depot	63				
St Annes Pool	93				
St Annes Pool - External Works	120				
Fairhaven Lake & Promenade Gardens - First Round	20				
Promenade Gardens Water Play Facility	0	100			
Promenade Footways	47	40	40	40	40
Hope Street Footways	24				
Lowther Pavilion Roof	118				
Sand Dunes re-modelling at North Beach Car Park / Summerfields	17				
Freckleton Memorial Park	172				
Warton-with-Westby Parish Council Play Area	50				
Improvements to Children's Play Area - Derby Road, Wesham	24				
<b>Sub total</b>	<b>748</b>	<b>140</b>	<b>40</b>	<b>40</b>	<b>40</b>
<b>OPERATIONAL MANAGEMENT COMMITTEE</b>					
Replacement Vehicles	462	1,212	1,262	471	547
Vehicle Wash-down Facility - Snowdon Rd Depot	25				
North Promenade Toilets Refurbishment	84				
Bus Shelter Replacement Programme	30				
Car Park Improvements	30	30	30	30	30
Fylde Headlands Preliminary Work	133				
Fairhaven and Church Scar Coast Protection Scheme	3,600	7,300	5,600		
Repair & Renewal - Flood Defences	33				
<b>Sub total</b>	<b>4,397</b>	<b>8,542</b>	<b>6,892</b>	<b>501</b>	<b>577</b>
<b>ENVIRONMENT, HEALTH &amp; HOUSING COMMITTEE</b>					
Disabled Facilities Programme	895	468	468	468	468
93 St Albans Road - Compulsory Purchase Order	105				
Affordable Housing Scheme Sunnybank Mill, Kirkham	460	460			
Church Road Methodist Church, St Annes		550			
Rapid Deployment CCTV Replacement Projects	38				
Cemetery and Crematorium - Infrastructure Works	0	294			
Lytham Park Cemetery - Windbreak Canopy	60				
New memorial garden - Lytham Park Cemetery	33				
<b>Sub total</b>	<b>1,591</b>	<b>1,772</b>	<b>468</b>	<b>468</b>	<b>468</b>
<b>DEVELOPMENT MANAGEMENT COMMITTEE</b>					
Woodlands Road Regeneration Scheme - Town Centre Phase 3	19				
St Annes Regeneration Schemes	274				
Lytham Regeneration Schemes	130				
Staining Regeneration Schemes	40				
Kirkham Public Realm Improvements	90				
M55 Link Road	425				
<b>Sub total</b>	<b>978</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Expenditure</b>	<b>9,355</b>	<b>10,454</b>	<b>7,400</b>	<b>1,009</b>	<b>1,085</b>

**UPDATED 5 YEAR CAPITAL PROGRAMME 2016/17 TO 2020/21 - FINANCING**

	Updated Estimate 2016/17 £000	Estimate 2017/18 £000	Estimate 2018/19 £000	Estimate 2019/2020 £000	Estimate 2020/2021 £000
<b>FINANCING:</b>					
Capital Receipts - General Asset Sales	45	45	45	45	45
Capital Receipts - Right to Buy Receipts	25	25	25	25	25
Capital Receipts - (Accommodation Project)	682				
Capital Receipts - Vehicle Sales					
Leasing					
Better Care Fund / Disabled Facilities Grant	895	468	468	468	468
Section 106 Monies - St Annes	274				
Section 106 Monies - Lytham	130				
Section 106 Monies - Staining	40				
Section 106 Monies - Kirkham	90				
Section 106 Monies - Freckleton Memorial Garden	15				
Section 106 Monies - Play Area - Derby Road, Wesham	24				
Section 106 Monies - 93 St Albans Road CPO	105				
Section 106 Monies - Affordable Housing, Sunnybank Mill	460	460			
Section 106 Monies - Church Road Methodist Church, St Annes		550			
Section 106 Monies - M55 Link-Road	425				
Capital Grant - Repayments					
Capital Investment Reserve	1,324	493	78	182	
M55 Link-Road Reserve					
Accommodation Project Reserve	1,022				
Other External Finance (see analysis below )	3,601	7,300	5,600		
Direct Revenue Finance	56				
Prudential Borrowing	142	1,113	1,184	289	547
<b>Total Financing</b>	<b>9,355</b>	<b>10,454</b>	<b>7,400</b>	<b>1,009</b>	<b>1,085</b>
<b>Total surplus (-) / shortfall in year</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Cumulative surplus (-) / shortfall</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

See note below for external funding available to finance the above schemes:

**Other External Finance: Analysis**

LSP Performance Reward Grant	38				
Environment Agency - Fylde Coastal Preliminaries	3,295	7,300	5,600		
Environment Agency - Flood Defence	71				
Arts Council - St Annes Pool	90				
Freckleton Parish Council	20				
British Aerospace	10				
Friends of Freckleton Memorial Garden	9				
Lancashire County Council	6				
Lancashire Environment Fund	30				
Veolia	32				
New Fylde Housing - DFG Contribution					
	3,601	7,300	5,600	0	0

# INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
OFFICE OF CHIEF EXECUTIVE	OPERATIONAL MANAGEMENT COMMITTEE	17 JANUARY 2017	10
<b>MID-YEAR PERFORMANCE 2016/17</b>			

## PUBLIC ITEM

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

### SUMMARY OF INFORMATION

The report provides details of the key performance outcomes for the first half of the financial year 2016/17. Performance is reported against the targets set for the year and commentary is provided by performance exception.

### SOURCE OF INFORMATION

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

### LINK TO INFORMATION

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

<http://www.fylde.gov.uk/assets/files/7077/The-Corporate-Plan-2016-2020.pdf> - Full details of the Corporate Plan 2016-20

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

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

### FURTHER INFORMATION

Contact Alex Scrivens, Performance Improvement Manager.

## Mid-Year Commentary by Performance Exception for the Operational Management Committee

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

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

PM06: Percentage of customers satisfied with the service received from Fylde Council was 74.7%, the target is 85%, and last year's figure comparison was 80.7%.

*This indicator measures customer satisfaction with all service received from Fylde Council, across the spectrum of services delivered. A significant number of changes have impacted on the customer experience in the last 12 months, the accommodation project has led to disruption and the delay of updates e.g. a new website and kiosks for customer online access at the One Stop Shop. The customer service team has experienced the biggest ever turnover in staff with all new starters needing at least a three month induction into all the systems and processes supported across all service areas, to compound this two new starters moved out of the team after short periods. The impact has reduced response times to calls, led to resource allocation away from direct service to train new employees and provide ongoing support. The team has now settled in terms of physical movement back to the Town Hall and changes within the team, it is expected that the target can be achieved by the year end.*

PM07: Number of complaints not responded to within five working days was 11, the target is 0, and last year's comparison figure was 10.

*The target is zero because there is a policy that all complaints have to receive a response within five working days, even if the response is a holding one that outlines who is dealing with the complaint, why there is a delay and the date by which the customer will get a response. The process and policy has fallen down on a number of occasions over the last few months because of changes in responsible officers as a result of people leaving the organisation and problems with the reminder process being manual. As a result the process has been subject to a full review and a new complaints system is being launched with revised procedures, reminders and monitoring.*

PM76: Number of hours community work through partnership with HMP Kirkham was 1263, the target to date is 2500, and last year's comparison figure was 1550.

*Total 771.5 hrs worked in quarter 501.5 hrs worked in Parks, 270 hrs worked in Operational Services. Within Operational Services hrs are lower than anticipated as only one person was available for placement and had a number of periods of home leave prior to being released.*

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

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

PM47: The number of unique hits on the Council's website [www.fylde.gov.uk](http://www.fylde.gov.uk) was 353,703, the target to date is 291,622, and last year's comparison figure 305,528.

*The fylde.gov.uk web space continues to surpass performance expectations and at mid-year has increased reach and unique visitor hits by over 50,000 from the same period last year. The launch of a fit for purpose digital platform and the transition into this space from traditional web services in response to the way customers are consuming our content and interacting with the council will only enhance our offering in this area. Digital services at Fylde will continue to be designed in accordance with best practice with the Government Digital Service's Digital Service Standard Manual, the leading authority in this realm. All public facing transactional services must meet the standard and this strong*

*direction will ensure we maintain the strong performance of Fylde's web and online service estate in line with the greater digital agenda and development projects being undertaken.*

PM03: Number of complaints received (Corporate) was 64, target to date is 525, and last year's comparison figure was 174.

*The target needs to be revised down to a more realistic level now that new systems have embedded in several service areas that have enabled officers to target, evaluate and assess complaints more effectively significantly reducing the number received, the biggest decrease has been in waste services with missed bins always being classed as a complaint, with the new technology linked live to the customer service team it is now possible to data match instantly a report of a missed bin with the list of properties that have failed to present the bin for collection. On many occasions the reported missed bin has not been available for collection at the specified time. The target should have been set lower from April 2016 and will be revised to 130 for the current year to realistically reflect the impact of the new measures.*

PM102: Current Operator Compliance Risk Score (traffic light) was rated as green, the target is set at green status, and last year's comparison status was green.

*Officer comment: The operator licence risk score for Fylde Council is in the green giving a very good "satisfactory" status this backed up by a full audit carried out independently by the Freight Transport Association annually. This audit covers key areas such as premises, equipment, technical and clerical staff, management, documentation, quality and appearance that are all part of the operator licence requirement.*

PM64: % satisfaction with IT service overall was 98.2%, the target is 95%, and last year's comparison figure was 99%.






*Continuous closer interaction with staff and the ability to supply feedback on every closed helpdesk call has allowed staff using the service to provide better and more detailed feedback which we actively monitor to chase up any negative feedback to fully understand ICT user's needs and ensure continuous improvement. This will be maintained by continuing to monitor how we react to helpdesk calls and continued refresher training on customer care as well as technical training so as to meet our customer satisfaction expectations. Learning from the customer also has helped in continuous tailoring of the ICT induction for new starters leading to reduced helpdesk calls and a higher satisfaction rate.*

PM96: Percentage of customers satisfied with MOT experience was 100%, the target is 90%, and last year's comparison figure was 100%.














*Officer comment: An excellent level of customer service delivered throughout the team in line with Fylde competencies which will continued to be met and surpassed.*



## PERFORMANCE KEY ICON STATUS

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

**APPENDIX 1: Performance Measures mid-year performance (1st April 2016 - 30th September 2016)**

Operational Management						
Local Key Performance Indicators	Frequency	Good Performance Is	APR'15-SEP'15	APR'16-SEP'16	Target To Date	Status
PM03: Number of complaints received (Corporate)	Monthly	Smaller is Better	174	<b>64</b>	525	
PM06: Percentage of customers satisfied with the service received from Fylde Council	Monthly	Bigger is Better	80.7	<b>74.77</b>	85	
PM07: Number of complaints not responded to within five working days	Monthly	Smaller is Better	10	<b>11</b>	0	
PM102: Current Operator Compliance Risk Score (traffic light)	Quarterly	Green is Better	Green	<b>Green</b>	Green	
PM47: The number of unique hits on the Council's website www.fylde.gov.uk	Monthly	Bigger is Better	305528	<b>353,703</b>	291,662	
PM49: Percentage of phone calls to 01253 658658 answered	Monthly	Bigger is Better	93.33	<b>87.95</b>	90	
PM55: Missed bins as a percentage of all collections	Quarterly	Smaller is Better	0.05	<b>0.05</b>	0.05	
PM56: Percentage of household waste recycled	Quarterly	Bigger is Better	46	<b>48</b>	48	
PM64: % satisfaction with IT service overall	Monthly	Bigger is Better	99	<b>98.2</b>	95	
PM74: Percentage first time HGV fleet MOT passes	Quarterly	Bigger is Better	84.62	<b>100</b>	100	
PM76: Number of hours community work through partnership with HMP Kirkham	Quarterly	Bigger is Better	1550.5	<b>1263.5</b>	2500	
PM95: Percentage of ICT Service delivery available during core times	Monthly	Bigger is Better	100	<b>99.97</b>	99	
PM96: Percentage of customers satisfied with MOT experience	Quarterly	Bigger is Better	100	<b>100</b>	90	

# INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
OFFICE OF CHIEF EXECUTIVE	OPERATIONAL MANAGEMENT COMMITTEE	17 JANUARY 2017	11
<b>CORPORATE PLAN 2016-2020 PROGRESS UPDATE</b>			

## PUBLIC ITEM

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

### SUMMARY OF INFORMATION

The report provides an update on the council's Corporate Plan 2016-2020.

The Corporate Plan is developed through consultation and feedback with stakeholders and takes into consideration emerging legislation, policy and changes in resources and responsibilities, it is also informed by partners, elected members and external organizations.

The Corporate Plan is a strategic document that forms part of the Council's budget and policy framework, it is presented as a single sided 'poster' style matrix with long term outcomes and specific actions. The plan is part of a wider performance management framework and links with the Directorate Service Plans developed each year.

The report outlines the progress to date against Corporate Plan actions that were due to be delivered or progressed between April 2016 and October 2016.

As part of the annual service planning cycle, each of the two directorates have separate dedicated service plans. The service plans are refreshed each year which contain operational improvement activities, these all contribute towards the council five priorities. There are an additional 47 improvement activities for 2016/16 on top of the 41 Corporate Plan 2016-20 actions. All activities are captured within the council's performance management system called [InPhase](#), these are then reported and monitored during monthly senior management meetings.

### SOURCE OF INFORMATION

Officers responsible for actions input data into the InPhase corporate online system from service based performance data.

### LINK TO INFORMATION

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

<http://www.fylde.gov.uk/assets/files/7077/The-Corporate-Plan-2016-2020.pdf> - Full details of the Corporate Plan 2016-20

<http://intra.fylde.gov.uk/resources/performance/service-planning> - further information regarding Directorate Service Plans 2016/17

## WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE






The information is being included on the agenda of every committee in the current cycle of meetings to ensure all elected members are aware of the opportunity to provide comment, suggestion and seek clarification on the proposed Corporate Plan.

## FURTHER INFORMATION



Alex Scrivens, [alexs@fylde.gov.uk](mailto:alexs@fylde.gov.uk) 01253 658543

Allan Oldfield, [allano@fylde.gov.uk](mailto:allano@fylde.gov.uk) 01253 658500

## PERFORMANCE KEY ICON STATUS



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

## APPENDIX 1: Corporate Plan 2016-20 actions to date (1st April 2016 – 31<sup>st</sup> October 2016)


A VIBRANT ECONOMY			
Reference	Corporate Plan Action	Due Date	Status
<u>OIP:IA:D:30</u>	Progress the re-opening of the M55 / Moss Road link. The preferred option is to deliver a new road but as a minimum to see its re-opening	30/09/2016	
The council has pledged up to £1m towards the cost of an accelerated single contract to build the new link road. Regular meetings are facilitated by the council between all parties to secure the design of the link road and the letting of a contract for its construction. It is hoped that work will commence mid 2017 with completion during 2019.			
<u>OIP:IA:R:23</u>	Assess the benefits of becoming a member of the Combined Authority.	30/04/2016	
<p>The following benefits should be realised from the Lancashire Combined Authority:</p> <ul style="list-style-type: none"> <li>• A single voice for Lancashire in the debate that will shape the future of the 'Northern Powerhouse'. Lancashire needs a strong voice and a clear understanding of what it wants to achieve to influence the debate and ensure communities are not 'left behind' the rest of the North when securing the freedoms, flexibilities and economies of scale that can only be realised on a regional footprint.</li> <li>• A joint focus for driving economic growth. When new funding arrangements for Local Government are fully implemented, councils will be reliant on business rates to fund services.</li> <li>• An opportunity for all district councils to influence, shape and have accountability for the work of the LEP and the major funding streams that Government distributes through the LEP.</li> <li>• An opportunity to influence and contribute the Fylde coast requirements in a 'Lancashire Plan' focused on economy, skills and development.</li> <li>• The ability to share and access, capacity; expertise; resources; skills; and experience across Lancashire through formal arrangements in a co-ordinated and planned manner.</li> <li>• The ability to work collectively on the common challenge of delivering sustainable public services, every local authority faces ongoing austerity, grant reductions, budget cuts and service reviews</li> <li>• The opportunity to be 'at the table' through formal and transparent engagement in transport decisions providing a strong voice for Lancashire in shaping the priorities in Transport for the North</li> <li>• A structured and transparent governance framework for Lancashire Leaders to meet with voting rights, minutes and agendas that provide increased accountability.</li> </ul> <p>✓ A Devolution Deal is separate from a Combined Authority, the Lancashire Combined Authority will consider a Devolution Deal but does not need to have one</p> <p>✓ A Devolution Deal for Lancashire will focus on the five themes that the Combined Authority is dedicated to dealing with</p>			

- ✓ A Devolution Deal almost always includes the requirement to have a directly elected mayor for the Combined Authority
- ✓ Any devolution proposals will need to be approved by Full Council, it cannot be approved by the Combined Authority
- ✓ An overview and scrutiny committee will be established made up of at least one councillor from each authority who is not a member of the combined authority
- ✓ No additional resources have been required to operate and govern the Lancashire Combined Authority, existing resources are being used
- ✓ In the event any additional resources are required it will require a unanimous vote of the Combined Authority
- ✓ Combined Authority meetings will be held in public and include published minutes and agendas after April 2017, this offers transparency to the Lancashire regional governance arrangements

### CLEAN & GREEN


Reference	Corporate Plan Action	Due Date	Status
<u>OIP:IA:R:32</u>	Focus resources on the reduction of seasonal litter.	31/10/2016	
Officers have been investigating options for the provision of larger litter bins along the promenade from Starr Gate to Lytham Windmill to increase provision and reduce emptying frequency, they have met with suppliers and are in the process of compiling a report with costings and recommendations.			
<u>OIP:IA:D:45</u>	Support community groups throughout the borough to maximise success in the regional and national 'In Bloom' initiative.	31/10/2016	
In 2016 the various community led In Bloom groups have won 20 national and regional awards working with the local authority to differing degrees. The current working relationships are effective and being developed further in consultation with the community groups, some of which require more support and assistance from the team than others.			

### VALUE FOR MONEY

Reference	Corporate Plan Action	Due Date	Status
<u>OIP:IA:D:01</u>	Set a timetable with reporting milestones for the accommodation project.	30/06/2016	
A timetable and reporting milestones for the accommodation project has been prepared and presented to the Accommodation Working Group in June 2016. A report was considered by the Finance & Democracy Committee on 26th September which agreed funding of the remaining phases. Good			

progress has been made on the approved phases and it is expected that the scheme will be fully completed during 2017.

#### A GREAT PLACE TO LIVE

Reference	Corporate Plan Action	Due Date	Status
<u>OIP:IA:R:38</u>	Take enforcement action on illegal encampments.	30/06/2016	
Nine of the pitches on the illegal encampment at Hardhorn have been cleared with the remaining six having received planning permission on appeal, officers are working with the travellers on this site to agree and discharge the conditions. A number of other unlawful encampments on public land have been moved on by way of legal proceedings in the minimum of time allowed by law, an established procedure is in place to both prevent and react to illegal encampments.			

Priority H/M/L	Description of Improvement Action	Corporate Priority	Progress Update Due
L	Increase online service and information provision – the only process	Value For Money	May 2017
L	Review and develop social media and online information	Value For Money	Jan 2017
M	Review the waste service to deliver savings through changes	Value For Money	Feb 2017
M	Carry out resident & employee surveys and act upon the findings	Value For Money	Dec 2016
M	Promote initiatives to reduce dog fouling (PSPO's)	Clean & Green	Mar 2017
M	Improve signage across the borough to deter dog fouling and promote dogs on leads	Clean & Green	Mar 2017
M	Produce and implement a commercial investment strategy	Value For Money	Feb 2017
M	Further reduce the requirement for paper & print through the use of technology and behaviour change	Value For Money	Mar 2020
H	Explore and initiate new income streams – a more commercial approach	Value For Money	April 2017
M	Identify and target fly tipping hotspots to reduce incidents	Clean & Green	May 2017
M	Channel business rates funding opportunities to economic development	Vibrant Economy	Mar 2017
M	Review public information systems for residents	Great Place To Live	June 2017
M	Tackle social isolation and health inequalities working with Public Health	Great Place To Live	Mar 2017
M	Work with partners to improve the quality of the bathing water	Clean & Green	Nov 2016
H	Deliver the coastal defence project at Fairhaven and Church Scar with the Environment Agency	Clean & Green	Mar 2017
M	Enforce car parking regulations and review car parking options	Vibrant Economy	Dec 2016
M	Build on the success of the Residents' Car Parking Scheme	Great Place To Live	Mar 2017
M	Review and improve bus shelter provision	Great Place To Live	Jan 2017
M	Engage effectively with the Local Enterprise Partnership	Vibrant Economy	Mar 2017
H	Support the Fylde Coast Highways and Transport Masterplan projects (junction 2)	Vibrant Economy	Mar 2017



M	Investigate the potential of developing the digital high street	Vibrant Economy	May 2017
M	Engage positively in the Duty to Co-operate on planning initiatives	Vibrant Economy	Mar 2017
M	Facilitate and support Town Centre Partnerships	Vibrant Economy	Mar 2017
H	Implement the timetable for the Local Plan delivery (see separate project plan timetable)	Great Place To Live	Jan 2017
M	Provide appropriate provision for Travellers	Great Place To Live	Mar 2017
M	Develop and implement a policy to protect our heritage (see detailed strategy/action plan)	Great Place To Live	Mar 2017
M	Improve entrance signage and welcome points	Great Place To Visit	Mar 2017
M	Strive to achieve Blue Flag status for the beaches	Clean & Green	Mar 2017
M	Improve information in and about tourist areas	Great Place To Visit	Feb 2017
M	Develop and promote rural tourism	Great Place To Visit	Feb 2017
M	Decide the most effective way to market Fylde as a holiday destination	Great Place To Visit	Feb 2017
M	Carry out visitor surveys and act upon the results	Great Place To Visit	Oct 2017
M	Maximise the natural assets of our coast and countryside by improving their facilities	Great Place To Visit	May 2017
H	Revisit the strategy for the development of Fairhaven Lake	Great Place To Visit	May 2017
M	Develop a policy on events including Club Days, festivals and concerts – Tourism	Great Place To Visit	Feb 2017
M	Maintain and increase Green Flag status for parks and open spaces	Clean & Green	Jan 2017

**\*A number of the progress updates are due by March 2017 which is the first year completed of the four year plan**