

Performance Improvement Community Forum



Date	19 th September 2005
Venue	Studio Room, Lowther Pavilion, Lytham
Committee members	Keith Hyde (Chairman) John Dolan (Vice-Chairman) Albert Pounder, Fabian Wilson, Hilda Wilson and Linda Nulty
Other Councillors	Harold Butler
Officers	Ken Lee, Dave Joy, Allan Oldfield, David Wilkinson, Lorraine Charlesworth, Andrew Lee, Christine Miller, Oliver Shimell, Peter Welsh and Daniela Wesenberg.
Others	None

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 Performance Improvement Community Forum meeting held on 25 July 2005 as a correct record for signature by the chairman.

3. Substitute members

The following substitution was reported under council procedure rule 22.3:

Councillor Linda Nulty for Councillor Derek Lancaster

5. Best Value Performance Indicator Monitoring

Oliver Shimell (Overview and Scrutiny Officer) introduced a report on Best Value Performance Indicator (BVPI) Monitoring for First Quarter (Q1) 2005/6. The report contained details of the five BVPI's which had been assessed by the Chairman as to be significantly under-performing against their targets or where it was felt that the BVPI needed further explanation to members of the Forum.

BVPI 84A - Kg of waste collected per household

Daniela Wesenberg (Waste Minimisation Officer) informed members that the figure had improved by 1% based on the same period for last year. Waste arisings were seasonal and fluctuated throughout the year. Ms Wesenberg also indicated that the rise in KG Waste collected per household was due to a seasonal increase in the amount of 'Green Waste' collected.

Members enquired about the status of the kerbside plastics collection service & the percentage of green waste collected over the last quarter.

Following discussion the forum RESOLVED that no further action be taken.

BVPI 204 - Percentage of planning appeals allowed

David Wilkinson (Built Environment Business Unit Manager) informed members that during the first quarter of 2005, 8 appeal decisions were received from the Planning Inspectorate. In four of the five decisions made by the Committee that were subsequently the subject of appeals, the Committee overturned the officers recommendations. 100% of these appeals were allowed. If BVPI 204 were compared against officer recommendation, the BVPI score would have been 35.7% which was close to the 33% national average for 2003/04 and 36% for 2002/03.

Mr Wilkinson highlighted his significant concerns over officer & member relationships, the possible need for additional training and the use of customer satisfaction surveys to measure the performance of the DC committee.

Councillor Harold Butler (Chairman Development Control Committee) intimated that he shared Mr Wilkinsons views and was also concerned about the use of untrained substitute members at Development Control meetings.

Following discussion the Forum RESOLVED to establish a Task & Finish Group (Comprising of Councillors Keith Hyde, Fabian Wilson and one other (to be notified)) to consider all aspects of the planning decision process.

BVPI's 2a & 2b - Level of Local Government Standard Achieved & Percentage score against the Race Equality Scheme

Lorraine Charlesworth (Human Resources Manager) informed members that a corporate Equality and Diversity strategy and Action Plan was currently being produced that would enable the Authority to gain 'Local Government Standard' Level 1 by the end of the year. The strategy would incorporate the updated Race Equality Scheme that would ensure the Authority reached the % target set for this year.

Mrs Charlesworth also detailed how the council were in the process of producing a comprehensive equality policy ensuring that all potential areas of discrimination were included. She also commented how all staff had undertaken 'equality and diversity training' and that management were being provided with additional training relevant to their posts.

Following discussion the forum RESOLVED that no further action be taken.

BVPI 12 - Working days lost to sickness absence

Lorraine Charlesworth (Human Resources Manager) informed members that this BVPI had continued to reduce year on year since 02/03 (13.5 days) to 04/05 at 10.8 days. In comparison to other Lancashire authorities 5 from 12 had a lower figure than Fylde. To ensure this years target of 9 days was met, further work was being carried out on sickness absence management including procuring a joint Occupational Health provision, flu jabs, personal letter from the Chief Executive, and counselling and physiotherapist available to all.

BVPI 128 - Vehicle Crimes per 1000 Population

Christine Miller (Partnership Officer) provided the Forum with a detailed explanation of the components of BVPI 128.

Mrs Miller informed Members that vehicle crime could be broken down into different crime categories; Theft of a Motor Vehicle, Unauthorised Taking of a Motor Vehicle, Taking from a Vehicle, Vehicle Arson, Criminal Damage to a Motor Vehicle, Vehicle Interference, these were collected together under one heading of All Vehicle Crime.

Following discussion the forum RESOLVED that no further action be taken.

4. Efficiency Statement Action Plan

Allan Oldfield (Policy and Change Business Unit Manager) provided the Forum with an update on the progress made in implementing the efficiency work at Fylde.

The majority of the efficiency savings would be realised by March 2006. Several of the actions were linked to electronic systems or solutions that people needed support and encouragement to implement. Change was always a difficult process to manage and with several of the efficiency actions requiring changes in the way people worked on a day to day basis it could take time to embed new systems. This would be a continuing challenge because the focus of the efficiency changes was on the process and systems in place.

The council was now working on the efficiencies for 2006/07 that must be presented in the next Forward Looking Statement. The council was required to find a further £270,000 of efficiency savings (of which at least £135,000 must be cash as savings) in the 'back office' business process systems.

Members discussed a number of issues which included; reduction in paper usage, utilisation of networked rather than desktop printers, enforcing modernisation, the use of laptops and the take up of electronic pay slips.

Following discussion the Forum RESOLVED:

1. To note the report
2. To request that all future reports are provided with definitions of abbreviations contained therein and that additional information be provided in respect of BVPI 157 - percentage of council interactions enabled for electronic delivery..

6. Equitable Taxation

Dave Joy (Executive Director) informed members that a key, high priority action in the Council's Corporate Plan was to 'Evaluate the impact and feasibility of 'equitable council taxation'. The year-end target for this key action was for an impact report to be presented to the Executive Committee following community consultation.

A discussion paper was approved by the Executive Committee and used as the basis for consultation with town and parish councils and with ward members.

In December 2004, members of Fylde Borough Council's Executive Committee and its senior officers commenced a number of workshop sessions, facilitated by Greengage Development Consultants and designed to develop the Council's Corporate Plan for 2005-06.

Through this series of workshops five key outcomes were identified together with associated actions by which the outcomes could be achieved. These key outcomes were: 1) Equitable treatment for all in the borough; 2) A balanced budget; 3) Satisfied stakeholders; 4) Officers and members working effectively together; and, 5) A Council recognised as being Good or Excellent.

It subsequently emerged that a review of how council tax was calculated and distributed could assist the Council in achieving both the 'equitable treatment' and the 'balanced budget' key outcomes. Members were provided with a report which provided a comparison of costs on classification of services as a special or general expense.

Following the presentation by Mr Joy, Members raised a number of issues including, what the effect would be of parish councils not partaking in the scheme, provision of services in Lytham & Saint Annes and their defined areas.

Following a full debate the forum RESOLVED the following:

1. Lytham and St Annes should be used as a single Tax Base
2. That Car Parks & Concessions should be funded as Special Expenses
3. That Sporting Facilities should be funded as General Expenses
4. That Tourist Parks should be funded as Special Expenses.