



Overview and Scrutiny Committee Agenda

Wyre Borough Council
Date of Publication: 16 February 2024
Please ask for : Daphne Courtenage
Democratic Services Officer
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Overview and Scrutiny Committee meeting on Monday, 26 February 2024 at 6.00 pm in the Committee Room 2 - Civic Centre

1. Apologies for absence

2. Declarations of interest

To receive any declarations of interest from any councillor on any item on this agenda.

3. Confirmation of minutes

(Pages 3 - 6)

To approve as a correct record the Minutes of the meeting of the Overview and Scrutiny Committee held on 15 January 2024.

4. Wyre Community Safety Partnership - annual scrutiny review

(Pages 7 - 14)

According to Article 10 of the Constitution, the Overview and Scrutiny Committee has been delegated the statutory requirement to scrutinise the Crime and Disorder Partnership, otherwise known as the Wyre Community Safety Partnership annually.

The attached report provides the committee with an overview of priorities and activities undertaken by the CSP during January – December 2023.

Neil Greenwood, Head of Environmental Health and Community Safety, and Councillor Roger Berry, Neighbourhood Services and Community Safety Portfolio Holder, have been invited to the meeting to present the report and answer questions from the committee.

5. Review of the Tackling Youth Anti-Social Behaviour in Wyre Task Group - one year on

(Pages 15 - 16)

Report of the Corporate Director Environment, updating the committee on the recommendations made by the Youth Anti-Social Behaviour in

Wyre Task Group, one year on.

6. Business Plan 2023/24, Quarterly Performance Statement (Quarter 3: October - December) (Pages 17 - 34)

The Corporate Director Communities, Marianne Hesketh, has submitted a report, the 3rd Quarter Performance Statement 2023/24, October - December 2023.

7. Citizens Advice Lancashire West Task Group - final report (Pages 35 - 52)

The Chair of the Citizens Advice Lancashire West Task Group, Councillor Peter Cartridge, has submitted a report detailing the work of the task group and recommendations to be submitted to Cabinet.

8. Review of written responses to questions submitted to the Lancashire and South Cumbria Integrated Care Board (Pages 53 - 60)

Members are asked to review the written responses to questions agreed by the committee and submitted to representatives of the Lancashire and South Cumbria ICB in December 2023.

9. Overview and Scrutiny Work Programme 2023/24 – update report (Pages 61 - 66)

The Corporate Director Resources, Clare James, has submitted a report updating the committee about the delivery of the Overview and Scrutiny Work Programme 2023/24. Daphne Courtenage, Democratic Services Officer, will introduce the report and respond to questions and comments from councillors.



Overview and Scrutiny Committee Minutes

The minutes of the Overview and Scrutiny Committee meeting of Wyre Borough Council held on Monday, 15 January 2024 at the Committee Room 2 - Civic Centre.

Overview and Scrutiny Committee members present:

Councillors Cartridge, Baxter, Amos, Sir R Atkins, Beavers, Blair, Bolton, Collinson, Fail, Higgs and A Walker

Absent- apologies received:

Councillor Martin

Absent- apologies not received

None.

Other councillors present:

Councillor Julie Robinson

Officers present:

Daphne Courtenage, Democratic Services Officer

Officers absent- apologies received:

None.

No members of the public or press attended the meeting.

32 Declarations of interest

None.

33 Confirmation of minutes

The minutes of the meeting of the Overview and Scrutiny Committee held on 20 November 2023 were **confirmed** as a correct record by those who were in attendance.

34 Annual update regarding the work of the Lancashire County Council Health and Adult Services Scrutiny Committee

Councillor Julie Robinson, Wyre's representative on the Lancashire County Council Health and Adult Services Scrutiny Committee, submitted a report

detailing the work of the committee since May 2023.

Councillor Robinson attended the meeting and introduced the report.

She gave members details of the health scrutiny committee's work programme for the rest of the municipal year, with their next meeting on Monday 22 January 2024. Members could view the agenda for this meeting and further meetings on the County Council website, which had been linked in the report.

Councillor Robinson reminded members that they could contact her should they have any issues they wanted brought up at the meetings.

Members raised questions over dentistry, Happier Minds, new hospitals programme and the housing with care and support strategy.

The Chair thanked Councillor Robinson for her attendance at the meeting.

35 Annual update from the Lancashire and South Cumbria Integrated Health Care Board

The Democratic Services Officer (DSO) informed members that Heather Woodhouse was unable to attend this meeting due to sickness, and that the ICB would send written responses to the questions submitted (as part of this agenda pack). These would be circulated via email.

It was agreed by members to review the responses to the submitted questions at the next meeting and consider inviting a representative from the Lancashire and South Cumbria Integrated Care Board to a future meeting.

36 Overview and Scrutiny Work Programme 2023/24 – update report

The Corporate Director Resources (S151 Officer), Clare James, submitted an update report on the Overview and Scrutiny Work Programme 2023/24.

The DSO, Daphne Courtenage, introduced the report. She drew members' attention to paragraph 3.3, which gave details of the upcoming work programme workshop on Thursday 22 February 2024. She encouraged members to attend and for all councillors to submit review topic suggestions.

In response to a question, the DSO informed members that to date, no review topics had been submitted other than those already discussed at this committee's meetings.

Members discussed several potential topics that would be brought to the workshop, including reviewing partnership arrangements, parking meters, tourism strategy and town centre partnerships. Questions were also raised over social housing and performance monitoring.

The DSO also explained the process for the workshop for the benefit of new members on the committee.

The meeting started at 6.00 pm and finished at 6.33 pm.

Date of Publication: 16 January 2024

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Annual Community Safety Report – 2023 – (January to December)

SCOPE

Research and analysis for this document has been focused on the local priority areas and significant threats. Data has been obtained from Lancashire Constabulary systems from the period 00:00 hrs 1st January 2023 through 23:59 hrs 31st December 2023. Data is as at 8th January 2024.

Analysis is focused on the Wyre CSP Priorities, which are:

- Anti-Social Behaviour
- Violence against the person
- Domestic Abuse
- Substance Misuse – Alcohol
- Road Safety

FINDINGS/SUMMARY

- Overall crime volumes have been stable, decreasing by 0.22%.
- Violence against the person volumes have been stable, decreased by 3.37%.
- Domestic abuse has fallen by 3%.
- Alcohol related crime and incidents has fallen by 11.5%.
- ASB incidents have fallen by 2.7%.

Performance update

A COMPARISON OF 2022 AND 2023 REPORTED INCIDENTS/CRIMES

CRIMES	JAN 2022-DEC 2022	JAN 2023 - DEC 2023	DIFFERENCE	
			NUMERIC	PERCENTAGE
VIOLENCE AGAINST THE PERSON	3206	3098	-108	-3.37%
THEFT	1311	1372	61	4.65%
ARSON AND CRIMINAL DAMAGE	789	855	66	8.37%
PUBLIC ORDER OFFENCES	467	424	-43	-9.21%
VEHICLE OFFENCES	282	340	58	20.57%
BURGLARY	358	327	-31	-8.66%
SEXUAL OFFENCES	274	262	-12	-4.38%
DRUG OFFENCES	155	162	7	4.52%
MISC CRIMES AGAINST SOCIETY	171	161	-10	-5.85%
FRAUD AND FORGERY	98	86	-12	-12.24%
POSSESSION OF WEAPONS	83	78	-5	-6.02%
ROBBERY	24	37	13	54.17%
ALL CRIMES	7218	7202	-16	-0.22%
NON-CRIME INCIDENT OR CRIME INDICATOR	JAN 2022-DEC 2022	JAN 2023 - DEC 2023	DIFFERENCE	
			NUMERIC	PERCENTAGE
NON-CRIME	2614	2777	163	6.24%
DOMESTIC ABUSE INCIDENTS	1353	1306	-47	-3.47%
ALCOHOL RELATED (CRIME & INCIDENTS)	1087	962	-125	-11.50%
HATE CRIME	98	79	-19	-19.39%
ASB	2945	2863	-82	-2.78%

Data has been obtained from Lancashire Constabulary's investigation and incident recording systems.

In terms of overall crime levels they have increased by 0.22%, indicating that the crime levels have stabilised at pre pandemic levels as reported last year.

In terms of violence against the person there has been 3.37% decrease, of these offences, within this category there has been a 4% increase in assaults with injury although assaults without injury have reduced by 3%.

There has been a 3% reduction in Domestic Abuse related crime over the course of the year, as a percentage of all crime 18.1% of all crime were domestic abuse related, with assault without injury, assault with injury and stalking representing 62.5% of the crimes in this category.

8.9% of all crime was alcohol related with peak months occurring in June and December and again assault without injury and assault with injury represented 66% of the crimes in this category. Pharos, Mount and Tithebarn wards contributed to 27% of all the alcohol related crime.

Anti-Social Behaviour incidents decreased by 2.7%, compared to the previous year. The Peak wards included Pharos, Mount, Rossall and Park wards which when combined accounted for 40.4% of all the ASB in Wyre. Approximately 19.7% of ASB incidents were youth related representing a 2.3% decrease on 2022 when 22% of ASB was youth related.

Wyre Council - Community Safety Partnership Work 2022

Anti Social Behaviour

1. As reported in 2023 Wyre Council continues to hold and co-ordinate regular ASB meetings where partners from across the community safety sector meet to discuss individuals and locations involved in anti-social behaviour.
 - Youth ASB –
 - Location Based ASB –
 - Adult ASB

Anti-social behaviour covers a wide realm of behaviours and a number of different agencies have an input into this area of work. The multi-agency meetings allow partners to discuss cases causing issues in our community which an individual agency is struggling to resolve. Often the individuals concerned are already being dealt with by other agencies. The meetings allow for a joined up approach to resolving the issue making use of all the public sectors resources. The operation of the various multi agency groups remains as reported in the previous year and is still seen as important control mechanism.

In the case of Youth ASB, during 2022 the Councils Overview and Scrutiny committee undertook a deep delve into how the community safety partnership works together to address Youth Anti-Social behaviour. A recommendation from that report was to co-ordinate a school competition to high-light community safety issues and in June 2023 the inaugural Wyre Beat competition was held with anti-social behaviour and its impacts being the theme.

In last year's report we highlighted the work of the Multi-Agency Support Partnership (MASP) which was set up in Fleetwood as a pilot. Lancashire Violence reduction network and the office of Police and crime commissioner have recognised the value of such panels and have employed a MASP co-ordinator to start similar panels across the County of Lancashire. It should however be noted that the funding for the Lancashire violence reduction network and the work they have been doing in Lancashire only have funding until the end of March 2025 and there has been no guarantee that the funding will be extended beyond this date.

As stated last year one of the major findings of the pilot here in Fleetwood was the value of youth champions program which had been commissioned by the Violence reduction network. The Youth Champions program provide ongoing mentoring to children identified by the MASP or the youth ASB group.

On a more positive note during 2023 the Police and Crime commissioner's office launched operation centurion, which aimed to increase police presence in ASB hot spot areas. The increased presence in these hot spot areas, anecdotally seems to have had a significant impact on anti-social behaviour in these locations. It is our understanding that the project will be evaluated and we will wait the police and crime commissioner's findings.

As reported last year when considering anti-social behaviour there is always a tendency to focus on youth related anti-social behaviour, but of the 2863 anti-social behaviour incidents reported this year only 566 were youth related representing only 19.7% of the

total reports. Therefore the vast majority of anti-social behaviour is committed by adults and a significant proportion of those will be the result of inter neighbour disputes. Where an inter neighbour dispute occurs they tend to be long running lasting a long periods of time, and are often never fully resolved. They often result in both parties complaining about the behaviour of the other and therefore each dispute can result in numerous reports. As a result inter neighbour disputes are very time consuming for both the police and Wyre Council and they can easily escalate into more serious offences.

These disputes are also very damaging to the mental health of the individuals involved and last year we reported that we were utilising Covid 19 funding to assist with mediation in complex cases. This is set to continue during 2024 and then the service will be reviewed. In addition during 2024 we will be exploring options to improve how Wyre Council collect evidence of alleged anti-social behaviour in these cases.

2. Domestic Violence –

Last year we reported that there has been a domestic homicide which the Community Safety Partnership have agreed to review. In this case the review had been paused whilst criminal proceedings were investigated. The case at present is still paused awaiting the outcome of the criminal investigation.

During the course of the year there have been discussions at County level on how to improve the learning from Domestic Homicide reviews. It is hoped that this work will result in recommendations in any part of the County being circulated to all relevant parties. In addition this group has also been looking at how independent chairs and authors of Domestic Homicide reviews will be funded. Those discussions are ongoing, but it is hoped the costs can be Borne by all Statutory Community Safety partners based on population covered by the organisation and the level of domestic abuse activity within their geographical area.

In Wyre Domestic violence has reduced over the last 12 months by 3% however there was still 1307 offences representing 18.1% of all crime, therefore we will continue utilising the no excuse for abuse campaign material to raise awareness of the crime. Wyre Council along with other local authorities continue to make an annual financial contribution towards Victim Support.

Between the 1/4/23 to 31/12/23 Victim support received 971 referrals for Wyre and supported 323 victims – this includes 212 assessed as being high risk of serious harm/homicide which represents a 70% engagement rate. The service are on target for around 1,300 referrals by the end of the year (31/3/24) and estimate around 450 victims will be supported. If you compare this with last year 1/4/22 – 31/3/23 they received 1,055 referrals and supported 380 victims in the full year, so they have seen an increase of around 23% on referrals and 18% of victims supported.

During the Course of the year a program (Drive) has been developed to provide support to perpetrators to try and change their behaviours towards partners. The program is in its very early stages and is being run alongside MARAC (Multi Agency Risk Assessment Conference) to identify individuals where the program may work. This program is in recognition that we can help victims escape from perpetrators, but unless the perpetrators behaviour changes they are likely to find another victim at some point in the future.

3. Violence Reduction / Alcohol related crime

Last year we reported that Wyre Community Safety partnership will be required to produce an action plan on how it intends to contribute to the new statutory duty to reduce violence within their area. I can confirm that with the assistance of partners a Wyre Community Safety Action Plan has been produced. The aim is for this action plan to be regularly updated with new initiatives added, but also help partners identify gaps and not duplicate work.

There is an argument for saying that every community safety priority if left unchallenged can lead to serious violence, and many of the actions overlap and our challenge in Wyre is to make all those actions work cohesively, as if we were a single agency when required.

In identifying actions we have identified the following categories with actions being identified against each category.

1. Anti-social behaviour
2. Vulnerability
3. Knife crime
4. Domestic abuse
5. Organised crime
6. Substance misuse

Some of the actions, have already been mentioned in this report, for example the work of MASP fits with the category vulnerability, the work of the Drive Domestic abuse perpetrator program fits within the Domestic abuse category..

A key action identified within the plan is to develop operation Prosper - known as Clear, Hold, Build. In the last 18 months the Police have been targeting organised crime in an area identified as having a disproportionately high organised crime activity. This work has had an impact on organised crime groups within the area and is extremely welcomed. As the project develops we hope the actions identified within the violence reduction action plan can also work specifically within this small area geographical area and help this community in particular build resilience towards preventing criminal activity.

The Community Alcohol Partnership in Fleetwood reported last year fits with both anti-social behaviour and organised crime. This partnership has grown during the course of the year and delivered many actions particularly during Alcohol Awareness Week. Work is currently being done to extend the Community Alcohol Partnership to other areas of the borough. There has been a reduction of 11.5% in alcohol related crime and this partnership is a key community intervention in trying to tackle such crime.

4 Road Safety

During the course of 2023 Fire and Rescue, Wyre Council and the police delivered LFRS didn't delivered a project to take a Wasted Lives Vehicle to areas of the borough where we were receiving reports of regular vehicle nuisance. The intention was to try to engage with young drivers and educate on the risks associated with driving at speed, without due care and attention,

etc. They did this in both Knott End and Preesall, and also to a larger audience during Cleveleys Car Show, in which they also used a wrecked car to provide a demonstration of how they respond to Road Traffic Accidents and safely extract vehicle occupants for treatment.

As part of this project we tasked some of the Media Degree students within Blackpool & Fylde College with modernising the messages around the Fatal 5 (ie: speeding, using a mobile phone, drink and drug driving, not wearing a seatbelt, and careless driving), with the intent of them targeting the interest of a younger audience through apps such as Snap Chat and Tik Tok, etc. To date we have not received material of suitable quality to be used in this way. We are still trying to encourage this work to be completed, but there is no guarantee of completion.

Lancashire Fire and Rescue Service also held a Generation Day aimed at older members of the community and within that offered free eye tests to encourage older drivers to ensure that they are still safe to drive and this is something we hope to repeat this year.

This month the Community Safety Partnership held its first E-Scooter Event. This was a combined effort between the Council's Community Safety Team, Lancashire Fire and Rescue Service, Wyre Neighbourhood Policing team, and Lancashire County Council's Road Safety Team. The event has been organised in response to the number of complaints being received and accidents occurring involving E-Scooters, and is intended to raise awareness of the legalities of E-Scooters and the current fire risks around the use and storage of the lithium batteries used to power them. The event took place in the car park of Fleetwood's ASDA on Saturday 10th February. It is hoped that the event could be repeated in the summer on Rossall Promenade which is another hot spot area for this type of activity.

- 5. CCTV** – Last year I reported that a business case had been made to upgrade the Wyre & Fylde analogue cameras to digital and in preparation the project has been included in the UK SPF fund, which provided significant funding to help enable the project to go ahead.

During the course of the year a successful procurement was undertaken using a framework agreement, and BT were appointed as our contractor to upgrade the infrastructure, cameras and control room.

Work started on the project just before Christmas 2023 and is due to be completed by the 1 April 2024.

The upgrade will increase the quality of CCTV picture especially at night time and consequently the evidence available to the police. CCTV is also seen as a vital tool to improve feelings of safety and increase the confidence of the general public to use our town centres, which are vital to the local economy.

- 6. New Statutory duties** – As reported previously a new statutory duty will be introduced during the course of the Parliament placing an explicit duty on Public Bodies to protect the public from Terrorist attack known as Martins Law following the Manchester Arena attack.

At present there is no new update as it is still working its way through parliament.

Other Community Safety Work awareness raising Communication campaigns

- 7.** In the run up to Christmas the team engaged with the Councils Communications team to develop a social media campaign around, “Have you forgotten something.” Which was aimed at reminding people to lock up their belongings, with the aim of discouraging opportunistic burglaries.

At the same time Wyre Council Licensing team paid for a trained drug detector dog to visit with the assistance of police colleagues all licensed premises in Poulton. This action received support from the licensing trade and members of the public alike and is something that the partnership will endeavour to repeat.

In addition the licensing team also paid for Taxi Marshalls to cover the Christmas period to try and prevent incidents as people wait for taxis to take them home. We will be exploring whether this can be done for busy periods to support the night time economy.

- 8.** During the course of the year we have worked with Child Safety Media and various partners within the CSP who have all signed up to support crucial crew initiative this year. The event planned for the 19th – 23rd February at the loft house buildings will deliver key community safety messages via a number of interactive presentations to year 6 children from a number of primary schools across the Wyre District. The presentations and partners involved include:

- ASB – Wyre neighbourhood Policing Team + Wyre Community Safety Department
- Road Safety / E-Scooters – LFRS
- Internet Safety – Police Head Quarters Cyber Security Team
- Drugs / Alcohol / Vaping – We Are With You
- Basic First Aid – North West Ambulance
- Water / Safety – National Coast Guard Agency
- Community / Railway Safety - British Transport Police

Youth ASB –Agreed Action & Updates

1. That the council continues to develop closer working relationships with organisations such as schools across Wyre to communicate the council's role with youth ASB. The council working with the Community Safety Partnership and other relevant agencies should approach schools, particularly high schools, to engage with them about what assistance they may need and what the council can offer regarding tackling youth ASB in the community.

The Lancashire Violence reduction network have undertaken a pilot Multi Agency Support Panel (MASP) in Fleetwood which allows schools to communicate and discuss children with worrying behaviours / vulnerability and agree actions to support the children. The model has been recognised as being a valuable communication tool and a Lancashire co-ordinator has been employed to look at the concept and set up similar panels across Lancashire. Wyre Community safety team continue to support the work of the panel.

2. That the council make enquires with external organisations to consider running and financing a revival of a project where the high schools across Wyre, including pupil referral units, create drama productions on key community safety topics such as youth ASB. The task group propose that the council could assist with the productions such as the offering of Marine Hall as a venue to host the productions. There should also be consideration by the organisation running the project to work alongside the council, the Police and Lancashire County Council to identify topics for the productions.

In June 2023 the Wyre Beat event was held at the Marine Hall, Fleetwood at which pupils from Saint Aidan's, Cardinal Allen and Fleetwood High showcased performances which they had written and produced themselves. Tasked with demonstrating what anti-social behaviour means to them and the impact it has on their lives, each school created a piece of dance or drama which was performed before a large audience including families and fellow students. The event is seen as good way of engaging with pupils on difficult subjects and it is hoped the event will become a regular event in the community safety calendar.

3. That the council to continue to work with external partners to support diversionary activities such as the boxing project in Fleetwood and to consider expanding such projects for a more universal appeal.

Diversionary activity remains a core activity for Wyre community safety partnership. Whilst the Council have not run a similar project to the boxing initiative, the MASP and the Youth ASB multi agency groups have where appropriate referred appropriate cases into Lancashire violence reduction Champions program which offers one to one support and diversionary activity. Across the county there is really good evidence that this program is having an impact on the children participating. The violence reduction network have funding until March 2025 but have yet to hear whether this funding will be extended beyond this date. As such the violence reduction network are looking to undertake a business case to try and continue the Champions program based on the evidence available.

4. That the council's promotion of how residents can report incidents of ASB be continued.

The council and the police web site continue to encourage the reporting of all anti-social behaviour. There has also been a special focus on anti-social behaviour in agreed hot spot areas as part of the Police Operation Centurion.

5. That the council replicate the work of Garstang Town Council in providing councillors with a guide on reporting ASB to relevant authorities and how to share this information with local residents. The group also suggested a future pre-council briefing slot be scheduled on this topic

The Author of the Garstang-Anti Social behaviour document circulated during the overview and scrutiny review of youth ASB, has left Garstang Town Council, and the status of the document is unclear. It is believed that the document is used to provide guidance to the Garstang Town Cllrs on what they can do if they receive a complaint about anti-social behaviour direct to them. Once this is confirmed Wyre Democratic services will circulate the document around all Town and Parish Councils.

6. That the implementation of the recommendations agreed by Cabinet be reviewed by the Overview and Scrutiny Committee after 12 months

This report is provided as an update to what has been achieved so far.



Report of:	Meeting	Date
Marianne Hesketh, Corporate Director Communities	Overview & Scrutiny	26/02/24

<p>Council Business Plan – 3rd Quarter Performance Statement 2023/24</p> <p>October – December 2023</p>
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1. Purpose of report

- 1.1 The dashboard style report (attached) gives a quick reference to quarterly progress against the council’s business plan projects and measures, along with commentary where issues have been identified.

2. Project Updates

- 2.1 There are 15 Business Plan projects split between the three ambitions within the Council Plan – Economy, People and Place.

- 2.2 Whilst the majority of projects are on track, there are 2 showing Amber with minor issues.

- 2.2.1 A summary of those with minor issues (Amber) are shown below:

- Explore external funding and investment opportunities for our key council assets including theatres, markets and leisure facilities** - The refurbishment works at Fleetwood Market are progressing and the project is now due for completion in February 2024. Delays have been caused by consistently poor weather conditions and the significant impact of several named storms. The new heating system is functioning but not at maximum capacity and discussions are ongoing with the main contractor to resolve the issues. It is likely that the heating system will not be performing at 100% until mid-February 2024 at the earliest. In the meantime, the contractor Parkinsons will provide temporary heating. Following Cabinet approval in September 2023 a review of Marine Hall operations to explore alternative providers has been completed following the appointment of GJG Consultancy who have fully reviewed the operations. A further Cabinet report with recommendations is pending. The soft market testing exercise for

Thornton Little Theatre has been completed and parties that have expressed interest will be asked to submit their proposals for a five year internally repairing lease of the premises. The intention is to agree lease terms before the end of the current financial year.

- **Deliver the UK Shared Prosperity Fund and Rural England Prosperity Fund 2023-2025** - There are 24 active projects, which is an increase on the 19 in quarter 2. All are working hard to accelerate delivery as per programme timeframes, but there has been slippage with most projects which has affected spend progress in quarter 3. Two projects have now completed, one of which, the HAZ Fleetwood Lights event, finalised in December 2023. The REPF business grant was successfully awarded to two rural businesses, and the REPF community infrastructure grant was awarded to two village hall projects, all of which are set to complete early in the new financial year. A UKSPF measures and progress workshop was held in December with a variety of community led project leads, as it was identified that more work was required around the understanding of outputs and outcomes defining and reporting. This was welcomed and another is planned for up-and-coming projects mid quarter 4.

3. Performance Updates

- 3.1 In total there are 20 measures to be reported on however some of these (6) do not have data available as they are either annual or bi-annual collection so have not been included.
- 3.2 Of the 14 Measures included on the report, 8 have a Green status, 3 Amber and 3 Red.
 - 3.2.1 Further information regarding those showing as Amber are set out below.
 - **Council Tax Collection Target** – Not a concern as very close to target, will keep an eye on it going forward.
 - **Increased number of people engaged with our health programmes.** Not a concern as very close to target. In fact, we are really pleased with the numbers of people that we and our contracted partners - Slimming World, Fleetwood Town Community Trust - TRY Sport and YMCA Fylde Coast are achieving - Your Move low impact programme.
 - **Number of annual visits to our leisure centres** - We have been working closely with the YMCA and these figures have now been updated and are now above target. There were problems with the reporting of this data which have now been rectified by the YMCA. Figures were being under reported, which equated to 28,000 visits being not reported for 2023/24 particularly on number of visits to swimming lessons and the number of visits for people playing racket sports. We have cross referenced these numbers with the reporting of data from the YMCA to the Moving Communities portal - Sport

England, they are now the same and we are confident that these are now correct.

3.2.2 Further information regarding those showing as Red are set out below.

- **Successful delivery of our UKSPF projects** - Measures relate to spend of available spend over the period. The programme has been required to deliver 2 years of the programme in 9 months, i.e. from Government sign off. The programme has made great strides to catch up, however it has been reliant on third parties clarifying and signing off grant agreements to commence. Payment plans for each project have been carefully designed to enable efficient delivery and reduce associated risks to the council. As this measure is regarding the amount of funds spent for year one and two of the programme, it is expected that spending will increase from Q3 but will mostly be realised in Q4.
- **80% of fledgling businesses surviving 18 months** – Data source - BankSearch Consultancy Ltd (data correct as of August 2023). Forecasts are based on the annualised level of failure so far this year. As we progress through the year, and the actual level of failure becomes known, the updated projections will become closer to the actual 2023 survival level. The current projection of companies incorporated during 2022 is that 87% will survive to the end of 2023. This is better than the 77% one-year survival achieved by 2021 companies and is better than the 73% one-year survival achieved by 2020 companies. 2021 Wyre companies' two-year survival forecast is 49%, this compares with 51% for businesses set up in 2020 and 61% for 2019 incorporations. We hope to be better able to support businesses in the borough navigate their start-up and growth phases by allocating £200k of UKSPF monies to Boost Lancashire who will deliver business support programmes over the next two years. It should be noted that the data we receive from Companies House is approximately 12-18 months old, so subsequently when we're looking at companies who've survived (or haven't survived) 18 months in business, we're seeing the businesses that were launched up to three years ago (i.e. at the height of the pandemic), so this could go some way in explaining the relatively low survival rate.
- **Proactive actions to reduce violence against the person and Anti-Social Behaviour (target 5% reduction each quarter)** - Unfortunately within quarter 3 there has been a 13% increase in the reporting of domestic abuse violence against the person crimes, compared to the same period last year. November and December 2023 have seen the highest monthly totals since January 2022. In addition, last year during quarter 3 two of the months recorded the lowest monthly totals in the last 2 years indicating the lower results may have been an outlier rather than representing an increasing trend. The target is a 5% reduction on the number of violence against the person offences recorded for the same period in 2022/23. Further analysis of the data in quarter 1 shows that there was a reduction in the number of violent crimes from the same period last year, but not as much as we would have liked. The data for quarter 2 indicates that there has been a reduction in

line with our target for the same period last year. The cumulative data for the year has not shown a reduction.

Financial, Legal and Climate Change implications	
Finance	<i>There are no financial implications.</i>
Legal	<i>There are no legal implications.</i>
Climate Change	<i>There are no climate change implications.</i>

Other risks/implications: checklist

If there are significant implications arising from this report on any issues marked with a ✓ below, the report author will have consulted with the appropriate specialist officers on those implications and addressed them in the body of the report. There are no significant implications arising directly from this report, for those issues marked with a x.

risks/implications	✓ / x
community safety	x
equality and diversity	x
health and safety	x

risks/implications	✓ / x
asset management	x
ICT	x
data protection	x

Processing Personal Data

In addition to considering data protection along with the other risks/ implications, the report author will need to decide if a 'privacy impact assessment (PIA)' is also required. If the decision(s) recommended in this report will result in the collection and processing of personal data for the first time (i.e. purchase of a new system, a new working arrangement with a third party) a PIA will need to have been completed and signed off by Data Protection Officer before the decision is taken in compliance with the Data Protection Act 2018.

report author	telephone no.	email	date
Dawn Allen	01253 887341	dawn.allen@wyre.gov.uk	09/02/24

List of background papers:		
name of document	date	where available for inspection
None		

List of appendices
N/A

Key Projects	
G	On schedule/target
A	Minor issues
R	Major issues/Not Started

Key Measures	
G	Improving or in line with expectations
A	No significant change or comparable data unavailable
R	Worsening

Growth and Prosperity

People and Communities

Environment and Climate

Comments and issues regarding measures with a RED status

Projects	
Continue to support business growth and job creation as accountable body for the Hillhouse Technology Enterprise Zone	G
Continue to support town centre recovery and explore investment and sustainable development opportunities for our key town centres and the visitor economy	G
Support our business community to establish new start-ups, grow and create jobs through our Wyred Up business support programme	G
Explore external funding and investment opportunities for our key council assets including theatres, markets and leisure facilities	A
Deliver the UK Shared Prosperity Fund and Rural England Prosperity Fund 2023-2025	A
Measures	
Town centre vacancy rates	G
Increase number of businesses supported in Wyre	G
Increase number of visitors to the borough each year	G
80% of fledgling businesses surviving - 18 months	R
Business rate collection target	G
Council tax collection target	A
Successful delivery of our UKSPF projects	R

Projects	
Work with partners to deliver Wyre's Moving More Strategy to increase rates of physical activity across Wyre	G
Complete a review of our indoor leisure provision by Summer 2023	G
Deliver effective support to our most vulnerable residents including the Household Support fund	G
Continue to take a proactive role in delivering the Community Safety Partnership, co-ordinating an action plan for Violence Reduction	G
Measures	
Increased number of people engaged with our health programmes	A
Number of volunteer hours (target of 20,000 hours)	G
Number of children engaged with holiday activities (target 900)	G
Number of annual visits to our leisure centres (target 600,000)	A
Outcomes from delivering the Household Support Fund	G
Proactive actions to reduce violence against the person and Anti-Social Behaviour (target 5% reduction each quarter)	R

Projects	
Deliver our Climate Change Strategy including carbon budget	G
Deliver our action plan to reduce the effect of climate change on our borough including the carbon footprint of all council activities and assets	G
Collaborate with partners to reduce community energy consumption through retrofitting houses and the delivery of Cosy Homes in Lancashire (CHIL)	G
Deliver the Wyre Beach Management Scheme to protect 11,000 homes from coastal flooding by October 2023	G
Lead on Our Future Coast project and support the Wyre Natural Flood Management project to help prepare communities for coastal change resulting from climate change	G
Complete a full review of the Wyre Local Plan by 2024	G
Measures	
Number of domestic energy measures installed under the Cosy Homes in Lancashire, via Government grant schemes	G

Successful delivery of our UKSPF projects Measures relate to spend of available spend over the period. The programme has been required to deliver 2 years of the programme in 9 months, i.e. from Government sign off. The programme has made great strides to catch up, however it has been reliant on third parties clarifying and signing off grant agreements to commence. Payment plans for each project have been carefully designed to enable efficient delivery and reduce associated risks to the council. As this measure is regarding the amount of funds spent for year one and two of the programme, it is expected that spending will increase from Q3 but will mostly be realised in Q4.

80% of fledgling business surviving 18 months - Forecasts are based on the annualised level of failure so far this year. As we progress through the year & the actual level of failure becomes known, the updated projections will become closer to the actual 2023 survival level. This target is being re-visited as it is above both England and Lancashire targets.

Proactive actions to reduce violence against the person and Anti-Social Behaviour - Unfortunately there has been a 13% increase in the reporting of domestic abuse violence against the person crimes, compared to the same period last year. November and December 2023 have seen the highest monthly totals since January 2022. In addition last year during quarter 3 two of the months recorded the lowest monthly totals in the last 2 years indicating the lower results may have been an outlier rather than representing an increasing trend.

Please note there are a number of projects for which data is collated annually / bi-annually and have therefore not been included within this report but which should be available to report in quarter four.

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People and Communities Projects		Q1, April - June 2023	Q2, July - September 2023	Q3, October - Dec 2023	Following the Council Plan refresh a number of projects have been amended, added or removed and therefore not all projects will be monitored in Qtr 4, please see below for information regarding which projects will continue to be monitored.
Ref and Title	Project Manager				
PPE1 - Status		Green	Green	Green	
Work with partners to deliver Wyre's Moving More Strategy to increase rates of physical activity across Wyre.	Carol Southern	We now have a near final draft of the Wyre Moving More Strategy which is going to O&S on 17th July. We met as a Wyre Moving More Board in June to start to explore the implementation of the priorities and action plans associated with the strategy. We have planned a WMM sub group meeting in July to progress the Children and Young People's theme before the schools break up. We plan to meet with the other two main priority theme leads in the Autumn as well as officially launching the strategy, following Cabinet approval.	We have been planning our Wyre Moving More work with key partners and have another board meeting in October. We are developing our priority projects for each of the work streams and compiling a communications plan to launch and update on the implementation of the strategy.	We had another well attended board meeting in October and a health and wellbeing sub group meeting in December. The Active Environment sub group is meeting in January so all workstreams are starting to progress. We are starting to plan a Wyre Moving More (WMM) Strategy launch for April 2024, followed by a 12 month campaign to encourage people to get moving more.	This project has been carried forward into the new Council Plan and will therefore continue to be monitored and reported through O&S for Quarter 4 and beyond.
PPE2 - Status		Green	Green	Green	
Complete a review of our indoor leisure provision by Summer 2023.	Mark Broadhurst / Carol Southern	We have a near final draft of the leisure review and strategy, as well as draft architects plans and business cases for our facilities in the future. We are just awaiting the management options appraisal, which will be with us early in the next quarter.	The review of our Wyre Leisure indoor centres is now almost complete and we have received all of the final draft documents.	Comments are being collated to return to the consultants in order for draft documentation to be finalised for submission to CMT in Q4.	This project has not been carried forward into the new Council Plan and will therefore no longer be monitored and reported through O&S. Instead this project will be moved to the service plan and progress will be monitored within the service.
PPE3 - Status		Green	Green	Green	
Deliver effective support to our most vulnerable residents including the Household Support Fund.	Pete Mason / Mark Broadhurst	The Energy Bills Support Scheme and Alternative Energy Alternative Fuel scheme originally closed on 31 May 23. It has since been re-opened to allow LA's with outstanding applications time to process them, however those from Wyre residents have all been settled. Payments totalling £377,800 were made to 1,133 applicants. With effect from 1 July applications via an online application form, will be accepted for payments from the fourth tranche of Household Support funding. In total the council have been awarded £860k to distribute over the remainder of the current financial year. Initially, we are looking to make payments to families (single adults and couples with dependent children) whose gross household income is less than £52k, but too high to receive any social benefits other than child benefit.	The 4th tranche of the Household Support Fund (HSF) has been opened up to council tax payers (single persons or adults) without children who are on low incomes that are slightly above the thresholds to make them eligible to claim Local Council Tax Support and other social benefits. Single adults and couples with gross annual income's under £25,000 and £30,000 respectively can apply for a £150 payment, which will be made in the form of a supermarket voucher. In July 23 payments of £150 per child were made from HSF4 to households claiming LCTS who had children moving up to senior school in August 23. The payments were made to help the families pay for the cost of the school uniforms. In total 250 payments were made with a value of £37,500.	During Q3 we obtained additional Household Support Fund (HSF) funding totalling £104k. Also during Q3 we made automatic HSF payments totalling £29K to 4 Foodbanks, £10K to Fylde Coast Womens Refuge, plus 3,738 payments totalling £552,750 were automatically made to households claiming LCTS and with dependent children, or in receipt of attendance allowance, Pension Credit Guarantee Credit, or Carers Allowance.	This project has been reworded and carried forward into the new Council Plan and will therefore continue to be monitored and reported through O&S.
PPE4 - Status		Green	Green	Green	
Continue to take a proactive role in delivering the Community Safety Partnership, co-ordinating an action plan for Violence Reduction.	Neil Greenwood	In December 2022 a new statutory duty for Community Safety Partnerships was introduced to work collaboratively with partners to reduce violence. Lancashire is in a very good position in that a Pan Lancashire Violence Reduction Network funded by the home office has been operating prior to the requirement and they have already produced both a Strategic Action Plan and a Needs Assessment for Lancashire, which Wyre Community Safety Partnership has adopted. This means that our key partners are already working towards the aim of reducing violence. Wyre Community Safety Partnership will capture all the good work that is being undertaken in Wyre and report on progress annually. At the same time we will monitor violence against the person data, on a quarterly basis using January - March as a baseline figure.	During the 2nd Quarter, the neighbourhood police launched a key project, Clear, Hold, Build which has been branded Prosper in the Fleetwood area, which is aimed at tackling organised crime which is a significant contributor to violence within the Borough. In addition there has been Pan Lancashire wide discussions on how Community safety partnerships will be held accountable by the police and crime commissioner department for their violence reduction work. A template is to be circulated during the next quarter for Wyre Community Safety Partnership (CSP) to adapt there existing plan. Unfortunately there has been a change in the analyst service and CSPs don't have access to a single analyst. This has meant there is some disruption to the statistics which are hoped to be resolved by the next quarter.	During the 3rd Quarter, The Community Safety Partnership Board was set up and each community safety partnership including Wyre were required to complete a template circulated during the quarter. A representative of Wyre, Fylde, Blackpool and Lancaster used the completed template to outline where each CSP were up to in relation to the delivery of the new statutory duty. Wyre CSP have produced an action plan, which was agreed by the partnership at the latest Wyre CSP meeting. The implementation of the action plan will now be monitored. Clear Hold Build and the delivery of the community alcohol partnerships are seen as key actions, whilst anti social behaviour is seen as a gateway crime towards violent crime and remains a key area to control, operation centurion has been running in hotspot areas which is an increase in police patrols within those areas. However a significant proportion of anti social behaviour is committed by adults usually in the vicinity of their own homes. A fighting crime grant application has been submitted to the police and crime commissioners office to increase council visits to priority cases in the Wyre area.	This project has been reworded and carried forward into the new Council Plan and will therefore continue to be monitored and reported through O&S.

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People and Communities Measures		Reportee	Q1, April - June 2023			Q2, July - September 2023			Q3, October - Dec 2023			Following the Council Plan refresh a number of measures are no longer applicable or have been reworded, therefore not all measures will be monitored in Qtr 4. Please see below for further information.	Commentary
			Target	Actual	Cumulative	Target	Actual	Cumulative	Target	Actual	Cumulative		
MPE1.1	Number of people engaged with our health programmes	Carol Southern	1000	1246	1246	1000	1171	2417	1000	972	3389	This measure has been carried forward into the new Council Plan and will therefore continue to be monitored and reported through O&S for Quarter 4 and beyond.	Really pleased with the numbers of people that we and our contracted partners - Slimming World, Fleetwood Town Community Trust - TRY Sport and YMCA Fylde Coast are achieving - Your Move low impact programme.
MPE1.2	Reduced percentage of adults in Wyre that are physically inactive	Carol Southern	<25%	25%	25%							This measure has not been carried forward into the new Council Plan and will therefore no longer be monitored and reported through O&S.	Annual target - figures are released in June every year only, the figures for Wyre on inactivity are fairly static currently.
MPE1.3	Number of volunteer hours (target of 26,380 hours)	Simon Swindells	7,195	8,166	8,166	7,206	6,851	15,017	5,627	6,678	21,695	This measure has been carried forward into the new Council Plan and will therefore continue to be monitored and reported through O&S for Quarter 4 and beyond.	
MPE1.4	Number of children engaged with holiday activities (target 900)	Carol Southern	300	435	435	600	1168	1603	150	263	1866	This measure has been carried forward into the new Council Plan and will therefore continue to be monitored and reported through O&S for Quarter 4 and beyond.	
MPE2	Number of annual visits to our leisure centres (target of 600,000)	Carol Southern	150,000	155,842	155,842	150,000	159,442	314,924	150,000	149,265	464,546	This measure has been carried forward into the new Council Plan and will therefore continue to be monitored and reported through O&S for Quarter 4 and beyond.	We have been working closely with the YMCA and these figures have now been updated and are now above target. There were problems with the reporting of this data which have now been rectified by the YMCA. Figures were being under reported, which equated to 28,000 visits being not reported for 2023/24 particularly on number of visits to swimming lessons and the number of visits for people playing racket sports. We have crossed referenced these numbers with the reporting of data from the YMCA to the Moving Communities portal - Sport England, they are now the same and we are confident that these are now correct.
MPE3	Outcomes from delivering the Household Support Fund (spend £)	Pete Mason	0	0	0	£50,000	£43,450	£43,450	£300,000	£803,359	£846,809	This measure has been reworded and carried forward into the new Council Plan and will therefore will continue to be monitored and reported through O&S for quarter 4 and beyond.	During Q3 we obtained additional funding totalling £104k. Also during Q3 we made automatic HSF payments totalling £29K to 4 Foodbanks, £10K to Fylde Coast Women's Refuge, plus 3,738 payments totalling £552,750 were automatically made to households claiming LCTS.
MPE4	Proactive actions to reduce violence against the person and Anti-Social Behaviour	Neil Greenwood	-5%	-4%	-4%	-5%	-6%	-5%	-5%	11%	0%	This measure has been reworded and carried forward into the new Council Plan and will therefore will continue to be monitored and reported through O&S for quarter 4 and beyond.	Unfortunately within quarter 3 there has been a 13% increase in the reporting of domestic abuse violence against the person crimes, compared to the same period last year. November and December 2023 have seen the highest monthly totals since January 2022. In addition last year during quarter 3 two of the months recorded the lowest monthly totals in the last 2 years indicating the lower results may have been an outlier rather than representing an increasing trend. The target is a 5% reduction on the number of violence against the person offences recorded for the same period in 2022/23. Further analysis of the data in quarter 1 shows that there was a reduction in the number of violent crimes from the same period last year, but not as much as we would have liked. The data for quarter 2 indicates that there has been a reduction in line with our target for the same period last year. The cumulative data for the year has not shown a reduction.

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Environment and Climate Projects		Q1, April - June 2023	Q2, July - September 2023	Q3, October - Dec 2023	Following the Council Plan refresh a number of projects have been amended, added or removed and therefore not all projects will be monitored in Qtr 4, please see below for information regarding which projects will continue to be monitored.
Ref and Title	Project Manager				
PENV1 - Status		Green	Green	Green	
Deliver our Climate Change Strategy including carbon budget	Sammy Gray	Development of the Climate Change Strategy is in progress and on target for completion by the end of Q2. Consultants have been contacted to provide a costed action plan.	The first draft of the Climate Change Strategy was completed and presented to members of the Overview and Scrutiny Climate Change Sub-Committee. Comments are being collected from councillors and key officers for consideration. Changes will be incorporated into the final draft during Q3, prior to public consultation on the document in Q4. It is anticipated that the final strategy will be presented to Full Council in April 2024.	The Climate Change Strategy was reviewed and a second draft presented to the Overview and Scrutiny Climate Change Sub-Committee, alongside a document addressing comments and questions from the group. A consultant was appointed to assist with designing and delivering the public consultation for the strategy, due in January and February 2024.	This project has been reworded and carried forward into the new Council Plan and will therefore continue to be monitored and reported through O&S.
PENV2 - Status		Green	Green	Green	
Deliver our action plan to reduce the effect of climate change on our borough including the carbon footprint of all council activities and assets	Sammy Gray	We have been awarded £177,728 grant funding from the Low Carbon Skills Fund, for specialist consultants to survey and produce Heat Decarbonisation Plans and detailed designs for 8 sites heated by gas, including the leisure centres. This will determine what measures can be put in place to improve energy efficiency and switch to sustainable heating systems. We are the only council in Lancashire to receive this funding. The East Lancashire Chamber of Commerce was appointed as part of the UKSPF project to offer free energy advice and decarbonisation plans for Wyre businesses. As part of the Great Big Green Week in July, the Big Green Get Together was held at Wyre Estuary Country Park. This successfully attracted many families, who engaged in many environmental activities and had important climate conversations. The team also attended a community event at Calder Vale, to answer questions and determine levels of interest as part of our ongoing support for the pilot project looking into community energy opportunities within the village. Our school work continued with the Young Wyre in Bloom competition taking place at the end of June, showcasing the environmental and sustainable activities pupils have been involved in across Wyre. Our countryside team and Wyre Rivers Trust have been working on site at the Wyre Estuary Country Park with school groups to educate them on the importance of the estuary for the climate and our biodiversity. Alongside the Wyre Rivers Trust, we have been working with volunteers to install leaky dams in our upland catchment to reduce flooding risk, using the arising's from ongoing woodland management work. The countryside and parks team have also been working together to manage our grasslands to create areas of meadow to improve sites by both drawing down carbon and enhancing biodiversity.	Calculation of our carbon footprint for 2022/23 was completed during this quarter, which showed a 17% drop in like-for-like emissions since the 2018/19 baseline. This figure is just 1% below the target reduction for this year, which shows the council is primarily on track for achieving its net zero targets. Other measures such as waste, material use and staff commuting have also been calculated this year, however these are not included in the final carbon footprint measurement as it was not possible to measure these during the baseline year in 2018/19 and the figures would no longer be comparable. However, as tools continue to improve and more data becomes available, any additional emissions sources will continue to be measured and addressed to bring down total emissions alongside our targets. The Salix Low Carbon Skills Fund (LCSF) grant work has progressed well, with specialists consultants appointed and most surveys undertaken on the buildings included in the project. It is anticipated that Heat Decarbonisation Plan reports detailing current building fabric, mechanical and electrical systems, and recommended improvements will be completed w/c 9th October. These will be reviewed internally before commissioning detailed designs for these suggested improvements, in preparation for future funding rounds. Progress on the decarbonisation of Fleetwood Market, using Salix PSDS funding has also continued. The air source heat pumps used to replace the gas boilers are on site, although slight delays from nesting birds mean these will be installed in Q3. Three more Carbon Literacy training sessions were completed during August and September for a total of 35 staff. Once these staff are certified, and Carbon Literacy is integrated into performance management objectives for the council, we will be able to apply for the level of Silver Carbon Literate Organisation. Engagement activities have included a green event at The Mount, as well as staff initiatives in-person and on the hub during Net Zero Week. Key staff members were also invited to participate in the Fylde Coast Net Zero Workshop, to explore potential carbon saving initiatives that can be implemented across the three councils. From this, the partnership are exploring the possibility to provide dedicated energy efficiency advice, the feasibility of council-owned solar power car ports and the conversion of council fleets to HVO. This follows Wyre's agreement to proceed with this transition to HVO, which is anticipated to save approximately 32% of the council's carbon footprint. Staff have also continued to use the Internal Climate Change Decision Wheel to support climate-friendly decision making. The recently updated report format ensures all reports now include a comment on the impact of the decision on climate change.	Work on the Climate Change Strategy has continued, in preparation for public consultation in January 2024. The Overview and Scrutiny Climate Change Sub-Committee reviewed the most recent draft of the strategy and raised questions and amendments to the document that were addressed in each meeting. Consultants were appointed to conduct the public consultation work in early 2024, consisting of an online survey, stakeholder sessions, school sessions and an in-person roadshow across the borough to gather public views and opinions on climate action. Consultants working on the Salix Low Carbon Skills Fund (LCSF) project produced detailed Heat Decarbonisation Plan reports from their earlier survey work, indicating what measures might be suitable for improving our buildings heated by gas. They have been commissioned to complete detailed designs to accompany this work, in preparation for future funding rounds. We attended an Eco-Schools planning event in collaboration with Blackpool Council, to understand more about the scheme and how we can support local schools to get involved in sustainability. We also held a stall at the Poulton Community Christmas Event with climate change games, which was well received by the public and helped generate a conversation about climate change and what actions can be taken to help. The climate change section of the website has been updated with key information for the public to understand more about climate change, what the council is doing and what they can do to help. Our bronze Carbon Literate Organisation logo has also been added to council email signatures to raise awareness of our achievement, which has gathered interest.	This project has not been carried forward into the new Council Plan and will therefore no longer be monitored and reported through O&S. Instead this project will be moved to the service plan and progress will be monitored within the service.
PENV3 - Status		Green	Green	Green	
Collaborate with partners to reduce community energy consumption through retrofitting houses and the delivery of Cozy Homes in Lancashire (CHIL)	Mark Broadhurst	HUG2 is getting underway. In Q1 Lancashire was the only Authority nationally to submit a batch of grant applications for the new HUG2 grants. These applications will hopefully start feeding through as installations in subsequent quarters. Q1 saw the installation of 7 energy efficient boilers, 1 full house central heating system and 2 loft insulation measures. New marketing and PR initiatives are underway and park home sites in Wyre have been targeted with mail drops for HUG2 in Q1. Initial feedback from CHIL is that leads are starting to come through from this work.	HUG2 jobs are now starting to feed through with 7 measures completed and a further 42 jobs being recorded on the system. Publicity of the scheme continues at events, with radio advertising and mail drops across targeted areas.	26 HUG2 measures have now been installed in Wyre which makes Wyre the 3rd highest District for installations in Lancashire behind Lancaster and West Lancs. HUG2 installations are difficult and generally include quite large measures such as air source heat pumps and solar panels. Although the numbers don't look that high this is because it is hard to find qualifying properties (off gas, generally rural areas, with a poor energy rating and low household income) but we are doing well. We've hit target and I know we have further installations coming through for Q4.	This project has not been carried forward into the new Council Plan and will therefore no longer be monitored and reported through O&S. Instead this project will be moved to the service plan and progress will be monitored within the service.
PENV4 - Status		Green	Green	Green	
Deliver the Wyre Beach Management Scheme to protect 11,000 homes from coastal flooding by October 2023	Carl Green	Phase 1 enabling works are complete with permanent electric supply to the site offices. The site compound turning circle loop surfacing repairs and replacement completed. Phase 1 rock revetment works completed by end June, 4 weeks ahead of programme. The crest wall element of the Phase 1 works has been awarded to Amco, a visit to the precast works is being arranged for late July/early August. Moulds are currently being prepared for casting the wall and delivery to site 18th September 23. Public liaison and engagement continues with regular updates. There have been very few complaints and all dealt with promptly by the contractor. A change of working practice was required following voids being found on sand covering revetment rocks. The Social Value Action Plan is being utilised to target employment and skills, education, environment and sustainability, community engagement and supply chain engagement. Phase 2. Target cost approved by Board and contract signed on 16 June 23. The FCERM4 application for additional funding due to inflationary increases was approved by the Environment Agency on 13 June 23. Planning approval was granted 5th April. Discharge of conditions require submission to consultants. The relevant documents have been submitted with consultee returns due 16 July 23. The MMO Marine licence was granted on 13 June 23. A number of conditions require to be discharged and have subsequently been submitted to the MMO portal. Early supply of rock for Phase 2 has been instructed with supplies to commence early July. This will allow an early start to Phase 2 once planning consultation and discharge of conditions has been completed.	Phase 1 rock revetment works completed. The crest wall element of the Phase 1 works awarded to Amco, with delivery to site 18th September 23. Public liaison and engagement continues with very few complaints. Following the change of working practice no new voids have been found in the sand covering revetment rocks. High tides in late Sep early Oct will consolidate the sand fully. The Social Value Action Plan is being utilised to target employment and skills, education, environment and sustainability, community engagement and supply chain engagement. BBCEL have agreed to sponsor the Wyre business awards. Phase 2. Planning approval conditions have been discharged allowing commencement of the works. Consultee returns complete 16 July 23. The MMO Marine licence was granted on 13 June 23. The conditions have now been discharged. Early supply of rock for Phase 2 commence 7 July, with the main scheme rock order mobilisation order commencing 4 Aug. The concrete sub contractor mobilised on 8 Aug - for construction of the cross over ramps. The navigation marker sub contract has now been awarded with mobilisation late Oct. Design work to tie into proposed Anchorsholme remedial works has commenced.	Rock has continued to be installed in the tank traps area adjacent to Rossall School with RTT7 and RTT6 completed. RTT5 is close to completion and works have already started on RTT3 and RTT4. Rock has continued to be imported at the planned rate. Piling platforms were all completed in the period and the navigation markers installed. The concrete works have continued with further progress on RSS before moving the focus to the Cleveleys crossovers. The order of the works was adjusted due to a required change to C1 in order to tie in with the proposed Anchorsholme scheme, with C1 being carried out once the design was agreed. This has now been agreed and C1 is now the focus. Rock installation will continue to focus on the tank traps area. Rock quarries will continue to be built up across Cleveleys and Rossall South as required. In order to satisfy the MMO an outline plan was produced by Jacobs and submitted to the MMO by Wyre prior to Christmas to ensure there is no delay to work in the Northern areas.	This project has been carried forward into the new Council Plan and will therefore continue to be monitored and reported through O&S.

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Environment and Climate Measures		Reportee	Q1, April - June 2023			Q2, July - September 2023			Q3, October - Dec 2023			Following the Council Plan refresh a number of measures are no longer applicable or have been reworded, therefore not all measures will be monitored in Qtr 4. Please see below for further information.	Commentary	
			Target	Actual	Cumulative	Target	Actual	Cumulative	Target	Actual	Cumulative			
MENV1	Delivery of our Climate Change Strategy and Action Plan	Mark Billington, Sammy Gray											This measure is no longer applicable as it is not included in the new Council Plan	Targets not applicable at this stage until the strategy and updated action plan is complete. Good progress has been made on the draft document and feedback is currently being reviewed.
MENV2	Reduction in council carbon emissions	Mark Billington, Sammy Gray				-18.4%	-17.3%	-17.3%					This measure has been carried forward into the new Council Plan and will therefore continue to be monitored and reported through O&S for Quarter 4 and beyond.	Data is collected and reported in Q2 annually. To meet the council's target of a 78% reduction in our baseline 2018/19 emissions by 2035, we need to reduce our emissions by approximately 4.6% on a cumulative basis. Four years on from this baseline, the target reduction for 2022/23 is 18.4% (4 x 4.6%). The like-for-like carbon footprint was just 1% away from this target, showing the council is primarily on track to meet the overall target.
MENV3	Number of domestic energy measures installed under the Cosy Homes in Lancashire, via Government grant schemes	Mark Broadhurst	5	10	10	5	3	13	5	13	26		This measure is no longer applicable as it is not included in the new Council Plan	HUG2 is getting underway. In Q1 Lancashire was the only Authority nationally to submit a batch of grant applications for the new HUG2 grants. These applications will start feeding through as installations in subsequent quarters. Q2 update:- HUG2 cases are now feeding through with 7 HUG2 completions (of 48 Lancashire completions) and 42 other Wyre jobs in the system. Q3 update: a further 13 measures have been installed in Q3. Good progress.
MENV4	11,000 more homes protected from coastal flooding by October 2026	Carl Green	0	1,193	1,193	0	0	1,193	0	0	1,193		This measure is no longer applicable as it is not included in the new Council Plan	Completion of Phase 1 better protecting 1193 properties completed early in June. No proposed sectional completion of phase 2 until July 2024.

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Growth and Prosperity Projects		Q1, April - June 2023	Q2, July - September 2023	Q3, October - Dec 2023	Following the Council Plan refresh a number of projects have been amended, added or removed and therefore not all projects will be monitored in Qtr 4, please see below for information regarding which projects will continue to be monitored.
Ref and Title	Project Manager				
PGR1 - Status		Green	Green	Green	
Continue to support business growth and job creation as accountable body for the Hillhouse Technology Enterprise Zone	Mark Fenton	<p>The Council continues to support the work of the EZ Board, providing a strategic direction for the EZ through regular meetings with key stakeholders. In addition the Council supports the work of NPL Ltd in facilitating a Hydrogen Steering Group for the EZ.</p> <p>Consultants WSP have produced an initial concept design for the Northern access route – incorporating the worse case cost option of a rail overbridge, and thereafter will likely be commissioned to undertake a full refresh of the masterplan.</p> <p>Hillhouse EZ was represented at the UK Real Estate and Inward Investment Forum (REIIF) from 16-18 May 2023. The event welcomed around 8,500 delegates, specifically focused at developers and inward investment. Hillhouse was represented through the EZ delivery team, with its current masterplan and prospectus exhibited at the conference, along with a video shown at the stand throughout the conference explaining the details and opportunities at Hillhouse.</p> <p>In addition to Blackpool's presence at UK REIIF, a consortium of Lancashire's Economic Development Directors exhibited a stand at the conference, and held one speaking panel, involving representatives from Lancashire County Council, Lancaster Council, Preston Council, Blackburn with Darwen Council, Burnley Council and UCLan. Hillhouse was also represented within the Lancashire 2050 Investment Prospectus.</p> <p>NPL and Additions, supported by Wyre Council, continue to develop proposals to establish an on-site training centre/centre of excellence for workplace development. The plan is to improve the availability of suitable candidates for job vacancies for all businesses in the area and the Hillhouse site. Initial meetings took place with the Lancashire Local Skills improvement and Lancashire Skills Hub in June and a potential property for the facility identified.</p>	<p>NPL are currently assessing the concept design produced by consultant WSP for the Northern access route.</p> <p>The brief for the refresh of the masterplan is being finalised with consultants WSP and will reflect the loss of Vinnolit and assumption that a rail bridge will be required as part of the Northern access route.</p> <p>NPL have reported that the new security gatehouse, funded by Getting Building Funding, Wyre Council and NPL is now complete.</p>	<p>Refresh of the masterplan is to be instructed in Q4 with the work estimated to take 2-3 months to complete.</p> <p>In November a proposal, incorporating Hillhouse Technology Enterprise Zone, was put forward for the Lancashire Strategic Development Sites. It is anticipated that the assessment outcome and any next steps will be received in Q4.</p>	This project has not been carried forward into the new Council Plan and will therefore no longer be monitored and reported through O&S. Instead this project will be moved to the service plan and progress will be monitored within the service.
PGR2 - Status		Green	Green	Green	
Continue to support town centre recovery and explore investment and sustainable development opportunities for our key town centres and the visitor economy	Mark Fenton	<p>Cleveleys: Transport Study nearing completion with concepts for high street improvements reviewed and costed by Lancashire County Council Highways. Public consultation on the proposals is to be undertaken this summer.</p> <p>Garstang: Town Centre Study is in progress. The parking assessment was undertaken in May and the analysis report due to be returned in July. The public realm designers are due to start early July on proposals for specific areas along the high street, weinds and Cherestanc Square.</p> <p>Poulton: initial consultation work on the Town Centre Regeneration Framework was undertaken in June. Approximately 230 attended the drop in events, 90 questionnaires were returned plus comments and emails to the Economic Development Team and feedback from a workshop with the Poulton Partnership.</p>	<p>Cleveleys: Transport Study proposals presented for public comment and feedback in September. The projects recommended for implementation using UKSPF monies will be the subject of a Portfolio Holder report due to be published in Q3.</p> <p>Garstang: Public realm proposals were received late September and due to be reviewed by the working group before public consultation is undertaken this autumn.</p> <p>Poulton: development of the Poulton Town Centre Regeneration Framework (PTCRF) is progressing well. Pursuit of public and stakeholder responses to the draft report and the projects contained within will be undertaken this autumn before adoption of the PTCRF is sought from Cabinet.</p> <p>Fleetwood: work on regeneration proposals for Fleetwood seafront is progressing well and consultation with the public and stakeholders commenced in September about potential improvements to the Leisure Centre and neighbouring outdoor space, as well as options for changing the offer and operating model at Marine Hall.</p>	<p>Cleveleys: Portfolio Holder approval to grant Lancashire County Council UKSPF to design and deliver the Cleveleys public realm works (taking forward the priorities from the Transport Study).</p> <p>Garstang: Public realm proposals required further development during Q3. As a result the working group agreed to delay public consultation until Q4.</p> <p>Poulton: public and stakeholder consultation on the Poulton Town Centre Regeneration Framework completed and adoption of the report to be sought from Cabinet 10 January 2024.</p> <p>Fleetwood: consultation on proposals for Fleetwood seafront and analysis to inform the preferred option completed. A number of 'opportunity' projects have been identified and refined following a workshop and feedback from CMT and SLT.</p>	This project has been reworded and carried forward into the new Council Plan and will therefore continue to be monitored and reported through O&S.
PGR3 - Status		Green	Green	Green	
Support our business community to establish new start-ups, grow and create jobs through our Wyred Up business support programme.	Colin Healy	<p>Latest event focussing on Visitor Economy held on 27th April at the Flower Bowl Entertainment Centre was well attended and received. New branded promotional material purchased using UKSPF monies. Membership continuing to steadily increase (newsletter now reaches approx. 730 local businesses). Economic Development Team continuing to send out regular newsletters highlighting support services, news etc., including promotion of the recently launched Business Grants scheme as part of Rural England Prosperity Fund. The current campaign theme is Apprenticeships.</p>	<p>Latest event focussing on Business Growth and featuring the new Boost Lancashire programme of offerings held on 27 September at the Civic Centre was well attended and received. Membership continuing to steadily increase (newsletter now reaches over 780 local businesses). Economic Development Team continuing to send out monthly newsletters highlighting support, events, news etc., including promotion of the recently launched Chamber Low Carbon Programme as part of UK Shared Prosperity Fund. Next event is yet to be announced, but is scheduled to be held in January 2024.</p>	<p>Membership is continuing to steadily increase (newsletter now reaches over 800 local businesses). Economic Development Team continuing to send out monthly newsletters highlighting support, events, news etc., including promotion of the recently launched Chamber Low Carbon Programme as part of UK Shared Prosperity Fund. No in-person event held in Q3 due to capacity issues/time constraints as Wyre Business Awards took place on Nov 7th. Next event, focussing on Starting A Business due to be held on 21st Feb and will feature speakers from Sustainable Talent, winners of the New Business Award at the 2023 Wyre Business Awards, Dr. Jonathan Mann, Head of Digital and Learning Resource Centres at Blackpool and the Fylde College, and Alistair Clarke MBE, Flying Start (Boost Lancashire). Venue Fleetwood Nautical College</p>	This project has been reworded and carried forward into the new Council Plan and will therefore continue to be monitored and reported through O&S.
PGR4 - Status		Amber	Amber	Amber	
Explore external funding and investment opportunities for our key council assets including theatres, markets and leisure facilities.	Marianne Hesketh / CMT / Neil Turvey	<p>The improvement works at Fleetwood Market are progressing well with the patent glazing in the main hall now complete and decoration work continuing. The existing slate roof is being removed and replaced. Stonework repairs and cleaning is being carried out to the North and South elevations. Nesting seagulls have hampered some of the roof work and as a result there is an overall slight delay to the programme. The project is now due to complete mid November 2023.</p>	<p>Following cabinet approval in September a review of Marine Hall operations and to explore alternative providers is underway. GJG Consultancy have been appointed to progress the review. A soft market testing exercise is underway for Thornton Little Theatre. Deadline is end of October 2023.</p> <p>In the main hall of Fleetwood Market, the decoration to the inside roof space is complete. The slate roof replacement works with Penrhyn Heather Blue Welsh slate and new insulation has been delayed due to nesting gulls, the gull chicks have fledged, and the roof works recommenced on 7 August. The legal protection of the nests and gulls on the roof for six weeks clearly hampered the roof works. Temporary sheeting had been utilised to protect the roof and the new coverings can only be installed in-between the heavy rain showers and we have had heavy intense rain and high winds causing additional problems. The replacement doors, shutters and steelwork are underway for the Main Hall and concrete ground beams are being installed for the new doors and glazing to the Birdcage. In the Birdcage the temporary internal scaffolding deck was removed on Sun 10 September, two weeks ahead of time. The stonework repairs in Adelaide Street are complete and the scaffolding is due to come down. The total re-painting of the roof trusses in the Annex Hall is on-going. The project is now due to complete end November 2023.</p>	<p>The refurbishment works at Fleetwood Market are progressing and the project is now due to complete in February 2024. Delays have been caused by consistently poor weather conditions and the significant impact of several named storms. The new heating system is functioning but not at maximum capacity and discussions are ongoing with the main contractor to resolve the issues. It is likely that the heating system will not be performing at 100% until mid February 2024 at the earliest. In the meantime the contractor Parkinsons will provide temporary heating. Following Cabinet approval in September 2023 a review of Marine Hall operations to explore alternative providers has been completed following the appointment of GJG Consultancy who have fully reviewed the operations. A further Cabinet report with recommendations is pending. The soft market testing exercise for Thornton Little Theatre has been completed and parties that have expressed interest will be asked to submit their proposals for a new internal repairing lease of the premises. The intention is to complete that lease before the end of the current financial year.</p>	This project has not been carried forward into the new Council Plan and will therefore no longer be monitored and reported through O&S. Instead this project will be moved to the service plan and progress will be monitored within the service.
PGR5 - Status		Green	Green	Amber	
Deliver the UK Shared Prosperity Fund and Rural England Prosperity Fund 2023-2025.	Sara Ordóñez	<p>The late start of the UKSPF nationally has impacted on the progress of the year one and two programme, and we are currently awaiting the 2023/24 payment from Government. The projects are however progressing well with fifteen of the thirty year one and two projects started. Nine of these are council officer led. One heritage project has successfully completed in early May, Fleetwood Celebration Day. Ten projects are delivering to schedule with no outstanding issues. Five are progressing but require some attention to ensure that risks do not threaten delivery. Of the projects that haven't started, eight are in the process of finalising grant agreements and they are expected to commence from quarter 3. Remaining projects are in the pipeline but at various stages from scoping to procurement.</p>	<p>Government confirmed Wyre's 2023/24 allocation on 11 July 2023, which enabled year two projects to move forward. Payment of £1,053,673 was received on 2 October.</p> <p>Nineteen of the thirty year one and two programme starts have commenced, two of which are complete. Eleven projects are currently delivering to schedule, with no outstanding issues. Six projects are progressing, but require attention/active management to ensure that risks do not materialise into major issues. We are pursuing the return of three grant agreement, along with progressing the plans for the remaining year 2 projects. A combination of delayed: a) works to Fleetwood market due to gulls nesting, followed by intense rainfall, b) return of grant agreements for projects starts and c) consultations, have all had a knock on effect on spend at end of Q2. However projects are being actively project managed and there is confidence in the project delivery currently taking place.</p>	<p>There are 24 active projects, which is an increase on the 19 in quarter 2. All are working hard to accelerate delivery as per programme timeframes, but there has been slippage with most projects which has affected spend progress in quarter 3. Two projects have now completed, one of which, the HAZ Fleetwood Lights event, finalised in December 2023. The REPF business grant was successfully awarded to two rural businesses, and the REPF community infrastructure grant was awarded to two village hall projects, all of which are set to complete early in the new financial year. A UKSPF measures and progress workshop was held in December with a variety of community led project leads, as it was identified that more work was required around the understanding of outputs and outcomes defining and reporting. This was welcomed and another is planned for up and coming projects mid quarter 4.</p>	This project has been carried forward into the new Council Plan and will therefore continue to be monitored and reported through O&S.

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Growth and Prosperity Measures		Reportee	Q1, April - June 2023			Q2, July - September 2023			Q3, October - Dec 2023			Following the Council Plan refresh a number of measures are no longer applicable or have been reworded, therefore not all measures will be monitored in Qtr 4. Please see below for further information.	Commentary
			Target	Actual	Cumulative	Target	Actual	Cumulative	Target	Actual	Cumulative		
MGR1	Number of jobs created within the Enterprise Zone	Colm Healy	6			6	5	5	6	TBC	TBC	This measure is no longer applicable as it is not included in the new Council Plan	Awaiting data from NPL Estates (Data source: NPL Estates/Thornton Facilities Management) Target of 137 jobs to be created Aug 2020 - Apr 2026 (137 jobs /67 months in the period = 2 x 3 months per quarter = 6 jobs per quarter)
MGR2.1	Increase footfall to town centres	Colm Healy										This measure is no longer applicable as it is not included in the new Council Plan	Target set as footfall from previous quarter (Data source - Huq Industries Ltd)
	Total visits to town centres		991,000.00	939,857	939,857	940,000	1,271,899	2,211,756	1,300,000	TBC	TBC		Target set as footfall from previous quarter (Data source - Huq Industries Ltd)
	* Fleetwood		203,000	250,274	250,274	250,000	372,185	622,459	372,000	231,093	853,552		Data unavailable (awaiting renewal of subscription to data supplier)
	* Cleveleys		363,000.00	252,113	252,113	252,000	412,208	664,321	412,000	TBC	TBC		Data unavailable (awaiting renewal of subscription to data supplier)
	* Poulton		193,000.00	214,834	214,834	215,000	238,263	453,097	238,000	TBC	TBC		Data unavailable (awaiting renewal of subscription to data supplier)
	* Garstang	233,000.00	222,636	222,636	223,000	249,243	471,879	249,000	TBC	TBC	Data unavailable (awaiting renewal of subscription to data supplier)		
MGR2.2	Reduce town centre vacancy rates to below 11%	Colm Healy										This measure has been carried forward into the new Council Plan and will therefore continue to be monitored and reported through O&S for Quarter 4 and beyond.	
	Town centre vacancy rates		11.00%	8.92%	8.92%	11.00%	9.01%	9.01%	11.00%	9.01%	9.01%		Most recent monitoring took place July 2023 (due to resourcing this monitoring only takes place twice yearly). Ambitious target set and although reporting behind target, a significant amount of work is being undertaken to reduce vacancy rates e.g. HAZ improvements to shop fronts, provision of business support etc.) Next monitoring due to take place Jan/Feb 2024.
	* Fleetwood		11.00%	12.99%	12.99%	11.00%	14.57%	14.57%	11.00%	14.57%	14.57%		
	* Cleveleys		11.00%	8.06%	8.06%	11.00%	8.61%	8.61%	11.00%	8.61%	8.61%		
	* Thornton		11.00%	2.83%	2.83%	11.00%	1.89%	1.89%	11.00%	1.89%	1.89%		
	* Poulton	11.00%	9.14%	9.14%	11.00%	9.14%	9.14%	11.00%	9.14%	9.14%			
	* Garstang	11.00%	10.06%	10.06%	11.00%	8.18%	8.18%	11.00%	8.18%	8.18%			
MGR2.3	Increase number of visitors to the borough each year	Emma Lyons							£3.5m	£4.4m	£4.4m	This measure has been carried forward into the new Council Plan and will therefore continue to be monitored and reported through O&S for Quarter 4 and beyond.	£4.4m which is an increase on the £3.06m reported in 2021 so this is really positive.
MGR3.1	Increase number of businesses supported in Wyre.	Colm Healy	688	732	732	705	782	782	722	801	801	This measure has been carried forward into the new Council Plan and will therefore continue to be monitored and reported through O&S for Quarter 4 and beyond.	
MGR3.2	80% of fledgling businesses surviving - 18 months	Colm Healy	80%	69%	69%	80%	68%	68%	80%	68%	68%	This measure has been reworded and carried forward into the new Council Plan and will therefore will continue to be monitored and reported through O&S for quarter 4 and beyond.	Data source - BankSearch Consultancy Ltd (data correct as at August 2023). Forecasts are based on the annualised level of failure so far this year. As we progress through the year, and the actual level of failure becomes known, the updated projections will become closer to the actual 2023 survival level. The current projection of companies incorporated during 2022 is that 87% will survive to the end of 2023. This is better than the 77% one-year survival achieved by 2021 companies and is better than the 73% one-year survival achieved by 2020 companies. 2021 Wyre companies two-year survival forecast is 49%, this compares with 51% for businesses set up in 2020 and 61% for 2019 incorporations. We hope to be better able to support businesses in the borough navigate their start-up and growth phases by allocating £200k of UKSPF monies to Boost Lancashire who will deliver business support programmes over the next two years. It should be noted that the data we receive from Companies House is approximately 12-18 months old, so subsequently when we're looking at companies who've survived (or haven't survived) 18 months in business, we're seeing the businesses that were launched up to three years ago (i.e. at the height of the pandemic), so this could go some way in explaining the relatively low survival rate.
MGR4.1	Business rate collection target 97%	Andrew Robinson	32.96%	34.22%	34.22%	61.46%	60.68%	60.68%	81.00%	83.44%	83.44%	This measure has been carried forward into the new Council Plan and will therefore continue to be monitored and reported through O&S for Quarter 4 and beyond.	
MGR4.2	Council tax collection target 97%	Andrew Robinson	28.07%	28.13%	28.13%	54.82%	54.41%	54.41%	81.28%	80.67%	80.67%	This measure has been carried forward into the new Council Plan and will therefore continue to be monitored and reported through O&S for Quarter 4 and beyond.	Not a concern as only marginally down on target, will keep an eye on it going forward.

MGR5	Successful delivery of our UKSPF projects (% spent of available spending to date)	Sara Ordonez	20%	20%	20%	40%	10%	30%	65%	30%	30%	This measure has been carried forward into the new Council Plan and will therefore continue to be monitored and reported through O&S for Quarter 4 and beyond.	Measures relate to spend of available spend over the period. The programme has been required to deliver 2 years of the programme in 9 months, i.e. from Government sign off. The programme has made great strides to catch up, however it has been reliant on third parties clarifying and signing off grant agreements to commence. Payment plans for each project have been carefully designed to enable efficient delivery and reduce associated risks to the council. As this measure is regarding the amount of funds spent for year one and two of the programme, it is expected that spending will increase from Q3 but will mostly be realised in Q4.
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**CITIZENS ADVICE
LANCASHIRE WEST
TASK GROUP
Draft Report**

CHAIRMAN

Councillor Cartridge

TASK GROUP MEMBERS

Councillor Lady Dulcie

Atkins

Councillor Callum Baxter

Councillor Mary Belshaw

Councillor Maureen Blair

Councillor Paul Ellison

Councillor Henry Jackson

Councillor Adam Leigh

Councillor Ken Minto

Councillor Michelle Moliner

Councillor Jane Preston

**Overview and Scrutiny Committee
Chairman: Councillor Peter Cartridge**

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Introduction

Wyre Borough Council and the Citizens Advice Lancashire West (CALW) service have had a historic working agreement for over a decade. The service provides free, confidential, impartial and independent advice and information on a wide range of subjects.

Since 2011, task groups have been commissioned to review the service agreement between the council and CALW and to recommend to Cabinet whether to renew the agreement.

This was last agreed in 2021, where the council entered into a three year agreement with CALW, until May 2024. It was therefore recommended by officers that a task group be once again commissioned to review the service; particularly post-Covid, it was important to review any changes to the service.

The following report provides a summary of all the evidence that was presented to the task group alongside their conclusions and final recommendations.

Aim of review

The aims of the review, as specific within the scoping document (attached at Appendix A) were as follows:

- To assess and review the working partnership and Service Level Agreement between Wyre Council and the Citizens Advice Lancashire West service
- To make recommendations to Cabinet regarding the service level agreement and future service provision.

The review process

For its first meeting, the task group invited the Corporate Director Communities, Marianne Hesketh. The group then interviewed Diane Gradwell, Chief Executive of CALW, at its second meeting, and submitted written questions to the Corporate Director Resources, Clare James, the Resources Portfolio Holder, Councillor Lesley McKay and the Head of the Contact Centre, Peter Mason.

The group also received additional documentation provided by Citizens Advice Lancashire West on the following:

- Service overview for 2019-2023;
- Issues dealt with within Wyre;
- Costings for the service provided within Wyre;
- The advocacy service they provide;
- Information on where the most need/demand is in the borough.

The group also reviewed the service level agreement from 2017, previous task group and Cabinet reports from 2021 and 2017.

Summary of evidence provided by Marianne Hesketh, Corporate Director Communities

Marianne Hesketh, the Corporate Director Communities, attended the first meeting of the task group to provide context for the review. Documentation had been supplied by Citizens Advice in advance of the meeting.

Marianne informed members of the task group of the council's historic working arrangements with the CALW service, and gave members a brief overview of the last review in 2021. With the service agreement coming up for renewal in May 2024, the group was meeting to allow enough time to review the service level agreement and to consider any recommendations for a successful review prior to producing a report to Cabinet.

She explained to members that the council paid a grant payment of £30,000 a year; at the last review, £8,000 had also been set aside to participate in a trial of digital kiosks/self-help terminals at a number of locations across Wyre. However, this trial had never taken place and the money had been kept aside.

The members and the Director had a discussion about the use of two retail units at Fleetwood Market and offices at Poulton Road. It was highlighted that the service level agreement from 2017 had never been updated, and it would be necessary to clarify the use of these spaces and to potentially formalise their use following a review.

She said that overall, should the agreement be renewed, a new service level agreement would be needed to reflect the current service level.

Marianne Hesketh was asked a number of questions in relation to the quality of the service and the working relationship between the council and CALW. The following are relevant to the group's aims:

- What consequences would there be if the group recommended not to renew the agreement?

Answer: Residents would still be able to access the national service, however this would be limited to telephone support.

- Did the council have the ability to bring calls in-house?

Answer: Historically, the council had two in-house debt advisors. However, at this moment in time they did not have the capacity to bring this service back and would also need well-trained and knowledgeable staff.

- What were the reasons provided in regards to the delay of the trial for the digital kiosks/self-help terminals?

Answer: This was due to staffing and personnel issues and the impact of Covid-19.

Summary of evidence provided by Diane Gradwell, Chief Executive of Citizens Advice Lancashire West

Diane Gradwell, Chief Executive of Citizens Advice Lancashire West, attended the second meeting of the task group to answer questions from the task group.

Questions had been agreed and circulated in advance of the meeting; Diane submitted written responses to the questions below:

- 1. Can you give a cost breakdown of the grant payment from Wyre Council, and what this is used for? With this, can you provide the group with the latest accounts with the Charity Commission, management accounts and internal audit documents for review?**

Please see attached. Also attached is a full service overview document for the years 2019 – 2023.

- 2. What current outreach do you provide, including both face to face and alternatives? How has the use of the units at Fleetwood Market and the offices at Poulton Road impacted on this?**

There is no provision within this current contact for outreach. We employ an Advice Session Supervisor (ASS) on site at Fleetwood Market, which is our main face to face location. It is a quality/support requirement that all volunteers have qualified on-site support. The ASS is also required to provide advice services directly to clients. Currently we are experiencing high volumes of clients wishing to access this location.

In addition to the face to face service we also provide 5-day per week generalist advice telephone, email, webchat and video call services, which again employs an ASS qualified to oversee and deliver this multi-channel service.

Other services we deliver for Wyre residents:

- Specialist debt and welfare benefits services funded through MaPS national contracts. It is a requirement of this contract that face to face services are restricted to vulnerable clients.
- Pension Wise is a MaPS funded programme providing guidance around people's pension options. Available to anyone aged 50+ and delivered with funder restricted face to face provision.
- Macmillan funded welfare benefits project for people with cancer.
- Energy Advice

- 3. How many of the 2017 and 2021 recommendations from previous task group reviews have been actioned? Specifically, can you please explain the current situation with the trial of the digital kiosks as agreed at Cabinet in June 2021?**

The digital kiosks are still in the development stage as unfortunately, following the untimely death of Guy Simpson, work was postponed. However, no contract or funding was ever received from yourselves for this work.

4. Given the current demand on services, can you provide any forecasts of demand, particularly focussing on Over Wyre? Are there any steps currently being discussed to improve services in the rural areas?

Initially this funding we designed to provide 2 days per week of outreach only. However, due to demand for increased services and the need to recruit and support volunteers, it was agreed with the Council to have a dedicated location. Your representative on our Trustee Board at that time arranged for accommodation within the offices at Poulton Road. This development obviously increased costs, which have been borne by the Charity since that time. The move to Fleetwood Market was again agreed with yourselves to help increase the footfall within the market. Due to the ongoing costs of servicing two locations the Charity moved to the market entirely.

However, what we are experiencing is lack of private interview space. It is a requirement of our service that all client interview must be held in a private space. We would be happy to discuss alternative locations.

5. In the event the support through the Council was not renewed, how would this impact residents? Has the service considered additional or alternative funding through other means, such as the national charity or through government?

Funding for generalist services does not attract project funding. As with our other local authority partners we rely on funding for generalist services. However, as mentioned above LA funding does not cover the true cost of this service delivery and has been/is currently being subsidised by the Charity.

6. In the event support was renewed, and the use of spaces in Fleetwood formalised, would there be a potential for support to Fleetwood Market for the use of the units?

As previously mentioned the service is already being subsidised by the Charity. However, given the issue with private interview space within the market additional/alternative accommodation may have to be sought. Again we are happy to work with the Council to look at alternative venues and/or methods of service delivery.

In addition to the written responses, Diane answered questions from members.

Diane explained to members that with the trial of the digital kiosks, at the time they had not received the £8,000 set aside for this. Currently, their ICT department had the capacity and knowledge to move this forward, but at the time it was delayed due to personnel issues.

However, she highlighted to members that the service saw the biggest call for face to face outreach in Wyre. Within the current space at Fleetwood Market, they often saw queues of clients going out of the doors; this was not just due to the high demand, but due to the lack of private interview spaces they needed. She felt that the service was under pressure to provide face to face outreach; this was impacted by the loss in volunteers by almost 50%, and the lack of physical space to place their volunteers.

In response to a question, Diane explained to the group that the demand for face to face outreach in Wyre but specifically Fleetwood was due to several factors, including the ability of residents to travel to get the service. Many clients felt more comfortable speaking to someone privately, face to face. She informed members that this was across the spectrum, and not down to age.

Members asked what the additional value was to the council, above and beyond the provisions set out in the service level agreement. Diane explained that they provided the general service, but with the rising figures of client numbers and issues they supported residents with, they increased the level of service they provided to the community. The charity itself matched the contribution given by the council and brought in other specialist services. Without the contribution from the council, they would not be able to provide the service at all; however, the agreed upon amount had initially been for one person, two days a week. Due to the rise in demand, and the agreement on the venue space in 2021, the service now provided two paid members of staff to supervise volunteers, five days a week, alongside telephone and web services.

They were not able to provide the service with just volunteers; they required a trained supervisor, which was what the grant contribution paid towards. The telephone services were accommodated by volunteers in the call centre in South Ribble, or picked up nationally.

Diane gave verbal information on the contribution levels of other councils in the North West; with Chorley contributing £56,000, South Ribble £50,000 and West Lancashire £50,000. She also informed members that Blackburn with Darwen had entered into a contract with Citizens Advice to take over their service, and so they now worked as part of the council.

She concluded to the group that the service could not ignore the need, despite that the contributions did not satisfy the amount required to increase the service. The service level agreement, unchanged since 2017, did not reflect the current service provision. She highlighted that accommodation was an issue, and the service could not provide a contribution towards Fleetwood Market. However, she agreed that they needed to diversify their location of face to face sites and wanted to expand their outreach, but the space needed to be suitable for their needs.

Summary of evidence provided by Clare James, Corporate Director Resources, and Councillor Lesley McKay, Resources Portfolio Holder

For the third meeting of the task group, it had been agreed to put together questions and circulate these to the Corporate Director Resources and Portfolio Holder Resources. Questions revolved around the financial impact of outsourcing the service versus providing this in-house, and the trial of the digital kiosks.

Responses were received from the Portfolio Holder, Councillor McKay, Corporate Director Resources, Clare James, Corporate Director Communities, Marianne Hesketh, and Head of the Contact Centre, Peter Mason. A briefing note had been presented to the group, and is included below:

The council understands the need demonstrated for the services provided by Citizens Advice and values the work the service and its volunteers provide for the people of Wyre.

A number of years ago, the council employed two in-house debt advisors, which reduced to one and then none as the work eventually dried up as residents preferred to use a service independent of the council e.g. Money Advice Service and National Debtline (Debt advice – Wyre Council). In order to ensure that some provision of free debt advice was available locally to residents, the council agreed to continue to support the service provided by CALW where we had existing relationships and value for money could be achieved.

The provision of an in-house service providing debt advice would cost significantly more than current grant contributions to CALW.

It has been suggested by the task group that the grant contribution payments to CALW be increased over and above the current £30,000 level. The task group have also suggested releasing the contribution towards the digital kiosks trial, which was previously agreed in 2021.

Rather than consider the £30,000 current cash contribution as Wyre's subsidy, the in-kind amount for the use of Fleetwood Market units, should the service remain there, should also be factored in. This roughly equates to £18,000 per annum, thereby bringing Wyre's contribution more in line with other local authorities at £48,000. Any decision to renew and/or increase the service agreement and its contributions to CALW will have a negative impact on the gap in the medium term financial plan (MTFP) as this provision runs out in 2023/24 pending further approval from Cabinet.

In terms of the digital kiosks trial, it may be possible to re-start the project and to release the funds. However, this project was a response to Covid-19 and it may be felt that other solutions have rendered this one no longer required.

Supporting documents

Elected members were presented with a number of additional documents that supported them in their work.

The documents are hyperlinked below. If you require any assistance with accessing these, please email democratic.services@wyre.gov.uk

[Citizens Advice Lancashire West service overview 2019-2023](#)

[Service level agreement between CALW and Wyre Council, 2017](#)

[Wyre issues 2021-2023](#)

[Cost of living data](#)

[Additional data](#)

[Costings for Wyre](#)

[Cabinet report, 5 June 2021](#)

[Full minutes pack of the Citizens Advice Lancashire West task group](#)

Conclusions and recommendations

After reviewing the evidence presented, the task group concluded that the service ought to be renewed and that they provided a valuable resource for residents. It was vital that this service was provided for residents and the council at this moment was not in a position to do so in-house.

The task group concluded that the face to face outreach provision needed to continue in Fleetwood, but that more work needed to be done to increase this for residents, particularly in the west of the borough. This could potentially be done by starting the trial of the digital kiosks.

Finally, the task group agreed that the service level agreement needed updating, but equally that the financial contribution from the council needed to be reviewed. The service had taken the decision to increase its provision to meet the demands experienced, and it was important this be reflected in an updated service level agreement and the contributions reviewed.

Following from their conclusions, the task group propose the following recommendations be made to Cabinet:

Recommendation One: That Cabinet renew the agreement between the Council and Citizens Advice Lancashire West for four years.

The group acknowledges the need and demand for the service by the residents of Wyre and praises CALW for their work during the pandemic and beyond. The group understands that the council is no longer in a position to address this need themselves, and the desire from residents for a more independent body.

The service has provided good value for money, enabling a much higher number of residents to access advice services than would be possible for the council to deliver itself.

By recommending that the agreement be renewed for four years, this matches the new Council Plan period.

Recommendation Two: That Cabinet considers increasing the grant contribution payment to Citizens Advice Lancashire West from £30,000 as per previous service agreement renewals.

Following the pandemic and the cost of living crisis, CALW has demonstrated an increase in demand for their service (according to their 2019-2023 Service Overview) and increased the provision for Wyre from two days a week of outreach to five, including telephone, video call services and web services.

The service has informed the group that in order to meet the demand of residents, they have matched the council's contribution in order to meet these growing levels of demand.

The group acknowledge that the council has waived the rental and service charges for the use of the units at Fleetwood Market and would recommend this be continued. However, the group believes that additions to the service of three more days of face to face outreach, telephone, video conferencing and web services should be continued and therefore should have an impact on the level of funding, beyond the in-kind contribution of approximately £18,000 for the market units. Equally, the level of funding has remained the same for over a decade, not taking into account the changing financial environment.

If the required services are not delivered by CALW, or by the Council, in the first instance, this could result in greater financial impact on the borough longer term.

If Cabinet are minded to approve, then the service level agreement ought to be updated as this has not happened since 2017. If this is agreed, it is important that this be formalised and agreed by both parties.

Recommendation Three: That within an updated service level agreement, the use of the units at Fleetwood Market and the in-kind contribution be added to formalise their use.

The use of the two units in Fleetwood Market was discussed and agreed during the 2021 review and subsequent Cabinet report waiving the cost per annum rent plus service charge, however this has not been formalised within the service level agreement.

During discussions with representatives from CALW, members noted the importance of having a premises designated for face to face outreach and noted the high demand from residents for this.

The service has also experienced the biggest calls for face to face outreach in Fleetwood, with the majority of clients being in Fleetwood.

The group also acknowledge that for many residents, travel to Fleetwood may not be feasible. The group would also ask Cabinet to consider opening discussions in the future for a potential move or additional premises for the service, who require private interview space for their clients.

Recommendation Four: That the Council and Citizens Advice Lancashire West consider re-starting the trial of the digital kiosks, particularly over Wyre, and for the £8,000 set aside for this in 2021 be released.

It was agreed as a recommendation of the 2021 review to trial the digital kiosks/self-help terminals, particularly Over Wyre to improve outreach in the more rural areas.

Due to staffing capacity issues, the trial was put on hold and the moneys set aside for a future project.

The task group acknowledge the need to provide a version of face to face outreach in the more rural areas to ensure that all residents are catered for.

It has been confirmed that this amount has been set aside and that CALW would be willing to re-start the trial.

Whilst discussions around the location of any face to face outreach may be ongoing, it is important that all residents have the ability to access the service, especially those who cannot access it via telephone, video conferencing and the website.

In order to review the trial, the task group recommend that representatives from CALW and the Council's representative on their Board of Trustees update the Overview and Scrutiny Committee on biannual basis.

Councillors' attendances

There were four meetings of the task group.

NAME	MEETINGS ATTENDED (maximum 4)
Councillor Lady Dulcie Atkins	4
Councillor Callum Baxter	1
Councillor Mary Belshaw	2
Councillor Maureen Blair	2
Councillor Peter Cartridge	4
Councillor Paul Ellison	4
Councillor Henry Jackson	3
Councillor Adam Leigh	2
Councillor Kenneth Minto	1
Councillor Michelle Moliner	1
Councillor Jane Preston	2

List of appendices

Appendix A – Citizens Advice Lancashire West task group – final scoping document

APPENDIX A

Citizens Advice Lancashire West Task Group - Scoping Document

Review Topic	Citizens Advice Lancashire West (formerly Citizens Advice Bureau)
Chair	Councillor Cartridge
Group Membership	Cllrs D Atkins, Baxter, Belshaw, Blair, Cartridge, Ellison, Jackson, Leigh, Minto, Moliner, Preston
Officer Support	Daphne Courtenage, Democratic Services Officer
Purpose of the Review	To assess and review the working partnership and Service Level Agreement between Wyre Council and the Citizens Advice Lancashire West service and make recommendations to Cabinet regarding the service level agreement and future service provision.
Essential Criteria (at least one must be marked)	<input checked="" type="checkbox"/> A council priority (as set out in the Business Plan) <input type="checkbox"/> A matter of significant, demonstrable public concern, as raised through ward councillors, local media etc.
Role of Overview and Scrutiny in this Review (mark all that apply)	<input checked="" type="checkbox"/> Holding Executive to account – Key Decision <input type="checkbox"/> Holding Executive to account – performance based <input checked="" type="checkbox"/> Community champion <input checked="" type="checkbox"/> External partnership

	<input type="checkbox"/> Contribution to policy development <input checked="" type="checkbox"/> Policy review <input type="checkbox"/> Statutory duties / compliance with codes of practice
Aims of Review / Terms of Reference	In reviewing the current arrangements of the working partnership between Wyre Council and the Citizens Advice Lancashire West service, to assess the effectiveness of the current arrangements, value for money of the service and make recommendations to Cabinet in regards to the service level agreement.
What specific value can Scrutiny add to this work area?	Ensure value for money for residents and influence executive decisions.
Methodology	<ul style="list-style-type: none"> • Review previous Cabinet decisions and task groups reports • Review performance and usage data • Compare arrangements with other Local Authorities in the area • Interview key witnesses
Limits of Review	The review will focus on the details of the service level agreement and not on wider issues surrounding debt, cost of living etc.
Potential Expert Witnesses	<ul style="list-style-type: none"> - Diane Gradwell, Citizens Advice Lancashire West Chief Executive - Marianne Hesketh, Corporate Director Communities - Mark Broadhurst, Head of Housing and Community Services - Service users
Documents to be considered	<ul style="list-style-type: none"> - Service Level Agreement - Scrutiny review report to Cabinet on 18 January 2017 and 2 June 2021 - Citizens Advice performance reports

	<ul style="list-style-type: none"> - Comparison between the arrangements with different local councils - Internal reports
Risks	The review is intended to be a very short assessment of the working relationship and also could start to focus on questions outside of the review topic.
Level of Publicity	Private.
Indicators of a Successful Review	Clear recommendations to Cabinet on whether or not to support the agreement and future service provision beyond May 2024.
Approximate Timeframe	2-3 months
Projected Start Date	November 2023

ICB responses to questions from Wyre Scrutiny Committee – February 2024

1. Can we have an update on the progress of the ICB one year on?

NHS Lancashire and South Cumbria ICB was established on 1 July 2022 as a result of the Health and Social Care Act 2022. The eight Clinical Commissioning Groups (CCGs) in Lancashire and South Cumbria were closed down. The ICB took on the CCG commissioning functions, as well as some of NHS England's commissioning functions and is accountable for NHS spending and performance within the system.

In summer 2023, the ICB received a letter from NHS England with the annual assessment of ICB performance in 2022-23. The letter acknowledged that it was a year of transition and there will be many challenges ahead. The feedback was split into the four strategic aims of an ICB:

1. Improving population health and healthcare

Performance in areas such as the amount of time patients are waiting for planned procedures (104-week waits, 78-week waits and plans to eliminate 65-week waits by March 2024) were praised. Urgent and emergency care was noted as more challenged, though it was highlighted that performance exceeds the national average.

The ICB's Quality Committee was also recognised as delivering its functions in a way that secures continuous improvement in the quality of services.

The ICB's working with people and communities strategy, along with the establishment of the Public Involvement and Engagement Advisory Committee, were highlighted as ensuring the voice of local people and resident is actively embedded and valued in decision-making. The Committee is keen to maintain a focus on local place developments. For example, on 25 October, the Committee received a detailed update on engagement for the Blackpool place and partnership work to listen to communities, which is available to download [on the ICB website](#).

2. Tackling unequal outcomes, access and experience

It was recognised that the ICB includes prevention and improving population health as a cross-cutting priority and is focused on driving down inequalities in access, outcomes and experience for people in Core20plus communities ([a national approach](#) to reducing healthcare inequalities).

3. Enhancing productivity and value for money

The ICB was recognised for remaining within its cash limit and within its capital resource limit, as well as maintaining within its running cost allowance. Unsurprisingly, it was acknowledged that the year ahead is already proving challenging from a financial aspect, with the need for all system partners to work together. The ICB was also encouraged to begin developing medium-term financial plans to achieve system clinical ambitions in a sustainable manner.

4. Helping the NHS support broader social and economic development

The ICB's work with providers and place-based partners to embed anchor approaches and share good practice was recognised.

The main recommendation for the ICB was the need to focus on driving continued improvement in access to services, both physical and mental health, and in both primary and secondary care – alongside a relentless focus on productivity and value for money.

NHS Joint Forward Plan

Another requirement of the Health and Social Care Act 2022 is for the ICB and its partner NHS Trusts to have an NHS Joint Forward Plan for Lancashire and South Cumbria. The plan sets out how the ICB and its partner Trusts will arrange and/or provide services to meet the needs of their local populations. Informed by the [Integrated Care Partnership \(ICP\) strategy](#), the joint forward plan was agreed with engagement from partners and the public as part of its development.

Some of the delivery of the plan will be delegated to place and neighbourhood levels. The final plan was signed off by the ICB Board at its meeting on 5 July 2023 and is available here: <https://www.lancashireandsouthcumbria.icb.nhs.uk/our-work/forward-plan>

Recovery and Transformation

There are some big challenges across the Lancashire and South Cumbria health and care system. Work is ongoing within the ICB to respond to those challenges, and the ICB has a good plan in place for recovery and transformation which aims to improve the quality of local care provision and outcomes for people in Lancashire and South Cumbria. There is much to be proud of, but there is also more to be done to fundamentally change the way care is delivered to ensure that the Lancashire and South health and care system is affordable in the future.

Building on a significant improvement in relationships with local government and the voluntary sector, the ICB Board discussed in September 2023 the need to re-set the Provider Collaborative Board (PCB) – which is the joint committee of the five NHS Trusts in Lancashire and South Cumbria, alongside the ICB, working together to deliver joint priorities to improve health and healthcare.

A system-wide Recovery and Transformation Board was also set up to provide an organisational oversight and assurance role, oversee system-wide transformation workstreams and, on a bi-annual basis, review the portfolio of system-wide transformation workstreams.

The ICB received strong support from the regional and national NHS teams for the recovery approach that has been adopted, with a focus on clinical and non-clinical transformation and a three-to-four year timeframe. It is recognised that there is a significant amount of change and a high degree of risk in some aspects of the programme. The budget remains very challenging for the ICB and for the wider system.

Redesign of clinical services

Senior leaders across the NHS Trusts and the ICB met in autumn 2023 to consider how the system will work effectively on issues relating to the sustainability, recovery and redesign of clinical services over the next few years. A set of principles were agreed as to how clinical

and managerial colleagues will be supported to work together on some of the most fragile services over the next 1000 days, starting from now.

The group considered how to unblock some of the challenges that have been encountered in reaching agreement about major service reconfigurations in recent years, such as vascular, head and neck, urology, cardiac. The group is committed to the agreement and implementation of new models of care in these services with an aim to be in place during 2025/26.

Haematology, orthodontics and gastroenterology were agreed as the priority areas to develop and implement rapid networked solutions. It was recognised there are areas with existing networks or programmes across commissioners and providers which are being progressed in fragile services, such as stroke, child and adolescent mental health services, autism and cancer where progress needs to continue. Other clinically fragile services will continue to be supported to develop networked arrangements and work together across the system.

This work will also inform the overall clinical model for Lancashire and South Cumbria and make the most of the entire estate across the NHS as well as the opportunities that two new hospitals provides. A focused three-to-six-month process will be developed to articulate the vision and roadmap for clinical configuration and estates utilisation strategy. This aims to ensure a sustainable and viable future for all hospitals balanced with the evidence of what is clinically appropriate, whilst meeting the needs of the population.

The ICB will continue to communicate widely across the system with residents, colleagues and partners.

Reviewing commissioning and contracts

As part of the process of establishing the ICB in July 2022, hundreds of contracts and grants were transferred from the CCGs to the ICB. In recognition of the scale of the work required to review the detail behind them, all contracts were rolled over for a further 12 months to end on 31 March 2024. During 2023, the ICB has worked to collate all contracts and grants to understand the funding streams, variations and outcomes. The time required to undertake this work cannot be underestimated.

To support recovery and transformation, the ICB now needs to review commissioning arrangements to resize contracts to meet the needs of the population within the available financial envelope. This is going to mean some difficult decisions, and these will be made with robust impact assessments, with an understanding of outcomes for patients across Lancashire and South Cumbria and with an aim to reduce health inequalities.

This review of contracts may mean differences in how the ICB delivers or configures services, now and in the future which needs to support recovery and transformation.

The ICB is working with all partners who it holds contracts and grants with to make sure there is full understanding of the next steps, to finalise the review of the contracts and the assessment of any impacts that may result from a contractual change. The next step will be to communicate formally the commissioning intentions with individual organisations.

2. How has the introduction of place-based partnerships impacted on NHS services? Have GP practices reported a reduction in inappropriate issues being dealt with?

It is the ICB's ambition to have a world class, all age, community centric, integrated care system with its four places at the heart, driving the transformation and changes that is needed to improve health and care outcomes and experiences for the population.

Delivering improvements in health and wellbeing and putting the population's needs at the heart of everything requires health and care organisations, including the ICB, to organise and deliver care at the most appropriate level and closest to the residents they serve. Lancashire and South Cumbria's four places will be a key driving force in ensuring residents have healthy communities, high quality services, and a health and care service that works for them.

The ICB's aims are:

- A much stronger focus on prevention, transforming health and care services from being reactive to proactive, and designing new and improved prevention strategies.
- A step change in community-based services, with much greater integration of planning and provision between the NHS and local councils.
- Delivering world class care for priority diseases, conditions, population groups and communities.
- Getting better value from collective resources – money, people, buildings and digital assets.
- Using data and intelligence to focus on local needs, making better use of what is available across different organisations to inform planning and delivery.
- Strengthening of places and neighbourhoods to ensure decision-making happens closer to and with local people, moving resources and changing the way organisations invest in, provide and manage services.

These aims will be delivered more effectively through the implementation of our 'Place Integration Deal', where resources from the ICB and other partners over time are embedded further into our neighbourhoods and places. In the future, delegated decision-making will support further aligning and/or pooling of resources with local authorities, ensuring a targeted approach to local need and making better use of collective resources.

Each of the places has developed a set of priorities, for Lancashire these are:

- Creating health communities
- Integrated Neighbourhood Team (INT) development
- Enhanced care in the community

Across the Lancashire Place, the team works with partners through ten Health and Wellbeing Partnerships (HWBPs). The HWBPs play a vital role in setting priority areas of work in accordance with the needs of their local residents to encourage a deeper level of collaborative working between partners at a local level whilst providing a forum to discuss the strategic and operational coordination in the delivery of services.

They also report into the Lancashire Place Partnership upon delivery against their agreed priority areas. The Fylde and Wyre Health and Wellbeing Partnership held a series of workshops to identify their priorities, and the following areas of focus have been agreed:

Priority area	Focus
Children and young people	Mental health and wellbeing
Living well/ageing well	Supporting older people to stay
Lifestyles	Prevention activity
Clinical services strategy (BTH)	2024-2031 / QI
Urgent and emergency care	Winter planning
Integrated Neighbourhood Team (INT)/HWBP development	Alignment through HWBP

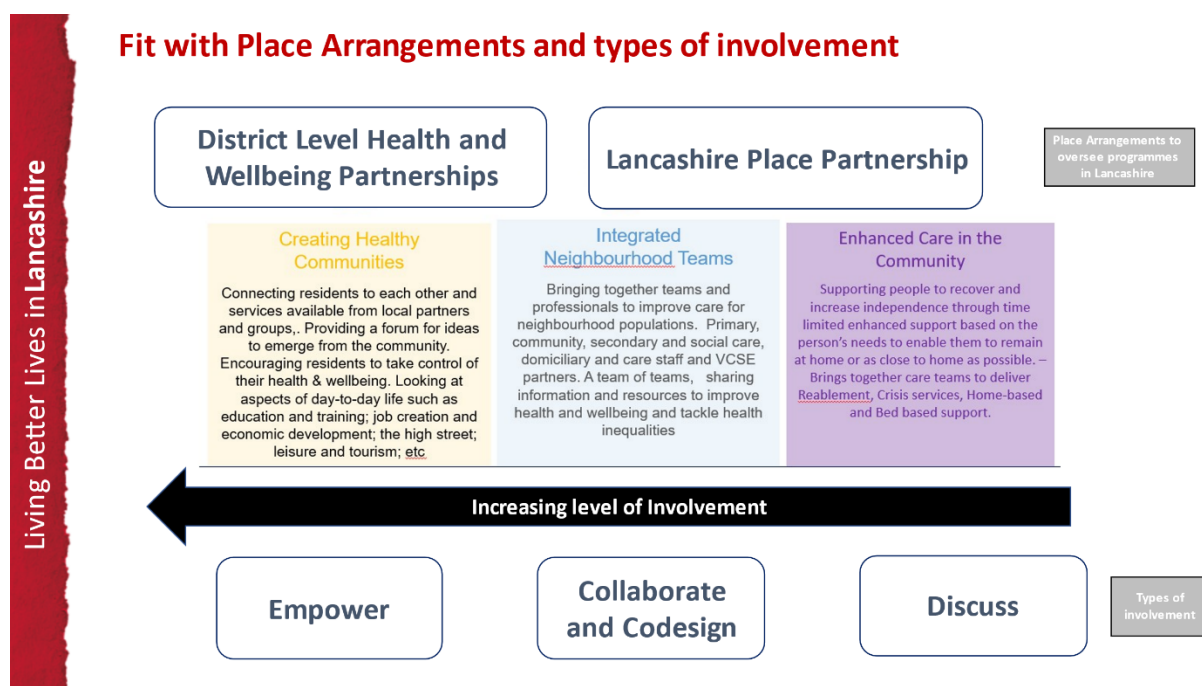
Please note, in relation to the query about inappropriate issues at GP practices, this is not a widely-raised issue, however the below information may provide further information in relation to general practice.

The NHS England delivery plan for recovering access to primary care (published in May 2023) attempts to take pressure off general practice and make it easier and quicker for patients to get the help they need. It is largely based on practical rapid improvements to how general practice works. NHS England asked all ICBs to present detailed progress updates to their public boards in autumn 2023 and you can read the [ICB's report at the November Board meeting](#).

Within the report, one of the headline messages is that general practices across Lancashire and South Cumbria are delivering more appointments than ever, with fewer qualified general practitioners but with bigger multidisciplinary teams.

The director of health and care integration (DHCI) for Lancashire is the senior responsible officer for the transforming care programme which is responsible for driving the three workstreams.

The Lancashire DHCI has hosted some workshops with all district CEXs and a smaller agreed working group which includes the chief exec of Wyre Borough Council. It was decided at a recent meeting that districts should be involved and the slide below illustrates what was agreed.



3. Is there a plan to address the high vacancy rates at Blackpool Teaching Hospitals?

Blackpool Teaching Hospitals (BTH) is actively recruiting to their vacancies with a particular focus on nursing and medical. Recognising the national workforce shortages, the Trust has been actively engaging with international recruitment campaigns for both medical and nursing.

Based on BTH's nursing trajectory, the Trust hopes to have full establishment within 2024. In relation to medics, some of the vacancies are linked to hard to recruit specialities, so the Trust is working with clinical leads to understand how services can be delivered differently.

A Lancashire and South Cumbria five-year workforce strategy is currently being developed, underpinned by a training and education strategy, and linking closely with existing people strategies across the system and in partner organisations. For Blackpool, this includes, but is not limited to, BTH and Lancashire and South Cumbria Foundation Trust.

This will be the first time a strategy has been developed for Lancashire and South Cumbria to describe how partners will work together on workforce as a whole system comprising health, social care and our voluntary, charity, faith and social enterprise partners. There is excellent work already ongoing in Lancashire and South Cumbria to support our people and the health and care system is rightly proud of our progress. However, whilst many of the challenges faced are common across the whole health and care system, much of the work to date has been localised to specific sectors, geographies or organisations.

There is now the opportunity to develop and embed a co-ordinated, aligned and truly cross-sector approach involving health, social care and our voluntary, charity, faith and social enterprise partners to address our workforce challenges. Adopting this joined-up cross-sector ethos will benefit everyone who lives or works in Lancashire and South Cumbria and will help us to deliver our workforce ambitions as well as our system's NHS Joint Forward Plan.

We will deliver this step-change in our approach by:

- Working together to deliver a One Workforce ethos and approach.
- Working as one to attract and retain a diverse and skilled workforce.
- Working as one to train and grow our own workforce.

Shifting our approach, our focus and our mindset in this way will require us to be brave and bold. We will not be able to deliver our priorities without changing the way we approach our work. We need to embrace new and innovative ways of working, breaking down traditional barriers and mindsets, to achieve our common goals. This five-year workforce strategy will outline how we will approach and implement this fundamental change.

In developing the draft and priorities within the strategy, a wide-ranging engagement strategy and series of workshops have been held. In November 2023, the Blackpool place workshop was attended by 31 staff from partners organisations across health and care.

The strategy will be finalised in the first quarter of 2024. Delivery of the strategy will be developed through a place-based partnership approach. This will finalise workstreams to benefit the "One workforce" of Blackpool such as initiatives around staff retention, resilience and recruitment of hard to fill posts.

4. In the Chief Executive report of September 2023, it was reported that the ICB was preparing for intervention from NHS England. Can you update us on this.

The Chief Executive report that was published in November 2023 described the ICB's preparations for potential intervention from NHS England based on the financial challenges that the ICB is facing. This is not a new problem and the ICB is working closely with the regional and national NHS teams to agree a multi-year plan to eliminate the deficit.

As part of the ongoing discussions, there has been no confirmation of intervention required, and the regional and national teams have been very supportive of the plans and progress that the ICB has already made. If any formal intervention does occur at any point in the future, the expectation is that it will be targeted to specific areas of concern whereby an external specialist would be able to make the maximum impact.

5. How is the ICB improving its partnership with NHS dental care and what is being done to tackle the challenge of accessing NHS dentistry in Wyre?

Unfortunately, locally and nationally there are challenges in accessing NHS dental care. We are working to improve access but acknowledge that in some areas patients are finding it difficult to access routine NHS dental care.

Dental services were delegated from NHS England to the ICB from 1 April 2023. The ICB must work within a national contractual framework which some dental providers do not find attractive. The NHS nationally receives funding based on around 60 per cent of the population being able to access NHS dental services. All dental practices are now required to deliver their full contractual levels of activity, the decline in oral health since the pandemic means the level of funding received in reality is currently only sufficient for around 50 per cent of the population to be able to access routine NHS dental care.

The NHS last year announced the first reforms to dentistry services since 2006, which aim to support practices to improve access and ensure everyone seeking NHS dental care can receive it when they need it.

Initial contract reforms (July 2022) sought to address the challenges associated with delivering care to higher needs patients and making it easier for patients to access NHS care. These included:

- Enhanced Units of Dental Activity (UDAs) to support higher needs patients.
- Monitoring of and adherence to personalised recall intervals.
- New minimum UDA value.
- Removing administrative barriers preventing dental care professionals from operating within their full scope of practice.
- Taking steps to maximise access from existing NHS resources.
- Improving information for patients by requiring more regular updating of the Directory of Services.

The ICB has recently launched its dental access and oral health improvement programme to improve access to primary care dental services in the high street and to improve oral health. The programme will prioritise the areas with the greatest need for dental access and

oral health support, aiming to reduce inequalities in dental access and oral health across Lancashire and South Cumbria. One of the ways access to dental services has already been improved is through the launching of a phone line which guarantees urgent NHS dental support to anyone who needs it. This service is available by calling 0300 1234 010 (standard local telephone charges apply). More information about the dental access and oral health improvement programme can be found in the report provided to the ICB board meeting on 8 November 2023 ([click here to view the report](#)).

From the access programme, using some of the objective measures relating to child oral health and child access, we are planning to work with our wider stakeholders in the local authorities and Integrated Neighbourhood Teams to progress a child oral health promotion scheme in addition to increased access to clinical care for children. The evidence suggests that if children are kept decay or caries free up to the age of 5, they will remain decay or caries free for life. The scheme is in its early stages of being planned but the aim is to have expressions of interest from the priority areas during the autumn.

12 February 2024



Report of:	Meeting	Date
Clare James, Corporate Director Resources (S151 Officer)	Overview and Scrutiny Committee	26 February 2024

Overview and Scrutiny Work Programme 2023/24 – Update report

1. Purpose of report

1.1 To update the Overview and Scrutiny Committee about the Overview and Scrutiny Work Programme 2023/24.

2. Recommendation

2.1 That the report be noted.

3. Current and completed work

3.1 Citizens Advice Lancashire West task group

Members had their final meeting on Friday 2 February and agreed their final recommendations. The report has been submitted to this meeting of the Overview and Scrutiny Committee and is recommended to be submitted to Cabinet on Wednesday 20 March.

3.2 Overview and Scrutiny Work Programme Workshop

The workshop will be taking place for the committee and the corporate management team (CMT) on Thursday 22 February at 2pm in the Members' Lounge. Suggestions from all councillors have been submitted and will be reviewed and discussed at the workshop.

4. Work Programme

4.1 The Overview and Scrutiny Work Programme for 2023/24 is attached at Appendix 1.

report author	telephone no.	email	date
Daphne Courtenage	01253 887476	Daphne.courtenage@wye.gov.uk	08/02/2024

List of appendices

Appendix 1 – Overview and Scrutiny Work Programme 2023/24

Overview and Scrutiny Committee Work Programme 2023/24:

Committee Meetings		
2023		
Date	Theme	Agenda items
Monday 12 June at 6pm	Update and review	<ul style="list-style-type: none"> Election of Chair for the municipal year 2023/24 Election of Vice Chair for the municipal year 2023/24 Business Plan 2022/23, Quarterly Performance Statement (Quarter 4: January – March) Climate Change Sub-Committee report O&S Work Programme 2023/24 – update and planning <p>Invited attendees: Marianne Hesketh (Corporate Director Communities)</p>
Monday 17 July at 6pm	Corporate theme	<ul style="list-style-type: none"> Wyre Moving More Strategy Terms of reference and membership of Climate Change Sub-Committee O&S Work Programme 2023/24 – update <p>Invited attendees: Mark Broadhurst (Head of Housing and Community Services), Cllr Lynne Bowen (Leisure, Health and Community Engagement Portfolio Holder)</p>
Monday 4 September at 6pm	Update and review	<ul style="list-style-type: none"> The Promotion of Self Care and Social Prescribing in Wyre Task Group – final report Review of the implementations of the District Enforcement Pilot Task Group Housing briefing note from Mark Broadhurst Business Plan 2023/24, Quarterly Performance Statement (Quarter 1: April – June) O&S Work Programme 2023/24 – update <p>Invited attendees: Marianne Hesketh (Corporate Director Communities), Mark Broadhurst (Head of Housing and Community Services), Cllr Simon Bridge (Street Scene, Parks and Open Spaces Portfolio Holder)</p>
Monday 16 October at 6pm	Business Plan single-item meeting	<ul style="list-style-type: none"> Business Plan review O&S Work Programme 2023/24 – update <p>Invited attendees: Rebecca Huddleston (Chief Executive), Cllr Michael Vincent (Leader)</p>
Monday 20 November at 6pm	Resources and Finance theme	<ul style="list-style-type: none"> Fees and Charges – draft NWE Finance Scrutiny Session – include link Business Plan 2023/24, Quarterly Performance Statement (Quarter 2: July – September) O&S Work Programme 2023/24 – update

Committee Meetings		
		<p>Invited attendees: Cllr Lesley McKay (Resources Portfolio Holder), Clare James (Corporate Director Resources, Section 151 Officer), Marianne Hesketh (Corporate Director Communities)</p>
2024		
Monday 15 January at 6pm	Integrated Health and Care System theme	<ul style="list-style-type: none"> • Annual update regarding the work of the Lancashire County Council Health and Adult Services Scrutiny Committee • Annual update from the Lancashire and South Cumbria Integrated Health and Care Board • O&S Work Programme 2023/24 – update <p>Invited attendees: Councillor Julie Robinson (Co-Opted Member), Heather Woodhouse (Integration Place Leader – Lancashire North)</p>
Thursday 22 February at 2pm	Work Programme Workshop 2024/25	<ul style="list-style-type: none"> • Workshop to agree topics for review for the 2024/25 Municipal Year <p>Invited attendees: The Corporate Management Team (CMT) and the members of the Overview and Scrutiny Committee.</p>
Monday 26 February at 6pm	Police and Community Safety theme	<ul style="list-style-type: none"> • Wyre Community Safety Partnership – annual scrutiny review • Review of the Tackling Youth Anti-Social Behaviour in Wyre Task Group – one year on • Council Plan 2023/24, Quarterly Performance Statement (Quarter 3: October – December) • Citizens Advice Lancashire West task group – draft report • O&S Work Programme 2023/24 – update <p>Invited attendees: Martin Wyatt (Wyre Neighbourhood Inspector), Neil Greenwood (Head of Environmental Health & Community Safety), and Councillor Roger Berry (Neighbourhood Services and Community Safety Portfolio Holder).</p>
Monday 22 April at 6pm	Work Programme planning and review	<ul style="list-style-type: none"> • Treasury Management training briefing • O&S Work Programme 2023/24 – update • O&S Work Programme 2024/25 – planning <p>Invited attendees: Clare James (Corporate Director Resources and S151 Officer)</p>

Task Group Reviews		
Current reviews:		
Date	Topic	Status
2023	Citizens Advice Lancashire West contract	Draft report to committee.
Future review focuses for 2023/24:		
Proposed start date	Topic	Status

Task Group Reviews		
2024	Fleetwood Market	Awaiting information from officers, invited to a future meeting
Looking further ahead:		
Date	Topic	Status
	Poulton to Fleetwood railway line	Waiting on the outcomes of the Government funded business case and feasibility study
	Tourism Strategy – review of the tourism corporate strategy	To be discussed at the Work Programme workshop
2024/25	Leisure Activity Provision	To be discussed at the Work Programme workshop
2024/25	Housing Options	To be discussed at the Work Programme workshop

Updated February 2024

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