



Meeting Agenda

**Community Focus Scrutiny Committee,
Town Hall, Lytham St. Annes
Thursday 8 July 2010, 6:15pm**

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

COMMUNITY FOCUS COMMITTEE MEMBERSHIP

CHAIRMAN

Keith Hyde

VICE-CHAIRMAN

Thomas Threlfall

Councillors

Christine Akeroyd

Elizabeth Clarkson

Barbara Douglas

Dawn Prestwich

John Singleton

Paul Rigby

Kathleen Harper

Janine Owen

Maxine Chew

Tony Ford

Ken Hopwood

Linda Nulty

Contact: Lyndsey Lacey, St. Annes (01253) 658504
Email: lyndseyl@fylde.gov.uk



Our Vision

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

Our Corporate Objectives

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

The Principles we will adopt in delivering our objectives are:

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



A G E N D A

PUBLIC PLATFORM

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

ITEM	PAGE
1. DECLARATIONS OF INTEREST: <i>If a member requires advice on Declarations of Interest he/she is advised to contact the Monitoring Officer in advance of the meeting. (For the assistance of Members an extract from the Councils Code of Conduct is attached).</i>	4
2. CONFIRMATION OF MINUTES: <i>To confirm as a correct record the minutes of the Community Focus Scrutiny Committee held on 27 May 2010. As attached at the end of the agenda.</i>	4
3. SUBSTITUTE MEMBERS: Details of any substitute members notified in accordance with council procedure rule 26.3	4
4. AGE CONCERN – MONITORING REPORT	7-18
5. LSP END OF YEAR FINANCIAL STATEMENT AND REPORT	19-25
6. PROPOSED IN DEPTH REVIEW – MONITORED CCTV	26-29

Personal interests

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

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

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

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

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

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

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

Disclosure of personal interests

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

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

Prejudicial interest generally

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

Prejudicial interests arising in relation to overview and scrutiny committees

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

Effect of prejudicial interests on participation

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

REPORT



REPORT OF	MEETING	DATE	ITEM NO
DIRECTOR COMMUNITY SERVICES	COMMUNITY FOCUS SCRUTINY COMMITTEE	8 JULY 2010	4

AGE CONCERN – MONITORING REPORT

Public Item

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

Summary

The Council has a three year service level agreement with Age Concern Lancashire to provide an information and advice service in Fylde, the details of which are set out in the main body of the report. As part of this agreement, Age Concern will provide a report to one of the Council's overview & scrutiny committees at the conclusion of the financial year, summarising performance over the previous year. This is attached at Appendix 2.

A representative from Age Concern Lancashire will be attending the committee to present the key points arising from the report.

Recommendations

- 1) That Members review the performance of Age Concern in Fylde
- 2) That the officer from Age Concern Lancashire be thanked for her report and attending the Committee

Cabinet Portfolio

The item falls within the following Cabinet portfolio:

Customer Services and Partnerships: Councillor Karen Buckley

Background

1. Age Concern in Fylde is identified as one of the Council's key formal partnerships identified under the Partnership Protocol. It is the role of scrutiny to keep an overview of performance of these partnerships.
2. The service level agreement with Age Concern Lancashire was developed in April 2008 for a period of three years. The service level agreement is attached at Appendix 1. In the agreement, the Council has agreed to pay a grant of £16k per annum to Age Concern Lancashire for the provision of services as follows:
 - Provision of mainstream information and advice services for older people through recruitment of a worker to deliver some detailed casework and lead further development of the services.
 - Recruitment and training volunteers to provide information and advice services for older people, predominantly through signposting and assisting with lower level casework.
 - Maximising the opportunities to deliver high quality casework by working with partners such as the Pension Service, Citizen's Advice Bureau, solicitors etc.
 - The Provider will serve clients throughout the Borough. Its principal offices are based in Lytham St. Anne's where an information and advice service will be available 9.30 a.m. to 12.30 p.m./1.30 p.m. to 3 p.m.; Monday to Friday. Outside these opening times telephone and e-mail contact will be available 9 a.m. to 5 p.m.; Monday to Friday.
 - Rural outreach information and advice services will be delivered through existing activities and surgeries.

Report

3. The performance information required of Age Concern for presentation to Overview and Scrutiny comprises:
 - Number of individuals accessing information and advice services; including ethnicity, age band, gender
 - Contact method
 - Primary and secondary reason for contact (as per day book issue headings and sub headings)
 - The sum of money that the service has generated for local older people as a result of improving benefit uptake

- All clients should be encouraged to complete a satisfaction survey regarding the provision and quality of the information and advice service received. These should be used as the basis for future service improvements.
 - When Age Concern markets itself through any publication or advert, the Fylde Borough Council logo should be used together with wording to indicate funding support.
 - Age Concern should maximise opportunities to generate extra funding over the period of the agreement in order to deliver the widest possible range of services for the benefit of Fylde residents.
 - Development of the Lancashire Local Area Agreement (or a similar agreement such as a multi-area agreement) may provide an opportunity for Age Concern to support The Council in delivering targets relevant to the services supported by the Grant. Should such opportunities occur during the Grant Period relevant performance indicators will be agreed by both parties.
 - Age Concern will produce evidence of its internal risk management measures undertaken to safeguard the operation of the service.
4. The report of Age Concern Lancashire detailing this information is attached at Appendix 2.

IMPLICATIONS	
Finance	The annual grant of £16,000 is budgeted for in the current revenue budget.
Legal	There is a three year service level agreement in place which runs until 31 March 2010.
Community Safety	
Human Rights and Equalities	The information and advice services provided by Age Concern are available to all residents of the Borough aged 50 years and over, via face to face or telephone contact.
Sustainability	The funding provided by Fylde Borough Council is targeted specifically at information and advice services, which are supplemented by other services funded by partner agencies. Monies from another local charity are currently funding another part time officer on a temporary contract.
Health & Safety and Risk Management	Age Concern has developed a risk assessment of its operations as required by the service level agreement. This will be reviewed by the Council's Risk Management and

	Insurance Officer to ensure it meets the Council's requirements.
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Report Author	Tel	Date	Doc ID
Clare Platt	(01253) 658602	16 July 2009	16.07.09 Age Concern

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

Attached documents

Appendix 1 – Service Level Agreement with Age Concern Lancashire

Appendix 2 – Performance Report Age Concern Lancashire

Service level agreement for grant-funded services

Date: 1 April 2008

Parties

Fylde Borough Council ("the Council")
Age Concern Lancashire ("the Provider")

Status of agreement

1. The Council has agreed to pay a grant to the Provider to enable it to provide certain services in the Council's area. The Council is satisfied that paying a grant for these purposes is likely to achieve the promotion or improvement of the economic, social or environmental well being of the Council's area.
2. This agreement is not meant to create legal obligations between the parties. Rather, it is intended to set out the services that the Council requires the Provider to provide with the grant funding that has been allocated to it.
3. Amongst other issues, the Council will take into account how successful the Provider has been in delivering the Council's expectations when deciding future funding.

The grant and the grant period

4. The Council has agreed payment of a grant of £16,000 per annum for the three year period 1 April 2008 to 31 March 2011 ("the Grant Period").
5. The Council does not commit itself to pay a grant beyond the Grant Period.

The services

6. The services that the Council is funding the Provider to deliver are set out in the first schedule to this agreement.
7. The performance indicators that the Council expects the Provider to measure are set out in the second schedule to this agreement.

Lead officers

8. Each party has nominated an individual to be the primary point of contact on all matters concerning the Grant, this agreement or the services provided under it. The nominated persons are:

Council: Clare Platt, Executive Manager Consumer Wellbeing & Protection

Contact details: clarep@fylde.gov.uk , telephone (01253) 658602

Provider: Geraldine Moore, Chief Executive

Ancillary requirements

9. The Provider will keep accurate financial records in accordance with good management practice and will make them available to the Council on request. The records will in particular provide a clear audit trail of how the Grant has been used and identify what internal control and risk management measures have been taken to safeguard the service.
10. The Provider will, both in providing the services set out in this agreement and generally, comply with all relevant statutory requirements, including those related to health and safety and equalities.
11. The Provider provides the services in its own right and not as agent of the Council. The Council will not indemnify the Provider for negligence or any other breach of duty.
12. The Provider will maintain adequate insurance to cover any liabilities arising from the performance of the services set out in this agreement. It will allow the Council to inspect its policies on request.
13. The Provider will produce evidence of its internal risk management measures undertaken to safeguard the operation of Age Concern. Performance on the risk management measures will be reported to the 6 monthly monitoring meetings mentioned above.

The First Schedule

The services

1. Provision of mainstream information and advice services for older people through recruitment of a worker to deliver some detailed casework and lead further development of the services.
2. Recruitment and training volunteers to provide information and advice services for older people, predominantly through signposting and assisting with lower level casework.
3. Maximising the opportunities to deliver high quality casework by working with partners such as the Pension Service, Citizen's Advice Bureau, solicitors etc.
4. The Provider will serve clients throughout the Borough. Its principal offices are based in Lytham St. Anne's where an information and advice service will be available 9.30 a.m. to 12.30 p.m./1.30 p.m. to 3 p.m.; Monday to Friday.

Outside these opening times telephone and e-mail contact will be available 9 a.m. to 5 p.m.; Monday to Friday.

Rural outreach information and advice services will be delivered through existing activities and surgeries.

The Second Schedule

The performance measures

The Provider agrees to provide bi-annual reporting information to the Council as detailed below. The information is to be reviewed at 6 monthly monitoring meetings involving both

parties. The Provider will make a presentation to the Council's Overview & Scrutiny Committee at the conclusion of each financial year summarising the performance over the previous year.

- Number of individuals accessing information and advice services; including ethnicity, age band, gender
- Contact method
- Primary and secondary reason for contact (as per day book issue headings and sub headings)
- The sum of money that the service has generated for local older people as a result of improving benefit uptake
- All clients should be encouraged to complete a satisfaction survey regarding the provision and quality of the information and advice service received. These should be used as the basis for future service improvements.
- When The Provider markets itself through any publication or advert, the Fylde Borough Council logo should be used together with wording to indicate funding support.
- The Provider should maximise opportunities to generate extra funding over the period of the agreement in order to deliver the widest possible range of services for the benefit of Fylde residents.
- Development of the Lancashire Local Area Agreement (or a similar agreement such as a multi-area agreement) may provide an opportunity for the Provider to support The Council in delivering targets relevant to the services supported by the Grant. Should such opportunities occur during the Grant Period relevant performance indicators will be agreed by both parties.
- The Provider will produce evidence of its internal risk management measures undertaken to safeguard the operation of the service. Performance on the risk management measures will be reported to the 6 monthly monitoring meetings mentioned above.

Signatures

CLARE PLATT, on behalf of the Council

GERALDINE MOORE, on behalf of Age Concern Lancashire

AGE CONCERN LANCASHIRE

INFORMATION & ADVICE SERVICE – FYLDE ANNUAL REPORT 1ST APRIL 2009 – 31ST MARCH 2010

INTRODUCTION:

The Information & Advice Services offers older people a wide range of information and support covering a range of issues such as welfare benefits, state retirement pensions, housing issues, heating, repairs, community care and consumer issues amongst others.

The service operates from Age Concern Lancashire's Fylde office in St Anne's Monday – Friday 9.30 am – 12.30 pm & 1.00 pm - 3.30 pm. Outside of these times telephone and e-mail contact is available Monday-Friday 9.00 am – 5.00 pm.

A home visiting service and two morning drop-in surgeries are available for service users. Home visiting can be mainly for benefit form filling, but the I&A officer would endeavour to provide an holistic approach to the service user and establish any further needs they may have, ie: home care, community links.

The I&A service works in partnership with a number of local key partnerships, including the DWP Pension Service, Citizens Advice Bureau, Disability Information, a local solicitor and Parker Kelley Financial Advisers.

- Pension Service Surgery - Appointments Monday 1.00 pm -2.30 pm
- C.A.B. - Appointments Tuesday 0.30 am – 1.30 pm. (Debt Advice alternate weeks)
- D.I.S. - Appointments - Last Thursday of Month
- Legal Clinic - Appointments – Last Wednesday of Month
- Parker Kelley – Appointments – 3rd Tuesday of Month

PROFILE OF SERVICE USERS

1	No.of enquiries/referrals. Primary	879
2	No.of enquiries/referrals. Secondary 08/09	
3	Total service users during 2008/09	879

Contact details

Caller 602
 Telephone 272
 E mail 4

Age/Gender

Age Group	
50-64	165
65-74	293
75-84	284
85+	137
Total	879

Gender

Female = 586

Male = 293

Ethnic Origin

Origin	No	%
White	879	
British		
Irish		
Any other white background		
Mixed/ Dual Background		
White and Black Caribbean		
White and Black African		
White and Asian		
Any other mixed background		
Asian Or Asian British		
Indian		
Pakistani		
Bangladeshi		
Any other Asian background		
Black Or Black British		
Caribbean		
African		
Any other black background		

Chinese or ethnic group		
Chinese		
Any other ethnic background		
Total	879	100

Referrals

Source	No
Previous user	470
Self/Just Passing	96
Friend	131
Advertising/Publicity	77
Relative	56
Other	49
Total	879

ISSUE	Number of enquiries/referrals
Benefits	265
General	56
Housing/Property	116
Travel	44
Health	70
Consumer	70
Finding help at home	53
Legal	54
Education/Leisure	59
Family /Personal	48
Other Money	59
Non residential care	17
Residential care	18
Employment/Vol work	5
TOTAL	934

HOME VISITS:

The I&A officer completed 185 Home Visits, plus 20 Home Visits for Age Concern Wyre, covering sickness.

STAFFING:

The I&A Officer is employed 17.5 hour pw, working flexibly between in-hours surgeries and home visits, together with presentations and development work. Another I&A officer, funded from different source, also works 17.5 hrs, (separate report).

VOLUNTEERS:

The I&A continues to be well supported by five volunteers who man reception and are trained to signpost and make appropriate appointments for the I&A officer or in-house surgeries. These volunteers are available throughout the office hours and contribute fully to the collation of service user details and the relevant data required for audit purposes and monitoring of our service.

TRAINING:

Age Concern Lancashire has a comprehensive training policy for both staff and volunteers. Mandatory training includes Moving & Handling, Fire Warden and Health & Safety issues.

The Information and Advice officer has completed the C.A.B. Certificate in Generalist Advice and has attended further training in Pension and Benefits Updates.

COMMENTS/COMPLAINTS/COMPLIMENTS:

Age Concern Lancashire issue Survey Forms to all service users. There have been no complaints received. Of 116 surveys returned, only 18 said there had been no overall improvement to their circumstance. Steps are being taken to improve the response to our survey and ensure more replies are forthcoming.

OUTCOMES:

- (A) Mr F was supported in the community by the mental health team who contacted us to help sort his affairs. A benefit check showed that he was not receiving full pension credits because of the confused messages he sent to the department and also not in receipt of Attendance Allowance. I contacted the Pension Service and arranged a home visit with them to assess Mr F's state retirement pension and pension credits. I completed the AA form. He also had large debts and I referred him to the Citizens Advice Bureau who became his debt counsellor and managed the situation.

His 4 bedroomed house belonged to his sister who needed to sell it, and we completed a application form to New Fylde Housing for sheltered accommodation, this application was supported the Mental Health Team.

As a result he was £120+ pw better off and eventually moved into more suitable accommodation, relieved of his debt crisis.

- (B) Mrs H was distressed by an ongoing insurance claim which was dragging on and causing her difficulties as it concerned her drains. I contacted the

insurance and the investigators whose dispute with each other was leading to the delay and arranged for them to bring the matter forward. Within 7 weeks the matter was resolved satisfactorily to Mrs H benefit.

BENEFITS:

State Pensions and benefits continue to a major source of income for people over State Pension Age. 63% of pensioners receive a least half their income from this sources. Many are unaware of the complex range of benefits available, of the eligibility criteria and how a change in circumstances can make them eligible. Unclaimed benefit and tax credit still continues at high levels. Information & Advice plays vital role in tackling poverty, promoting dignity and providing support for older people.

Total of benefits obtained for our service users from 01.04.09 – 31.03.10 was £326,713 (79% increase)

Information & Advice service also meets the objectives of the Strategy for a an Ageing populations, outcomes 2.3 and 4, the Local Area Agreement NI 139.42, Choosing Health priority and Fylde's Sustainable Community Strategy theme 4 & 6.

DEVELOPMENT PLANS:

- To continue increased growth and achievements and maintain our high standard of delivery of service.
- Set aside hours for the development of I&A to outreach communities and making contact with social/church groups and strengthening our links to community housing and projects.
- Concentrate on developing the width of I&A advice, in particular housing and consumer advice.

ALISON STIRZAKER
INFORMATION & ADVICE OFFICER
FYLDE

21 April 10

REPORT



REPORT OF	MEETING	DATE	ITEM NO
GOVERNANCE AND PARTNERSHIPS	COMMUNITY FOCUS SCRUTINY COMMITTEE	8 TH JULY 2010	5
LSP END OF YEAR FINANCIAL STATEMENT AND REPORT			

Public Item

Summary

The Local Strategic Partnership (LSP) receives the majority of its funding via the second homes funding allocation. Lancashire County Council (LCC) is the main contributor of this funding providing £263,088 to Fylde LSP in the financial year 2009-10, year 1 of a 3 year agreement with County over this allocation. The agreement states that an annual statement of expenditure, together with a narrative overview of the spend be sent to County at year end. This has been prepared and forwarded to LCC on 23rd June.

Fylde Borough Council (FBC) also contributes an element of their second homes funding to the LSP (£25,000 in year 2009-10) it was recently agreed that the same report be forwarded to members of the Community Focus Scrutiny Committee for their information.

The Police and Fire and Rescue 2nd homes precepts are passported straight through to community safety issues and are not controlled through the LSP.

Recommendations

1. To receive the attached report.
2. To express support for the on-going work of the LSP and its projects.

Cabinet Portfolio

The item falls within the following Cabinet portfolio:

Portfolio Title: LSP Coordination - Leader of the Council Cllr D Eaves

Report

The financial statement and narrative report are attached.

IMPLICATIONS	
Finance	None arising from the report.
Legal	None arising from the report
Community Safety	None arising from the report.
Human Rights and Equalities	None arising from the report.
Sustainability and Environmental Impact	None arising from the report
Health & Safety and Risk Management	None arising from the report.

Introduction / Purpose

To inform Lancashire County Council on the progress of projects designed to assist in the delivery of LAA targets and Fylde's Sustainable Community Strategy (SCS) that have been funded by the 2nd Homes funding. The SCS directly feeds into Ambition Lancashire and therefore also contributes towards its delivery. This narrative will account for the expenditure of funding via the second homes funding and provide an overall picture of work currently being undertaken utilising that money.

Background

Fylde Local Strategic Partnership (LSP) is reliant on the 2nd Homes funding to make a difference for the residents of the Borough by adding value to the work of the Borough and County Councils.

Fylde has no defined areas of deprivation and as such has not benefitted from funding that comes via that route. However, there are clearly pockets of deprivation and it is the intention of the LSP to close that gap and to ensure equity for all Fylde 's residents.

Key Points

Much of the work carried out in Fylde this year has focussed on the work of the individual Theme Groups of the LSP and their priorities. The Shaping the Place project has also been a major piece of work for the LSP. This project won the Fylde POP Awards for 2009 in recognition for the improvements made to the physical environment and the reductions in crime and fire related incidents.

The St Annes 'Build Up' project has been established in the later part of the 2009-10 financial year. The project is designed to respond to the emerging needs of the community due to the downturn in the economy. Individuals who have been unemployed for over six months are given an opportunity to re-skill in basic building skills such as flagging and block stone paving. The main aim of the project is for the individual to obtain the necessary skills and certification to enable them to seek and obtain work in the building trade once the market picks up. The training is accredited by Blackpool and the Fylde College. The start up costs for this project have been met by the Shaping the Place project as the need to tackle long term unemployment was one of the identified needs of the area. The project is currently being delivered at the depot at the back of Ashton Gardens in Central Ward, the main area of concern for the Shaping the Place project. Once the 'Build Up' project has been evaluated it is intended to role it out into the rural area. Currently trainees in the rural areas have to travel into St Annes to access the training. However, this is better than the long trek to Bispham where it would have been delivered if the accommodation had not been provided by Fylde Borough Council in St Annes.

The infrastructure necessary for the introduction of a Food Co-operative for Fylde has now been established. A poly tunnel and growing area has been established and a great deal of work has been carried out with the allotment societies to build relationships to enable the partnership to provide free food to those most in need across the Borough. This project builds on the back of the Community Nutrition Audit and again has been hastened due to the economic downturn.

Recommendations

That the committee accept this report in the knowledge that the Fylde LSP Executive continue to monitor the financial spend over the next twelve months as they have done in previous years. That it continues to receive regular reports and updates on the progress of all funded projects and that finance remain a standing items on future LSP Executive agendas.

Mid Year (Interim) Report
Year end (Final) Report 2009-10 Report dated 23 June 2010

Projects / Expenditure

Title of Project (linked to Spreadsheet)	Description and Outcomes (Include background, progress to date and planned activity, plus reference to sustainable community strategy and LAA when appropriate).
Project 1	LSP Manager and staff costs – This expenditure is necessary to ensure the smooth running of the partnership and ensures that all project management and performance management issues are correctly address.
Project 2	Agency staff – This expenditure has been used to recruit specific one off assistance.
Project 3	Discretionary Fund – This funding is allocated via the chairs of the individual Theme Groups, up to a maximum of £500, to community groups for small projects that help deliver the LAA or SCS. Projects such as assistance for local school to purchase sheds or greenhouses to help them develop their school allotments. Other example are a contribution towards the advertising for the “Greening your Victorian Home” a Climate Change initiative held at Lytham Hall and a contribution towards music making in the rural area.
Project 4	Fylde in Focus – Fylde in Focus is the LSP’s news paper that is printed twice a year to inform the residents of the work currently being undertaken by the LSP. This production is distributed to every household in Fylde and it is also used as a medium for consultation. Contributes to NI 4
Project 5	Shaping the Place – This is a neighbourhood renewal project

	<p>which is now in it's third year. The spend in related to this financial period is related to the recruitment of a Neighbourhood Warden whose remit was to educate and enforce on recycling and waste management. Some funding has also been allocated to help with the new drop-in provision for young people that has been set up in partnership with the YMCA, LDAAT, LCC and the wider LSP. The new Build Up project has now been established to look at providing the long term unemployed in the area with skills necessary to find suitable employment once the job market starts to pick up again. A great deal of good work has been achieved by this project and consideration is now being made by the LSP Executive for roll out to another area or areas. The number of incidents in the Ward reported to the police has reduced by 8.4%. In 2007 there were 2856 reports and in 2009-10 there were 2616 which makes a reduction of 240 (8.4%). For the same period burglaries have reduced from 5 – 1 on the actual target road. Dwelling house fires have reduced from 6 to 1, deliberate secondary fires reduced 8 to 2. The sustainability for this project comes from the strong links with the local PACT group who will manage the process once the project team withdraw.</p> <p>Contributes to all Community safety NIs and also NI 1, NI 4, NI 192, NI 195 and NI 153 (NI 152)</p>
Project 6	<p>Community Projects Fund – This funding pot allows community groups to apply for funding up to a maximum of £2000 which needs to be match funded. Examples of projects supported in this financial period are; £2000 to St Bedes School in Lytham to assist them in the development of their green agenda which includes an allotment project together with a recycling project. Friends of Waddington Park were given £2000 towards the redevelopment of the park, £2000 to Park View 4u towards their new café facility and £1770 to the development of Fylde's Decorative and Fine Arts Society and £2000 to Kirkham & Wesham Scout group towards building a secure store for their equipment . £1000 to Kirkham and Wesham business group for help in marketing their markets. £1500 to St Josephs church for equipment for their Youth Club, £2000 to Lytham Tennis Club to upgrade their facilities to encourage female members. £2000 Freckleton Cricket Club to enhance their facilities and encourage younger members. £1884 Friends of Moss House allotments towards their Community facility. £900 to Kirkham District Horticultural Society for equipment, £2000 to Milligan and McCann Soccer Academy for diversionary activities for young people in Freckleton. £2000 to YMCA for football for the disabled.</p> <p>Cross cutting with a variety of NIs.</p>
Project 7	<p>Community Nutrition Audit – This allocation was to provide an accurate picture of what is happening in Fylde regarding the availability to fresh produce and allotment provision. This</p>

	<p>project was undertaken in partnership with Wyre LSP. Here in Fylde much work has been progressed in the setting up of a community growing area. A poly tunnel and growing area has now been established. Work is currently being progressed in partnership with the Wild Life Trust to provide social prescribing for long term incapacity benefit claimants. The funding for the expansion of the project has come from the Theme Group allocation. Assists with NI 55 and NI 142</p>
Project 8	<p>Citizens Panel – This funding has been used to seek the views of the community on the priorities for the LSP for the refresh of the Sustainable Community Strategy which will be undertaken in Autumn 2010. This contributes towards NI 4</p>
Project 9	<p>Ladies Golf 2009- This funding was provided to pilot the suitability entertainment during the ladies Open Golf Tournament 2009. This was just as a test bed for work for the Men's Open Championship scheduled for 2012. This is undertaken under the umbrella of enhancing tourism to the area as part of the Economic Development Theme group of the LSP.</p>
Project 10	<p>Specialist Alcohol Worker- This allocation of funding was provided to continue the pilot project for a specific dedicated health professional to deal with alcohol issues across Fylde. This project focuses specifically on young people. This is a cross cutting initiative which impacts on all of the LSP Theme Groups. Alcohol is a cross cutting theme of the LAA.</p>
Project 11	<p>Monitored CCTV- This funding has been one of the major expenditures during the year. The need for live 24 hour monitoring has been a priority of the community and partners for some considerable time. The new system is now live in the Town Centres of St Annes and Kirkham. It has already proved to be of value as there has been a significant reduction in shop lifting since the introduction. It has also been used on numerous occasions for investigative and evidential purposes. There have been 146 incidents investigated resulting in 27 arrests since the system was installed in September 2009 This contributes towards all the Community Safety NIs.</p>
Project 12	<p>Theme Group Projects – This funding has been spent on a variety of activities including £12,000 towards the redevelopment of Waddington Road Playing fields, £1000 towards education packs for young people visiting the sand dunes, £5000 to produce a business and marketing plan for the British Open in 2012, £5000 towards the Fylde Coast Employment and skills strategy, £5000 for community outreach. Plus contribution towards the 'Build Up' and Food Cooperative projects.</p>
Project 13	<p>Wild Life Trust – This funding has been allocated to provide for the delivery of LAA target. This work is undertaken to deliver NI 197</p>

1

REPORT



REPORT OF	MEETING	DATE	ITEM NO
GOVERNANCE AND PARTNERSHIPS	COMMUNITY FOCUS SCRUTINY COMMITTEE	8 TH JULY 2010	6
PROPOSED IN DEPTH REVIEW – MONITORED CCTV			

Public Item

This item will be considered during the public part of the meeting.

Summary

The Scrutiny Management Board has been re-constituted in order to co-ordinate and develop Scrutiny Work Plans. One of the areas members have expressed an interest in scrutinising is the monitored CCTV system which will have been running for 12 months in September in Kirkham and St. Annes.

Recommendations

1. To consider the attached scoping document and nominate members to form a Task and Finish Group to conduct this review

Cabinet Portfolio

The item falls within the following Cabinet portfolio:

Portfolio Title: Social Wellbeing – Councillor Cheryl Little

Report

1. A scoping document is attached for a suggested review topic of evaluating the effectiveness of the monitored CCTV system which was installed in Kirkham and St. Annes in September of last year. The scoping document identifies officer support for the review, the reasons for undertaking the review, its purpose, methodology, suggested

witnesses, sources of evidence, potential site visits, publicity requirements, resource requirements and risks.

2. It is suggested that the review would commence in September as this will be the first year anniversary of the CCTV being installed and that the work be completed by the end of November.

3. Members are invited to consider the scoping document, make any amendments that they might require and nominate members to service on a Task and Finish Group.

IMPLICATIONS	
Finance	The Council, with other partners, contributes towards the costs of the monitored CCTV system.
Legal	None arising from the report
Community Safety	The monitored CCTV system has been in place since September 2009 and up to the end of March has dealt with 146 incidents in St Annes and Kirkham. The CCTV system was instrumental in 12 arrests being made.
Human Rights and Equalities	None arising from the report.
Sustainability and Environmental Impact	None arising from the report
Health & Safety and Risk Management	None arising from the report.

Scoping Document

Review Topic (name of Review)	Monitored CCTV
Lead Member Review Group (Cllrs involved)	Either Committee to lead with members selected from within
Officer Support	Tracy Scholes – Director of Governance and Partnerships Lyndsey Lacey – Principal Democratic Services Officer
Rationale (key issues and/ or reason for doing the Review)	Monitored CCTV has been installed in the towns of Kirkham and St Annes for a year in September 2010. An evaluation of its value would be useful together with consideration of its suitability for other areas and cost implications. Emerging government thinking on monitored CCTV could also be considered
Purpose of Review/Objective (specify exactly what the Review should achieve)	As above – an evaluation.
Indicators of Success (what factors would tell you what a good Review should look like)	Evaluation report with any recommendations
Methodology/ Approach (what types of enquiry will be used to gather evidence and why)	Meetings Benchmarking against other councils
Specify Witnesses/ Experts (who to see and when)	CCTV Manager Portfolio Holder Chairman – Community Safety Partnership Community Safety Manager Geographical Police Inspector Chambers of Trade

Specify Evidence Sources for Documents (which to look at)	Council reports Minutes CDRP Crime stats – shoplifting and violent crime
Specify Site Visits (where and when)	Monitored CCTV control room
Specify Evidence Sources for Views of Stakeholders (consultation/ workshops/ focus groups/ public meetings)	Meetings
Publicity requirements (What is needed – fliers, leaflets, radio broadcast, press-release, etc.)	Letters to those to be involved
Resource requirements • Person-days • Expenditure	No expenditure, just time commitment on the part of members with officer support for calling meetings
Barriers/ dangers/ risks (identify any weaknesses and potential pitfalls)	Funding for future roll out of CCTV may be difficult given likely cutbacks in public expenditure

Projected start date	Sept 2010	Draft Report Deadline	End Nov 2010
Meeting Frequency		Projected completion date	

Community Focus Scrutiny Committee



Date	27 May 2010
Venue	Town Hall, St Annes
Committee members	Councillor Keith Hyde (Chairman) Councillor Thomas Threlfall (Vice-Chairman) Christine Akeroyd, Maxine Chew, Leonard Davies, Tony Ford, Ken Hopwood, Linda Nulty, Janine Owen, Dawn Prestwich, John Singleton
Other Councillors	Karen Buckley
Officers	Allan Oldfield, Clare Platt, Tracy Scholes, Paul Walker, Paul Rossington, Joceline Greenaway, Jamie Dixon, Christine Miller, Lyndsey Lacey, Darius Ward
Other Representatives	Kim Cook and Louise Pope - Citizens Advice Bureau

1. Declarations of interest

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

2. Confirmation of minutes

RESOLVED: To approve the minutes of the Community Focus Scrutiny Committee held on 15 April 2010 as a correct record for signature by the Chairman.

3. Substitute members

The following substitution was reported under Council procedure rule 22.3:

Councillor Leonard Davies for Councillor John Prestwich

4. Fylde Citizens Advice Bureau- Monitoring Report

By way of introduction, Tracy Scholes (Director of Governance and Partnerships) presented an overview of key aspects of the Service Level Agreement including the various performance measures that the Council has in place with Fylde Citizens Advice Bureau.

Mrs Kim Cook (Manager) and Louise Pope (Deputy Manager) of the Fylde Citizens Advice Bureau attended the meeting to present key points arising from the CAB Annual Report which was circulated with the agenda.

In brief, the presentation covered details of the advice service provided and staffing arrangements in place. In addition, it provided an update on funding opportunities since the last report to committee, statistical information required by the Service Level Agreement, client/enquiry numbers in 2009/10, percentage of Lytham St Annes residents using the CAB service, statistical information on the types of enquiries dealt with together with details of its future proposals to meet the demands of the service.

Councillor Singleton sought clarification on the percentage of Fylde residents using the CAB Service. This was addressed by Mrs Cook.

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

5. Performance Exception Report

Darius Ward (Corporate Performance Officer) presented a comprehensive report on performance data for the Council for the 2009/10 period. A summary of all performance for 2009/10 was included as an appendix to the report.

Mr Ward explained that the report was presented in a revised format to reflect the new performance management system (Performance Plus) and a full explanation of the new system was given at the meeting.

Members were advised that over the next 12 months there would be a review of all performance information collected by the authority. A number of national indicators had already been removed by the Audit Commission and these were summarised in the report. In addition, proposals had been made to remove some local performance indicators and these were also listed in the report. Mr Ward added that where the measures were not performance related these would continue to be reported in either the Place Survey or the People Strategy.

The report highlighted areas of under and over performance. It made particular reference to those areas highlighted at the last meeting including a supporting commentary. Each of the Directors was present at the meeting to address key issues relating to their service area.

In brief, the report provided information on the processing of 'major'(NI1157a) 'minor'(NI1157b), and 'other' (NI1157c) planning applications, the number of

affordable homes delivered (NI155), number of households living in temporary accommodation (NI156), improved street and environmental cleanliness - levels of detritus (NI195b), the average number of days to respond to all Freedom of Information requests (FL1016), the percentage of long term sickness (FL1001), the cost of recruitment per vacancy (FL1004) and cost of HR per employee(FL1009).

Councillors Owen and Chew commented on their reasoning for retaining local performance indicator FYS17 relating to the percentage of employees trained in customer care.

Councillor Singleton sought clarification on the percentage of overdue Freedom of Information requests. This was addressed by Tracy Scholes.

Councillor Hopwood commented on the local indicators relating to improved street cleanliness and sought an assurance that the removal of chewing gum in town centres, in particular Lytham, would be addressed. In response, Mr Dixon confirmed this was included in the programme. He stated that gum removal is most effective during periods of wet weather and it was therefore earmarked for the October/November period.

Councillor Owen enquired about the advertisement costs associated with recruitment. Particular reference was made to specialist publications.

Following detailed discussion it was RESOLVED:

1. To note the performance for 2009/10.
2. To note the removal of national and local indicators as highlighted in the report.
3. To retain current arrangements for the presentation of data.
4. To retain local performance indicator FYS17 relating to the percentage of employees trained in customer care.
5. To seek the approval of Portfolio Holder for Partnerships and Community Engagement for any advertisement costs in relation to recruitment other than corporate subscriptions to Jobs Go Public.

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

6. Exception Report Customer Service and Recycling

At the request of the Committee at its last meeting, Allan Oldfield (Director of Operational Services), Joceline Greenaway (Customer Services Manager) and Jamie Dixon (Assistant Director of Operational Services) attended the meeting to address key issues raised on the performance of the customer service team and the arrangements that had been put in place to collect cardboard for recycling.

In relation to Customer Services, Allan Oldfield explained that the service did experience a significant increase in the volume of calls in late March through to mid April 2010 as a direct result of the Council Tax, Business Rates, Benefits Service and Trade Waste Service. Mr Oldfield added that this was further compounded by the fact that the general election was called resulting in a further increase in the number of customer contacts. In addition, an even higher than expected number of calls were received during this period because of the added number of people calling about the changes to the cardboard collection service and the distribution of white sacks.

To assist members with their deliberations, appended to the report was performance data from the Customer Service Team over the last two years.

Mr Oldfield and Ms Greenaway further advised members on the staffing and telephone answering arrangements during this period, website updates undertaken together with proposals for the future management of the service.

With regard to the changes that had been made to the cardboard collection service, Mr Dixon explained that this was in response to the new waste treatment and disposal requirements set by Lancashire County Council.

Mr Dixon explained that a consultation exercise had been carried out in autumn to gauge the preferences for the potential options available to residents. Feedback was also obtained from workshops and road shows. The three options were:

- To provide no container at all and simply collect the cardboard as a side waste item (this is operated in Preston and South Ribble)
- To provide a large hessian sack for the cardboard at a cost of 12p each.
- To provide a wheeled bin for the cardboard (at a considerable cost to the Authority).

Mr Dixon further highlighted at the meeting a number of changes that had been made in response to feedback from customers since the launch of the cardboard collection service and these included:

- Press releases explaining the reasons why the changes were necessary.
- An interim temporary measure put in place to deal with the demand to collect green bins contaminated with food waste and cardboard.
- Website updates including regular updates to a frequently asked questions section.
- Three road shows planned for coming weeks in Kirkham, Lytham and St. Annes.

- Delivery of a new information leaflet to all households to remind residents what can go in each container.
- It is hoped that from Sept / Oct residents may be able to put food waste back into green bins. This is subject to confirmation from Lancashire County Council.
- A new service leaflet and white sacks will be delivered to all households later in the year.
- The stickers that are put on contaminated green bins have been changed to include additional information.
- Proposals to give stocks of white sacks to libraries and other public buildings.
- Proposals to review the changes later in the year and consider options for the future.

Mr Dixon further reported that a review meeting had been held with representatives of Operational services, Customer Services, the Communications Officer and the Portfolio Holder to help identify what went well, what did not go so well and lessons learned from the introduction of the new arrangements. A summary of the meeting was attached as an appendix to the report.

It was generally felt by members that it would have been helpful if they had been involved in the decision making. This had been compounded by the fact they had received many calls from local residents and felt that they were not in a position to address the concerns.

Councillor Chew suggested that it would be helpful for interested members to visit the new waste treatment facility at Thornton.

Following a full discussion it was RESOLVED:

1. To note the report
2. To ask the Assistant Director of Operational Services to write to Lancashire County Council expressing the committees concerns about the new disposal arrangements and the associated impact this has had on local residents.
3. To make appropriate arrangements for all interested members to visit the new waste treatment facility at Thornton.

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

7. Planning Performance - Minor Applications

Paul Walker (Director of Strategic Development) and Paul Rossington (Development Manager) presented an updated report on activity around areas of under performance relating to minor planning applications as identified and discussed at the last meeting of the committee on 15 April meeting.

The update included an illustration of the numbers of applications received and determined from July 2009 to April 2010, the decisions made from 2001/02 to 2009/10, the determination rates for minor applications from July 2009 to April 2010 and a list of outstanding minor applications at the time of reporting with brief reasons for the “delay”

Mr Rossington stated the applications received and the decisions made had both increased / improved over recent months and that the determination rate for major applications had increased and now exceeded the national target. In addition, the minor and other categories were below target when measured at the year end for 2009/10, but that the minor cases were back above target on a monthly measured basis. Mr Rossington stated that in the main, the majority of “over time” minor applications were awaiting legal completions of Section 106 agreements (72%)

The Committee RESOLVED to note the report.

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

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