



FYLDE BOROUGH COUNCIL



Meeting Agenda

**Community Outlook Forum
Public Offices, Wesham
14 November 2005, 7.00pm**

COMMUNITY OUTLOOK FORUM

MEMBERSHIP

CHAIRMAN - Councillor Louis Rigby
VICE-CHAIRMAN – Councillor Susan Fazackerley

Councillors

Richard Fulford-Brown	Stephen Wall
Karen Henshaw	Colin Walton
Kiran Mulholland	Andrea Whittaker
William Thompson	

Contact: Andrew Lee, St. Annes (01253) 658491, Email: andrewl2@fylde.gov.uk



CORPORATE OBJECTIVES

The Council's investment and activities are focused on achieving our five key objectives which aim to :

- Conserve, protect and enhance the quality of the Fylde natural and built environment
- Work with partners to help maintain safe communities in which individuals and businesses can thrive
- Stimulate strong economic prosperity and regeneration within a diverse and vibrant economic environment
- Improve access to good quality local housing and promote the health and wellbeing and equality of opportunity of all people in the Borough
- Ensure we are an efficient and effective council.

CORE VALUES

In striving to achieve these objectives we have adopted a number of key values which underpin everything we do :

- Provide equal access to services whether you live in town, village or countryside,
- Provide effective leadership for the community,
- Value our staff and create a 'can do' culture,
- Work effectively through partnerships,
- Strive to achieve 'more with less'.



A G E N D A

PART I - MATTERS DELEGATED TO COMMITTEE

ITEM	PAGE
1. DECLARATIONS OF INTEREST: <i>In accordance with the Council's Code of Conduct, members are reminded that any personal/prejudicial interests should be declared as required by the Council's Code of Conduct adopted in accordance with the Local Government Act 2000.</i>	4
2. CONFIRMATION OF MINUTES: <i>To confirm as a correct record the Minutes of the Public Protection Committee held on 17 October 2005.</i>	4
3. SUBSTITUTE MEMBERS: <i>Details of any substitute members notified in accordance with council procedure rule 26.3</i>	4
4. UPDATE ON PARTNERSHIP WORKING FROM CITIZENS ADVICE BUREAUX AND AGE CONCERN	5 - 22
5. UPDATE REPORT ON THE REVIEW OF OUTSIDE BODIES	23 - 28
6. OVERVIEW REPORT ON THE NATIONAL SMOKING POLICY AND TRENDS THROUGHOUT THE COUNTRY	29 - 32

REPORT



REPORT OF	MEETING	DATE	ITEM NO
OVERVIEW AND SCRUTINY BUSINESS UNIT	COMMUNITY OUTLOOK FORUM	14 TH NOVEMBER 2005	4

UPDATE ON PARTNERSHIP WORKING FROM CITIZENS ADVICE BUREAUX AND AGE CONCERN

Public/Exempt item

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

Summary

The Citizens Advice Bureaux and Age Concern will report progress on the implementation of Service Level Agreements.

Recommendation/s

1. That the Citizens Advice Bureaux and Age Concern should be asked to report back to the Community Outlook Forum in February and quarterly thereafter. Within the reports, which come before the Forum, should be a total annual expenditure of the organisation which is provided by the Borough Council.
2. That members of the Community Outlook Forum consider whether the two partnerships have demonstrated their commitment to the actions contained within the Service Level agreements.
3. Members of the Community Outlook Forum make recommendations as to the future continuance of the partnerships as they see fit.

Executive brief

The item falls within the following executive briefs: Quality Services (Councillor John Coombes) and Community (Councillor Tim Ashton).

Report

Partnership Working

1. In 2004, The Community Outlook Forum conducted an extensive review of Formal Partnership working arrangements. The Partnership Working Annual report was presented to the Forum in September containing the actions that have been implemented as a result of the programme of reviews.
2. The Task and Finish Group consisting of two Councillors and a lead officer were unable to make a clear judgement as to whether the partnerships represented value for money and so devised service level agreements that contained actions they saw the partnerships performing over the forthcoming year.
3. Recommendations on the partnership with the CABx were taken to the Executive Committee in December 2005. All recommendations were agreed but with an additional resolution stating that, "funding for the CAB's be reduced up to a limit of £50,000 next year and up to a further £25,000 the following year." This had not been a part of the original recommendations put forward to the Executive by the Community Outlook Forum.
4. However, following the Council meeting held on 3rd March 2005, the decision to limit financial support was not upheld.

Age Concern

5. The actions that were recommended as a result of the Review of Age Concern were:
 - That a Service Level Agreement was the correct vehicle to formalise the partnership arrangement between Fylde Borough Council and Age Concern.
 - That the partnership continues for the financial year 2005/06 on the condition that the service level agreement was agreed and signed by both parties.
 - That responsibility for any minor changes to the service level agreement is left to Fylde Borough Council
6. At the time of the annual report, the Forum was informed that the service level agreement between Age Concern and Fylde Borough Council were still being negotiated. Age Concern will be reporting progress made since September.

Citizens Advice Bureaux

7. The actions that were recommended as a result of a review of the Citizens Advice Bureaux were:

- That the Council remains as a member of the partnership for a further year.
- That a PI suite be included in a SLA between the Council and the CAB.
- That CAB presents an annual report to the council.
- That CAB pursues other sources of funding and includes the results in the annual report.

8. At the time of the annual report, the Forum were informed that the service level agreement was in place but information on what progress the Bureaux has made in attracting external funding was not readily available. The Citizens Advice Bureaux will be reporting on progress made on these issues since September.

IMPLICATIONS	
Finance	None arising from this report
Legal	None arising from this report
Community Safety	None arising from this report
Human Rights and Equalities	None arising from this report
Sustainability	None arising from this report
Health & Safety and Risk Management	None arising from this report

REPORT AUTHOR	TEL	DATE	DOC ID
Carolyn Whewell	(01253) 658423	31 st October 2005	CAB-Age Concern Update Nov05

LIST OF BACKGROUND PAPERS		
NAME OF DOCUMENT	DATE	WHERE AVAILABLE FOR INSPECTION
None		None

Attached documents

Appendix 'A' – CABx Service Level Agreement

Appendix 'B' – Age Concern Service Level Agreement

DRAFT SERVICE LEVEL AGREEMENT

PERIOD: 1ST APRIL 2005 TO 31ST MARCH 2006

INTRODUCTION

Fylde Borough Council set up a Task and Finish Group in the Spring of 2004 and this Service Level Agreement constitutes the outcome of the research done over a six month period. The Task and finish Group were unable to come to a conclusion as to whether the partnership represented value for money and felt the construction of this Service Level Agreement would go some way to achieving this.

Fylde Borough Council is now under significant pressure from Central Government to make very demanding savings; this is combined with already being in a difficult financial position with services being overstretched. With this in mind the Task and Finish Group looked into how other CABs are funded. Research undertaken by the Task and Finish Group located many other CABs that reside in similar boroughs to that of Fylde and contacted them to ascertain who provided their funding. The research proved that in the vast majority of cases CABs gained their income from a variety of sources.

As part of this Service Level Agreement under Section 5.4, the Council strongly urges the bureaux to join together and seek alternate sources of funding to bring on board other partners as with the current economic climate affecting the council from Central Government, the council is unable to give any certainties to future grant levels.

On this basis the Council agrees funding for the provision of core advice and information services by Kirkham and St. Annes Citizens Advice Bureaux on the basis that performance information as contained within this agreement is submitted to a Scrutiny Committee after it has been implemented for one year. After this it will be the responsibility of the Overview and Scrutiny Committee to make recommendations to the Executive Committee and/or the Full Council to determine if the council should remain in partnerships with the CABs.

AIMS OF THE SERVICE

The objective of the bureau is to provide free, confidential, impartial and independent advice to enable local residents to deal with a wide range of issues, including benefits, housing, money advice, employment, consumer, relationships, taxation and many more. The nature of the assistance provided will depend on a client's needs and ranges from the provision of information to formal representation.

The advice centres also have strong links with the council corporate objectives of 'Quality of Life' – To secure the health and welfare of everyone, and also the corporate objective of 'Community' – to create a safe and equal community.

PART 1 – GENERAL CONDITIONS

1.1 PARTIES

This is an agreement between the Fylde Borough Council (hereinafter called 'the council') and the Management Committees of the Citizens Advice Bureaux (hereinafter call the 'CAB'S') within the Borough of Fylde.

1.2 OBJECT OF AGREEMENT

The council wishes to support the services of the bureau for the purpose of providing an information and advice service operated within the aims, principles and policies of Citizens Advice subject to an agreed grant and to a defined level of service as set out in this Service Level Agreement.

1.3 PERIOD OF THE AGREEMENT

The agreement will commence on 1st April 2005 for a period of one year and will be formally reviewed by a council Overview and Scrutiny Committee unless it is terminated under 1.17.

1.4 THE PARTIES' OBLIGATIONS

- (a) The bureau agrees to provide the services specified in Part 2 of this agreement (Service Objectives and Specifications)
- (b) The council agrees to make the grant payments specified in Part 3 of this agreement (Financial and Resourcing arrangements)

1.5 STATUS OF THE AGREEMENT

It is not the intention of either party that this agreement shall be legally binding and therefore neither party shall have any liability to the other for any failure to observe the terms of this agreement.

1.6 STATUS OF SERVICE PROVIDER

In carrying out this agreement, the bureau is vested in its own right as an independent organisation, and not as agents of the council.

1.7 MANAGEMENT

Responsibility for the management of the bureau is vested in the Management Committee, the membership and operation is laid down by the constitution, the council will be informed in writing of any alterations to the constitution for accurate record keeping purposes.

1.8 PARTIES' REPRESENTATIVES

The council and the bureau will each appoint a contact officer.

- (a) The role of the council's contact officer is to:
 - Be the initial point of contact within the council for the bureau
 - Inform the bureau of any issues which may have an effect on the implementation of the service provision in this agreement
 - Provide information, advice and support to the bureau as reasonably required
 - Set up an annual monitoring meeting with the bureau contact officer to consider the information in part 4 of this agreement

- Inform the bureau of any change in the council's contact officer in writing
- (b) The role of the bureau's contact officer is to provide the information required in part 4 of this agreement and to inform the council's contact officer, in writing, if there is:
- A proposal by the bureau to change or reduce the core services set out in part 2 of this agreement;
 - A significant change to the bureau's financial budget;
 - A change to the bureau's constitution; or
 - A change in the bureau contact officer

The parties' contact officers will be David Wilkinson (Built Environment Unit Business Manager) of the council and.....of the bureau.

1.9 CONFIDENTIALITY

The council accepts that the bureau offers a confidential service and that all matters raised by individual clients are kept confidential.

1.10 STAFFING

- (a) Paid and volunteer staff will be recruited and selected with full regard to an equal opportunities policy and procedures approved by Citizens Advice.
- (b) Paid staff will be employed and remunerated with full regard to Citizen Advice Guidelines. The council will be informed of changes within the guidelines as regards the remuneration of staff at the earliest opportunity.
- (c) A minimum number of fully trained volunteers will be available to the services at any time in order to provide the full service at all times.

1.11 QUALITY ASSURANCE

The bureau undertakes to operate the quality assurance systems described in part 2 of this agreement.

1.12 HEALTH AND SAFETY

The bureau shall have regard to the requirements of the Health and Safety at Work Act 1974 and any other Acts, Regulations, Directives or orders etc about health and safety.

1.13 INSURANCES

The bureau will arrange adequate insurances to cover such liabilities as may arise in the course of the bureau's work

1.14 DISPUTE RESOLUTION

If either party considers the other to be in breach of their duties under the agreement or has grievance about some aspect of the agreement's operation, the parties shall make every effort to resolve the issue through joint discussions. Where this fails:

The party wishing to make the complaint should provide the other with written details, including proposals to resolving it;
A written response should be sent to the initiating party within 14 days

If the response is not considered to resolve the issue, the initiating party may request in writing to the contact officer a meeting of the authorised signatories (or their successor);

Where possible the meeting should be held within 14 days of the contact officer receiving the request;

Where the meeting does not resolve the complaint, the issue should be considered by the bureau's Trustee Board or the relevant council committee as a confidential item. Any submissions should be sent in advance to the other party and representation permitted;

1.15 REVIEW

- (a) This agreement may require amendments in the light of experience of implementing its terms. Any amendments will need to be negotiated and agreed in writing by both parties.
- (b) An annual review of the level of services specified in 2.3 and 2.4 can be requested by either party, and a meeting held as soon as practicable after this. It can take into account changes in community needs, feedback from clients or other stakeholders, changes in the council's corporate objectives and any other relevant factors beyond the control of the bureau, such as the availability of staff.

1.16 RENEWAL

This entire agreement shall be subject to formal review by an Overview and Scrutiny Committee and representatives of the CAB Management Committee on an annual basis.

1.17 TERMINATION

- (a) The agreement can be terminated by either party giving the other six months notice in writing.
- (b) Notice can be served if delivered, posted or faxed to the contact officer

PART 2 – SERVICE OBJECTIVES AND SPECIFICATIONS

2.1 AIMS OF THE SERVICE

The aims of the Citizens Advice service, of which the bureau is a member and to which the bureau adheres:

To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the service available, or through an inability to express their needs effectively

And equally

To exercise a responsible influence in the development of social policies and services both locally and nationally.

2.2 PRINCIPLES UNDER WHICH THE SERVICES ARE PROVIDED

The bureau will provide an information and advice service which is:

- Free
- Confidential
- Impartial
- Open to all regardless of race, gender, sexuality or disability and
- In accordance with the Citizens Advice guidelines on equal opportunities

2.3 CORE SERVICES FUNDED UNDER THIS AGREEMENT

The service (to which funding arrangements in Part 3 relate) offered by the bureau shall be 'assisted information' and 'general help' (as defined by the Community Legal Services Quality Mark – see 2.5)

Assisted information is a service in which staff are available to help clients access information, and to identify where a client needs further information or advice.

General help is:

- Diagnosing the client's problems
- Giving information and explaining options
- Identifying further action the client can take and
- Giving basic assistance e.g. filling in forms, helping the client draft letters, and contacting third parties to seek information on a client's behalf.

Where necessary for a particular client, the core service provided by the bureau will also include contacting a third party to negotiate on the client's behalf.

In accordance with the Citizen Advice membership agreement the subjects covered will include:

- Consumer
- Money advice
- Welfare Benefits
- Employment
- Housing
- Family and personal matters
- Taxes
- Immigration and nationality
- Health
- Education

The service covered by this agreement will not include casework as defined by the Community Legal Service Quality Mark i.e. with casework, the service provider takes responsibility for further action, whereas with a general help service, the client retains responsibility for the case. Casework also includes representing a client at appeal proceedings where necessary, which general help does not.

2.4 MEANS OF ACCESSING THE SERVICE

The core service shall be available at.....

- a) by letter and fax
- b) to personal callers on a drop-in basis:.....INSERT OPENING TIMES
- c) by face to face appointments for general helpINSERT
- d) by automated advice on 08070 126 4057, 24 hour telephone service
- e) in addition an assisted information service is provided by e-mail
- f) a home visiting service is not provided as part of this agreement
- g) all these services shall be clearly advertised

2.5 QUALITY ASSURANCE

- a) The bureau operates the core service to the requirements of the Community Legal Services Quality Mark at General Help level. This quality scheme for advice services is set nationally by the Legal Services Commission and audits are carried out annually.
The seven key quality areas covered are:
 - Access to service
 - Seamless service (includes referral to other agencies)
 - Running the organisation
 - People management
 - Running the service
 - Meeting clients' needs
 - Commitment to quality (includes complaints, user feedback)
- b) The bureau also complies with Citizens Advice Quality Assurance Standards Membership Agreement, which is fully convergent with a) but contains additional requirements. The quality areas covered are:
 - Quality of advice
 - Quality of social policy work
 - Governance
 - Operational management
 - Financial management
 - Planning and managing resources
 - Volunteers and paid staff
 - Training and people development
 - Networking and partnership
 - Complaints and suggestions
 - Client –centred service
 - Case management
- c) All staff, both paid and voluntary, are required to undergo relevant training in order to achieve their competence level to a standard acceptable to the Trustee Board, and compatible with the aims, principles and membership standards of Citizens Advice.

2.6 SERVICE DEVELOPMENT AND IMPROVEMENT

- a) The bureau has a business and development plan (see 4.6), the monitoring of which and the results of audits (see 4.2 and 4.3) lead to innovation and improvements in its service.
- b) The bureau will participate in the activities of the North West Community Legal Service Partnership, and other relevant networks in order to enhance the services provided to local residents.
- c) The bureau will work to secure additional funding in order to meet unmet needs for advice amongst the diverse local communities.
- d) The bureau will make use of clients' experiences to inform and influence the policy and delivery of other local services, and will inform the council of relevant issues.

2.7 USER FEEDBACK AND INVOLVEMENT

- a) The bureau will operate a procedure for representations and complaints about the service in accordance with Citizens Advice guidelines and shall take all reasonable steps to bring this to the attention of the users of the bureau.
- b) The bureau will consult both clients and potential clients about service provision and opening hours.
- c) The bureau will encourage users to take up appropriate training opportunities within the bureau.
- d) The Trustee Board are to be constituted in such a way as to encourage representation from as wide a range of local people and organisations as possible.

2.8 CIRCUMSTANCES BEYOND THE BUREAU'S CONTROL

- a) The bureau will not be held responsible for any interpretation in or disruption to the core services due to circumstances beyond its control.
- b) The services specified are dependent on the availability of suitable advisers, which the bureaux will make a priority in ensuring the service users have full access to.

PART 3 – FINANCIAL AND RESOURCING ARRANGEMENTS

- 3.1 The council has agreed that the grants to be paid to the bureau for the financial year beginning April 2005 shall be £.....
- 3.2 In calculating the grants for subsequent years, regard will be given to:
 - a) an increase for inflation (the council shall have regard to the Retail Price Index figure for the previous October;
 - b) any changes in the bureau's outgoings due to any contractual arrangements as may exist, for example, for lease agreements and staff contracts; and
 - c) any changes made as a result of an amendment to the specified service after an annual review under 1.15c).
 - d) The performance information submitted to the council Overview and Scrutiny Committee.

- 3.3 Service developments and additional services over and above those supported by core funding as described in Part 2 of this agreement, can be considered for additional funding by the council on the understanding that the council can offer no commitment to fund. If the council does not fund these developments or additions in any one year, such funding will not affect the core funding arrangements and shall not be taken into account when calculating the core funding grants in the succeeding year.
- 3.4 All payments under this agreement are exclusive of VAT. In the event of the bureau becoming liable for VAT during the period of the operation of this agreement, the council will enter into discussions with the bureau with the aim of reaching a mutually acceptable outcome.
- 3.5 The core funding grants awarded to the bureau under this agreement will be paid in one instalment, subject to full compliance with the terms of Part 4 of this agreement by the bureau by 6 April each year. There will be no need for the bureau to invoice or otherwise apply for the payments.
- 3.6 Where the bureau gains a surplus of income from grants, fundraising and other sources in any one year, the council will not seek repayment of any part of the grant. The bureau will maintain a level of reserves appropriate to meet its financial responsibilities.
- 3.7 The council also provides help-in-kind in the form of a lease of the buildings in which the bureaux reside in.

PART 4 – MONITORING ARRANGEMENTS

- 4.1 The bureau monitors and evaluates its services in accordance with the procedures and directions set out in the Citizens Advice Quality Assurance Standards Membership Agreement.
- 4.2 The bureau will be subject to annual external audits to ensure that it is meeting the standards required for the Community Legal Service Quality Mark at the Generalist Help level.
- 4.3 The bureau is subject to a three-yearly audit by Citizen Advice to ensure the service meets the standards set down in the Quality Assurance Standards Membership Agreements, as well as the Community Legal Service Quality Mark. This audit includes a quality of advice assessment. Continued membership of Citizens Advice is dependent on a satisfactory performance in this audit.
- 4.4 The bureau will provide a copy of the Annual report to the council and an invitation for the council's contact officer to its Annual General Meeting.

- The bureau produces three-year business and development plan, which it reviews annually. The plan will be sent to the council contact officer.
- 4.5 The bureau will provide information reasonably required by the council, subject to those requirements not being in breach of clients' confidentiality. Information will not be required more frequently than at quarterly intervals.
- 4.6 Subject to Citizens Advice guidelines these monitoring arrangements can be amended by agreement between the council and the bureau to reflect changes in service practice, for example data collection.

PART 5 – PERFORMANCE MONITORING

5.1 PERFORMANCE INFORMATION

The bureaux agree to providing the following performance information to the council on an annual basis at the review meeting after the close of the financial year of 2005/2006.

- (a) The number of users accessing the service broken down by their means of contact - (i) drop-in visitors, (ii) appointments, (iii) telephone contacts, (iv) electronic contact i.e. emails
- (b) Within the contact data as stated in 5.1(a), the information should be broken down into categories of advice required, e.g. housing advice, consumer, relationships.
- (c) Data should be broken down into quarterly sections in order to view emerging patterns of advice requirements.
- (d) Requests for advice via email should be responded to as quickly as possible with a target time of users waiting at most twenty –four hours (see 5.2) (this excludes weekends and all other UK holidays)
- (e) Satisfaction surveys should be carried out on a regular basis. Satisfaction surveys should be made available to all those who come in to the advice centres and also contacts by email should be provided with a satisfaction sheet to complete and email back.

5.2 MARKETING

That the bureaux agree from April 2005 to market their services at least twice a month in free local classified newspapers. Within the marketing the bureaux should include their address, times when they are open, contact telephone number and an email address. It should also clearly state that the bureaux will endeavour to answer all email enquiries within twenty four hours. Marketing material should also display the Fylde Borough Council logo stating the council are the main funders of the bureaux.

5.3 PARTNERSHIP WORK

The Kirkham and St. Annes bureaux agree to develop a partnership with each other over the financial year of 2005/2006, whereby in following years they approach the council as a single unit to request grant funding.

5.4 FUNDING ARRANGEMENTS

Over the financial year 2005/2006 the bureaux agree to work in partnership to explore other avenues of funding to enable them to broaden their service and so provide a more specialised service to users within the Fylde Borough. The progress to date of joint applications for funding to be reported to a council Overview and Scrutiny Committee at the annual Review meeting.

- 5.5 The fulfilment of the obligations as set out in this section will be used by the council to determine if future grants are to be made available to the CABs.

PART 6 – DECLARATION

On behalf of Fylde Borough Council I confirm that I have read the agreement as set out above and the council will comply with the terms and conditions contained within this agreement

Signed.....

Date:

Name of authorised signatory for Fylde Borough Council:

Address to which communications should be sent: Fylde Borough Council, Town Hall, Lytham St. Annes, Lancashire. FY8 1LW

On behalf of I confirm that I have read the agreement as set out above and the CAB will comply with the terms and conditions contained within.

Signed.....

Date:

Name of authorised signatory for.....:

Address to which communications relating to this agreement should be sent to:

SERVICE LEVEL AGREEMENT

Fylde Borough Council and Age Concern Partnership

Introduction

1. This agreement sets out the aims, objectives, quality measures and monitoring arrangements of the above partnership.
2. The agreement is valid until the date specified.

Part I – Agreement Conditions

1. Parties to the Agreement

This is an agreement between Fylde Borough Council and Age Concern (Fylde).

For the purpose of this agreement the nominated officer is David Jenkinson on behalf of Fylde Borough Council and Rosey Jolly on behalf of Age Concern.

2. Object of the Agreement

Fylde Borough Council makes a grant of £25,000 per annum to Age Concern with the sole purpose of improving the quality of life of residents within the Borough of Fylde. The means by which Age Concern carries out this function is to be based on consultation with residents, statutory commissioning bodies and those who help fund the service (including Fylde Borough Council).

3. Period of the Agreement

The agreement will last for one year beginning on the 1st of April 2005 and will continue until 31st March 2006. The agreement and the contained performance measures will be reviewed as soon as reasonably possible after this date by a Community Forum to assess progress and any future agreement terms.

4. Status of the Provider

In carrying out this agreement Age Concern will be acting in their own right and not as an agent of Fylde Borough Council.

5. Provider's Obligation

Age Concern will provide the services specified in Part II.

6. Service Requirements

As a grant is provided as part of this agreement, Age Concern will, in line with good management practice, keep accurate financial records relating to its services. These shall be made available to Fylde Borough Council upon reasonable requests.

The partnership will be monitored in such a way that the grant Fylde Borough Council has made to Age Concern will have a clear audit trail with the end point being what benefits have been generated by the use of the money to the residents of Fylde Borough Council.

Age Concern will meet all relevant legal requirements including but not limited to those relating to Health and Safety, equal opportunities, disability discrimination and environmental health matters.

Age Concern will maintain with reputable insurers, adequate insurance to cover any liabilities arising from the performance of this agreement.

Age Concern will use its best endeavours to ensure equal opportunities in all its work.

In relation to this agreement Fylde Borough Council and Age Concern shall not incur any financial or other liability that it cannot meet.

Fylde Borough Council will pay to Age Concern the sum of £25,000, to be paid in one instalment.

Age Concern must ensure that the funds are spent as to improve the quality of life of residents within the Borough of Fylde.

7. Evaluation of the Agreement

A Community Forum will formally review the agreement as soon as is practicable after the completion of the agreement. The formal review of the partnership is to include the monitoring information as contained within Part II of this agreement.

8. Amending the Agreement

This agreement may be altered or amended by written agreement by all parties.

9. Termination

Either party may terminate this agreement by prior written notice.

Either party may terminate this agreement with immediate effect in the event of a fundamental breach of any of its terms.

Part II – Agreement Specifications

1. Aims and Objectives of the Partnership

The aim of the partnership is to improve the quality of life for residents of the Borough of Fylde.

2. Agreed Values on which Age Concern will remain based

Age Concern will remain as an independent charity and company limited by guarantee and a member of 'the Federation' of Age Concerns. As the charity has fulfilled the requirements of the Federation Quality Counts Foundation Standards for Age Concern groups it should continue working towards Organisation status within the Federation. Age Concern should also retain its Community Legal Services Quality Mark for the duration of the agreement.

3. Services that will be provided by Age Concern

Age Concern will continue to: provide Information and Advice, provide the Caring neighbourhood Scheme, the Cameo Lunch Club, sustain and run three charity shops, provide insurance services, a minibus service, promote rural development of the organisation, provide the dawn patrol scheme and ensure there are sufficient volunteers engaged to carry out these requirements.

4. Eligibility for Age Concern Services

There continues to be no set eligibility for the use of Age Concern services but it is recognised that the service will be primarily aimed at those over fifty years of age.

5. Location of Age Concern

The principal address of the service is and will continue to be: -
7 St. Georges Road
Lytham St. Annes
Lancashire
FY8 2AE

6. Means of Accessing the Service

The above premises shall be open to the public on (insert opening times)
Age Concern will also be able to be contacted by phone on: 01253 725563
Age Concern will also be able to be contacted by fax on: 01253 781193
Age Concern will also be able to be contacted by email:
ageconcernfylde@yahoo.co.uk

6. Monitoring Criteria

Age Concern agrees to provide the following performance information to a Community Forum at the end of the agreement: -

Quantitative

- The number of users accessing the service broken down by their means of contact – (i) Drop-in visitors, (ii) Appointments, (iii) Telephone contacts, (iv) electronic contact i.e. emails
- Within the contact data above, a record should be kept of what the contact was seeking, i.e. seeking advice on benefits, housing.
- The sum of money the promotion of benefits take-up advice generates for local older people per year.
- Data should be broken down by quarter when presenting information to the Community Forum in order to view trends.
- Age Concern markets itself at least twice a month in free local classified papers. Contact details and opening times should be stated within the advertisement. There should also be the Fylde Borough Council logo on the advertisement.
- Age Concern should aim to approach a number of organisations in order to gain extra funding over the period of the agreement. Evidence of actions within this area will be used in deciding on possible future levels of funding.

Qualitative

- Satisfaction surveys regarding the provision and quality of the service should be made available to all that visit the service. All those who contact the service via email should be sent a satisfaction survey electronically to gain their perception of the service. The satisfaction survey should be developed by the contact officers of the partnership as a joint effort.

Part III – Declaration

1. On behalf of Fylde Borough Council I confirm that I have read the agreement as set out above and the Council will comply with the terms and conditions contained within the agreement.

Signed.....

Date.....

Print Name.....

Address to which communications should be sent: Fylde Borough Council, Town Hall, Lytham St. Annes, Lancashire. FY8 1LW

2. On behalf of Age Concern I confirm that I have read the agreement as set out above and the Council will comply with the terms and conditions contained within the agreement.

Signed.....

Date.....

Print Name.....

Address to which communications should be sent: 7 St. Georges Road, Lytham St. Annes, Lancashire. FY8 2AE

REPORT



REPORT OF	MEETING	DATE	ITEM NO
OVERVIEW AND SCRUTINY BUSINESS UNIT	COMMUNITY OUTLOOK FORUM	14 TH NOVEMBER 2005	5

UPDATE REPORT ON THE REVIEW OF OUTSIDE BODIES

Public/Exempt item

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

Summary

This report details the progress so far and the next steps needed to complete the review of outside bodies.

Recommendation/s

1. That members agree for a reminder letter to be signed by the Chair of the Forum and sent out to all Councillors with outstanding reports.
2. That the analysis of the results be deferred until February 2006.

Executive brief

The item falls within the following executive briefs: Community (Councillor Tim Ashton) and Community Engagement (Councillor Paul Rigby).

Report

Background

1. In September 2005, the Community Outlook Forum was tasked with the responsibility of gathering annual reports from all members who represent the Council on external organisations. The aim of the review is to evaluate the value to the Council, of

Continued....

Councillor representation on outside bodies. This action was highlighted as a “high” priority for this financial year in the Corporate Plan. 70% of the reports must be completed by 31st March 2006.

3. The Forum agreed that the Annual Reports would be submitted in the form of a questionnaire that all members who represent the Council on outside bodies would be required to fill in for each outside body. It was also agreed an additional questionnaire be sent to each outside body.

Progress

4. A letter detailing the review attached to the questionnaires was sent to all relevant members on the 12th September 2005. A similar pack was sent out to all outside bodies for which we had accurate address details. Respondents were given till the 10th October to return their reports.
5. To date, we have only received approximately 50% of the questionnaires back from members. A list of those currently outstanding is attached at Appendix ‘A’. We have received approximately 40% of the questionnaires back from the outside bodies.

Next Steps

6. It is vitally important that all members return these questionnaires as soon as possible. The Forum is required to have at least 70% of reports completed by the end of the financial year to fulfil the action in the Corporate Plan. It is recommended that members of the Forum agree that a reminder letter signed by the Chair of the Forum to be sent out to all members with outstanding reports with a new deadline of the 15th December 2005. A draft letter is attached at Appendix ‘B’. It is recommended that the analysis of the results is deferred until February.

IMPLICATIONS	
Finance	None arising from this report
Legal	None arising from this report
Community Safety	None arising from this report
Human Rights and Equalities	None arising from this report
Sustainability	None arising from this report
Health & Safety and Risk Management	None arising from this report

REPORT AUTHOR	TEL	DATE	DOC ID
Carolyn Whewell	01253 658423	31 st October 2005	Update report on the review of Outside Bodies NOV05

LIST OF BACKGROUND PAPERS		
NAME OF DOCUMENT	DATE	WHERE AVAILABLE FOR INSPECTION
Community Outlook Forum Minutes	8 th September 2005	http://www.fylde.gov.uk/ccm/content/website/domic-and-legal-services/agendas-and-minutes/community-outlook-forum/8-september-2005.en

Attached documents

Appendix 'A' – List of outstanding reports

'Appendix 'B' – Draft reminder letter

Review of Outside Bodies

Annual reports outstanding as of November 2005

*Where one report has been received from one member, other members need not fill in

ORGANISATION	REPRESENTATIVES
Age Concern Fylde	Councillor R.L. Wilson
Blackpool, Fylde & Wyre Society for the Blind	Councillor J. Prestwich
Citizens Advice Bureau (Management Committee) (Kirkham & Fylde)	Councillor P. Hardy
Citizens Advice Bureau (Management Committee) (Kirkham & Fylde)	Councillor L. Rigby
Clifton (Lytham) Housing Association Ltd. Directors)	Councillor P. A. Fieldhouse
Clifton (Lytham) Housing Association Ltd. Directors)	Councillor L. Rigby
Clifton (Lytham) Housing Association Ltd. Directors)	Councillor W. Thompson
Clifton (Lytham) Housing Association Ltd. Directors)	Councillor T. M. Ashton
Clifton (Lytham) Housing Association Ltd. Directors)	Councillor M. K. Taylor,
Clifton (Lytham) Housing Association Ltd. Directors)	Councillor H.M. Wilson
District Liaison Committee for Education	Councillor J. A. Dolan
District Liaison Committee for Education	Councillor G. Caldwell
District Liaison Committee for Education	Councillor K. Hyde
District Liaison Committee for Education	Councillor Mrs. H.M. Wilson
District Liaison Committee for Education	Councillor B. Pagett
Forum on Health and Well Being for Lancashire	Councillor Patricia Fieldhouse
Fylde Arts Executive Committee	Councillor Mrs H. M. Wilson
Fylde District Youth and Community Advisory Committee	Councillor A.M. Whittaker
Fylde District Youth and Community Advisory Committee	Councillor S. P. Renwick
Fylde Locality Health Improvement Committee	Councillor Patricia Fieldhouse
Heyhouses Endowed C E Primary School	Councillor G Caldwell
Kirkham & Rural Fylde Partnership	Councillor S.P. Renwick
Kirkham & Rural Fylde Partnership	Councillor E.A. Oades
Kirkham Museum Project Organisation	Councillor S. P. Renwick
Lancashire Youth and Community Service Advisory- Advice Development Rural Fylde Committees	Councillor A M Whittaker
Lancashire Youth and Community Service Advisory Committees - Kirkham Youth Base	Councillor P Hardy
Lancashire Youth and Community Service Advisory Committees – Rural Fylde Villages Youth Work	Councillor T Threlfall
Lancaster University, Court of	Councillor G. Caldwell
Lytham Community Sports Centre	Councillor T. Ashton
Lytham St Annes Ansdell Junior and Infants School	Councillor W. Thompson
Lytham St Annes Clifton County Primary School	Councillor C E Akeroyd
Lytham St Annes Hall Park Junior and Infants School	Councillor P.A. Fieldhouse
Lytham Town Trust	Councillor T. M. Ashton
Mayfield Junior and Infants School	Councillor K M Henshaw
North West Sport Assembly	Councillor Tim Ashton
North West Tourist Board	Councillor Roger Small

‘APPENDIX A’

North Western Local Authorities Employers Organisation	Chairman Licensing & Appeals Committee
Road Safety Forum	Councillor Roger Small
Social Services Day Centre Committee (Park View House Lytham)	Councillor S. P. Renwick.
Social Services Day Centre Committee (Sunnybank Day Centre)	Councillor S. P. Renwick
St Annes on Sea Development Partnership	Councillor Roger Small
St Annes R C Primary School	Councillor R J Wilson
St Peter' R C Primary School	Councillor H M Wilson
Waste Management Steering Group	Councillor Roger Small

Our Ref:

Your Ref:

Please Ask For: Carolyn Whewell

Telephone Extension: 01253 658423

Email: Carolynw@fylde.gov.uk

Date 02 November 2005

Dear Councillor,

Subject: Community Outlook Forum - Review of Outside Bodies -

The Corporate Plan for Fylde Borough Council stipulates that all Councillors representing Fylde Borough Council on outside bodies **must** submit an annual report to the Community Outlook Forum. 70% of these reports must be completed by the end of this financial year.

The Community Outlook Forum resolved that these annual reports would be submitted in the form a questionnaire that Councillors fill out for each body on which they sit. This method is by far the easiest and requires the least amount of effort from Councillors. The Overview and Scrutiny Unit will collate the results to present to the Community Outlook Forum. The Forum will then analyse the results and put forward recommendations to the Executive Committee.

We are writing to you because we have not yet received your responses to our request dated 12th September 2005. It is vitally important that we receive this information to fulfil the action on the Corporate Plan. If you do not submit your annual report via the questionnaire, you may be called to a future meeting of the Community Outlook Forum to give an oral presentation.

Attached to this letter is a questionnaire for each body on which you sit. Please can you take the time to fill out and return to Carolyn Whewell at the address above no later than **Thursday 15th December**.

If you have any questions, please contact Carolyn Whewell or Oliver Shimell on 01253 658423

Yours faithfully,

Carolyn Whewell

Chair person
Community Outlook Community Forum

REPORT

REPORT OF	MEETING	DATE	ITEM NO
OVERVIEW AND SCRUTINY BUSINESS UNIT	COMMUNITY OUTLOOK FORUM	14 TH NOVEMBER 2005	6

OVERVIEW REPORT ON THE NATIONAL SMOKING POLICY AND TRENDS THROUGHOUT THE COUNTRY

Public/Exempt item

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

Summary

This report details the Governments proposals for a partial ban on smoking in enclosed public places. The report also details smoking trends and some of the arguments for and against such a ban.

Recommendation

1. Members to note the current position of Government Policy on Smoking in public places

Executive brief

The item falls within the following executive brief: Quality of Life (Councillor Patricia Fieldhouse).

Report

Background

1. In November 2004, a Government White Paper on Public Health proposed a ban on smoking in public places and workspaces (including factories and offices) by 2008. There are a number of exceptions to these proposals including:

- Residential premises
 - Licensed premises that do not serve food
 - Private Members Clubs
2. The House of Commons Health Select Committee launched a public consultation to gather evidence prior to the publication of the details of the bill. It is worth noting that similar bans are due to take force in Scotland in 2006 and in Northern Ireland in 2007.

Smoking Trends

3. An average of 30% of people smoke in the Northwest region compared to an average of 25% for the whole of England and 26% for the whole of Great Britain. The figure for the North West has seen a rise in recent years being 29% and 28% in 2001 and 2002 respectively. Contrary to this trend, the percentage of smokers in England has decreased from 27% in 2001 to 25% in 2003. Of particular concern is the number of female smokers in the Northwest, which is at 30% compared to an average of 24% for England and for Great Britain as a whole.

Arguments for a Smoking Ban

4. The main arguments for a smoking ban are
- **Passive smoking** - A study in the British Medical Journal this year states that passive smoking causes the death of over 11,000 a year in the UK alone. Approximately 600 of these are caused from second hand smoke in the workplace. Previous studies have put the figure much lower but the latest study was more comprehensive as regards the problem. The Royal College of Physicians has reviewed research into passive smoking and the impact of banning smoking in public places. The review found that bans encourage smokers to cut down or quit completely rather than smoke at home. This evidence is supported by figures from other countries where a ban has led to a fall in tobacco sales by 4%.
 - **A ban would encourage more smokers to quit:** A poll by Mintel in May 2004 found that 15 percent of smokers said they would quit smoking if a ban was introduced.
 - **Public Opinion** – According to a poll by the BBC in 2004, a smoking ban in workplaces including pubs and bars is supported by a majority of people.
 - **The "voluntary approach" has failed:** The Wanless report on public health said the voluntary approach to smoking in the workplace had only limited success - pubs and bars still allow smoking.
 - **People have a right to protect themselves from smoke inhalation:** The British Medical Association argues that 70% of the population are currently denied the freedom to go about their lives in a smoke-free environment. Many people in the Health Profession would like to see a blanket ban on smoking implemented. Exemptions to the rule mean that people will still be exposing themselves to smoke in pubs that do not serve food and private clubs. Potentially, a partial ban could widen health inequalities as pubs in more deprived areas are more likely to not serve food. It is also likely that many pubs will simply choose to not serve food so they do not have to implement the ban.

Arguments Against a Smoking Ban

5. The main arguments against the smoking ban are

- **People want restrictions not a ban:** A Populus poll in May 2004 indicated that people would like to see restrictions on smoking rather than an outright ban.
- **People should have freedom of choice:** Opponents of a smoking ban say that freedom of choice would be affected. The tobacco industry lobby group, Forest, points to a BBC poll, which showed that 64% of people thought that smoking, should be a personal matter.
- **Smoking bans damage business:** A smoking ban could lead to a significant fall in takings from bars, restaurants and casinos. This is supported by media attention on Irelands smoking ban where some landlords have noted the effect of the ban on sales.
- **The link between passive smoking and ill health is unproven:** Forest maintains there is no clear link between exposure to passive smoke and illness in non-smokers stating that most of the evidence from studies is circumstantial.
- **Self-regulation** – Forest argues that if left to market forces, pubs, bars and restaurants will introduce smoke-free areas and better ventilation tailored to customers' needs.

Current Position

6. On the 26th October, Ministers agreed plans for a ban on smoking in enclosed public places in England, with exemptions for clubs and pubs not serving food. The ban will cover 99% of workplaces but many in the health profession are disappointed that the Government did not endorse a smoke free law without exceptions similar to the ones proposed in Scotland and Northern Ireland.
7. The Health Improvement Bill was due for publication on the 27th October 2005 and will include plans for a full review after 3 years.

IMPLICATIONS	
Finance	None arising from this report
Legal	None arising from this report
Community Safety	None arising from this report
Human Rights and Equalities	None arising from this report
Sustainability	None arising from this report
Health & Safety and Risk Management	None arising from this report

REPORT AUTHOR	TEL	DATE	DOC ID
Carolyn Whewell	01253 658423	26 th October 2005	Smoking Overview Report

LIST OF BACKGROUND PAPERS		
NAME OF DOCUMENT	DATE	WHERE AVAILABLE FOR INSPECTION
Smoking Ban: Action network briefing	25 th October 2005	http://www.bbc.co.uk/dna/actionnetwork/A2702143
BBC news	19 th – 26 th October	www.bbc.co.uk/news
Smoking in Public Places – House of Commons Health Select Committee Report	19 th October 2005	http://www.publications.parliament.uk/pa/cm/cm/health.htm

Attached documents

No attachments