



Overview and Scrutiny Committee Agenda

Wyre Borough Council
Date of Publication: 29 December 2017
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Scrutiny Officer
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**Overview and Scrutiny Committee meeting on Monday, 8 January 2018
at 6.00 pm in the Council Chamber, Civic Centre, Poulton-le-Fylde**

1. Election of Chairman

2. Apologies for absence

3. Declarations of interest

Members will disclose any pecuniary and any other significant interests they may have in relation to the matters to be considered at this meeting.

4. Confirmation of minutes

(Pages 1 - 4)

To confirm as a correct record the minutes of the meeting of the Overview and Scrutiny Committee held on 6 November 2017.

5. Business Plan 2018/19

(Pages 5 - 8)

Report of the Service Director Performance and Innovation, Marianne Hesketh, attached.

Councillor David Henderson (Leader of the Council) and Garry Payne (Chief Executive) will attend to present the updated Business Plan.

Councillors will have an opportunity to comment and ask questions.

6. Performance - The Council's Business Plan 2015-19 (2017 update)

(Pages 9 - 10)

The Service Director Performance and Innovation, Marianne Hesketh, has submitted a report, the 2nd Quarter Performance Statement 2017/18, July – September 2017.

7. Planned maintenance and investment schedule 2018/19

(Pages 11 - 12)

The Council's planned maintenance and investment projects schedule for 2018/19 is attached.

The Service Director Performance and Innovation, Marianne Hesketh, will report verbally and answer questions at the meeting.

8. Overview and Scrutiny Work Programme 2017-18

Peter Foulsham, Scrutiny Officer, will provide a verbal update for the committee about the delivery of the Overview and Scrutiny Work Programme.

Councillor Emma Ellison will inform the committee about a course that she attended on Scrutinising Council Performance, which was run by the Centre for Public Scrutiny, and how this might impact on the committee's work.

9. Date and time of next meeting

Monday 5 February 2018 at 6pm.



Overview and Scrutiny Committee Minutes

The minutes of the Overview and Scrutiny Committee meeting of Wyre Borough Council held on Monday, 6 November 2017 at the Council Chamber, Civic Centre, Poulton-le-Fylde.

Overview and Scrutiny Committee members present:

Councillors Rita Amos, Colette Birch, Emma Ellison, Rob Fail, John Hodgkinson, John Ibison, Patsy Ormrod, Julie Robinson, Christine Smith, Matthew Vincent and Michael Vincent

Other councillors present:

Councillor Lady Atkins

Officers present:

Clare James, Head of Finance and Section 151 Officer
Peter Foulsham, Scrutiny Officer

OS.33 Apologies for absence

Apologies for absence were received from Councillors I Amos, E Anderton and Jones.

OS.34 Declarations of interest

None.

OS.35 Confirmation of minutes

RESOLVED that the minutes of the meeting of the committee held on 9 October 2017 be confirmed as a correct record

OS.36 Review of fees and charges 2018/19

Clare James, Head of Finance, presented a report. She reminded members that fees and charges can be changed at any time but it has been recent practice to try to deal with everything in one report once a year, as far as possible.

Ms James drew members' attention to six paragraphs in particular.

5.1.2 There was a minor change in that the fees were now £190.52 and £177.15 respectively. Food Safety officers historically re-inspected premises free of charge. Every premise had to be inspected every three years with extra inspections being inspected when a business felt confident that their rating would go up and they did not want to wait until their scheduled inspection.

5.2.1 Following the appointment of a new Commercial Manager, Julia Robinson, there were some proposed adjustments to commercial and non-commercial fees and charges. A cross-directorate working group had been set up to look at weddings and to draw together the different offers at the theatres and the Civic Centre. The subsidy to Marine Hall had hovered between £225K to £250K for the last three years and the council needed to drive this down and be more commercial without alienating our community groups. Lots of work had been undertaken with community hirers to ensure adequate consultation had taken place and the venues could become more sustainable over time.

5.4.3 There was recognition that footfall had reduced at Fleetwood Market over a number of years and two new incentives were being introduced to try and encourage food stalls as this was a significant gap in the current offer at the market, compared to other similar facilities. The opening of a Digital Hub in conjunction with the CAB was hoped will bring in more customers to the market and both Julia Robinson and Marianne Hesketh were exploring other opportunities to reinvigorate the market as it was regarded as a key asset for the council and the community.

5.4.5 Approval for the test centre and a £40 MOT fee was received in March 2017. The additional £20 charge for taxi testing had been included in order to support the option of bringing it back in house when the current contract ended, although no decision had yet been made.

5.5.5 Credit and Debit Card surcharge fees would become illegal in January 2018 and would therefore cease.

5.6.8 There used to be some inconsistency across the council between cemeteries and other departments with regard to charges for memorial benches and plaques. This was now being standardised with the aim of ensuring that any 'donation' reflected the cost to the council of installing and maintaining the bench.

Following discussion, councillors raised a number of points which would be taken up by officers.

RESOLVED that

- (i) Ms James be thanked for attending the meeting and for her very informative report,

- (ii) The report be noted, subject to the questions raised by members being followed up by officers.

OS.37 Cost profiles - benchmarking results 2017/18

Clare James, Head of Finance, presented a report.

Ms James explained that this report was produced annually and was intended to help officers and members identify areas for potential scrutiny review.

The report summarised information submitted to central government by the council and compared the council's performance against other councils in our Nearest Neighbours Group. The Nearest Neighbours Group included authorities with similar characteristics to Wyre, so many were coastal, relatively small, second-tier authorities that carried out similar activities.

Ms James highlighted several points arising from the report. The total expenditure per head in Wyre had reduced from £114.66 in 2016/17 to £111.14 (roughly 3%) in 17/18, which was in line with the continued reduction in central government funding. There had also been a small reduction in Wyre's population of around 200 people.

Three of the categories of spend had reduced and three had increased in cost per unit, namely Highways and Transport, Planning and Cultural and Related Services.

The main areas that appeared to be suitable for further investigation were:

Car parking fees and charges
Care and Repair/ handy person service
Tourism/marketing/events

Cross-directorate officer working groups were in the process of being set up to review these areas further. A four-week consultation on parking charges was due to begin on 15 November 2017.

Councillors made the following additional comments:

- There were lots of anomalies with car parking charges and a borough-wide review was to be welcomed
- The question of charging points for electric vehicles needed to be addressed
- The committee would like the opportunity to comment on the consultation results before any proposed car parking policy was implemented
- The residents car parking permit scheme needed fundamental and urgent review
- The committee would like to receive quarterly progress reports about the delivery of the car parking strategy and any subsequent policy changes
- It was currently unclear how officer productivity was assessed

- The maintenance of un-adopted roads was a concern; to what extent was the council maintaining roads for which it had no responsibility?
- Councillors would like to know more about the detail of the agreement with Lancashire County Council regarding the maintenance of roundabouts
- The subsidy on assets such as the Marine Hall needed to be driven down and the committee informed about progress. It was noted that this will be an item considered by the committee on 8 January 2018.

RESOLVED that

- (i) Clare James be thanked for her informative report
- (ii) A report on the outcome of the car parking consultation be submitted to the committee as soon as it was available
- (iii) Quarterly reports on the progress and implementation of the car parking strategy be submitted to the committee, commencing in February 2018
- (iv) Clarification about the council's role in the maintenance of un-adopted roads be provided to the committee
- (v) Information about the agreement with Lancashire County Council regarding the maintenance of roundabouts be provided to the committee

OS.38 Life in Wyre task group - draft report

Councillor Christine Smith, Chairman of the task group, introduced the group's draft report and recommendations, which had been discussed and supported recently by the portfolio holder.

RESOLVED that the report and recommendations be endorsed by the committee.

OS.39 Council tax discounts and exemptions for the severely mentally impaired (SMI)

RESOLVED that the report be noted.

OS.40 Overview and Scrutiny Work Programme 2017-18

The Chairman, Councillor Michael Vincent, updated members about the progress of the current task groups. He also reminded members that following their consideration on 8 January 2018 of a report on how the council might maximise its return from its assets, it was likely that at least one new task group review would be identified.

OS.41 Date and time of next meeting

RESOLVED that the next meeting of the committee be held at 6pm on Monday 8 January 2018 at the Civic Centre, Poulton-le-Fylde.

The meeting started at 6.00 pm and finished at 7.27 pm.



Report of:	Meeting	Date	Item no.
Marianne Hesketh, Service Director Performance and Innovation	Overview & Scrutiny	8 January 2018	5

Business Plan 2015-2019 (2018 Update)
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1. Purpose of report

- 1.1 To provide the Overview and Scrutiny Committee with the draft Business Plan for 2015-2019 (updated for 2018) for consideration.

2. Outcomes

- 2.1 To ensure that medium and long term resources and service provision are prioritised and planned in accordance with the Medium Term Financial Plan (MTFP), the aspirations of local residents, local research and data and the national policy framework.

3. Recommendation/s

- 3.1 To consider the draft business plan for 2015-2019, which has been updated for 2018, prior to seeking Council approval at the meeting on 8 March 2018.

4. Background

- 4.1 Each year, the Council produces a Business Plan. The Business Plan is a key document in the business planning framework and its purpose is to set out the Council's vision, themes and priorities in line with the Medium Term Financial Plan (MTFP). The council has effective performance management arrangements in place which ensures that progress against the Business Plan is reported on a quarterly basis. This includes the involvement and support of Overview and Scrutiny who receive quarterly performance review reports.
- 4.2 Corporate Management Team and Heads of Service developed the Business Plan at a planning session held in November 2017. The draft

plan is then discussed with Management Board and Overview and Scrutiny Committee before proceeding to full Council for approval in March.

5. Key issues and proposals

5.1 The Business Plan covers a four year period (2015-2019) which has been developed to align with the four year election cycle. The vision and themes remain unchanged but key priorities, programmes and projects have been refreshed for 2018.

5.2 There have been some slight changes to the priorities and two new priorities have been added as follows:-

- We will promote a cleaner and greener Wyre.
- We will progress the digital transformation of services.

5.3 There are a number of new programmes and projects which feature on this year's plan as follows:-

- Facilitate a programme of work to deliver economic growth and prosperity which includes two new projects:-
 - Support delivery of priority actions of the Blackpool, Fylde and Wyre Economic Prosperity Board (EPB)
 - Support a sustainable future for the fish processing industry
- Develop a Wyre beach management scheme
- Develop a programme of work to target environmental crime and stimulate community pride
- Collaborate with our partners to apply for Heritage Action Zone status for Fleetwood conservation area
- Ensure the council meets the requirements of the new General Data Protection Regulations (GDPR).

5.4 It is intended to present the final business plan to full Council on 8 March 2017.

report author	telephone no.	email	date
Marianne Hesketh	01253 887350	Marianne.hesketh@wyre.gov.uk	12/12/2017

List of appendices

Appendix 1 - Business Plan 2015-2019 (2018 Update)

arm/o&s/cr/18/0801mh

DRAFT - BUSINESS PLAN 2015 – 2019 (2018 Update)

Vision

Together we make a difference

“Our vision is to be a Collaborative Council that works together with local communities and partners to make a difference and improve the lives of those who live in, work in or visit the Borough”

Themes

ENTERPRISING WYRE

HEALTHIER WYRE

ENGAGING WYRE

Priorities

- We will promote economic, housing and employment growth
- We will attract investment to Wyre and support businesses to survive, grow and prosper
- We will maximise commercial opportunities and improve the return from our assets
- We will facilitate new energy generation opportunities

- We will improve the health and wellbeing of our communities
- We will support older people to remain independent
- We will work with our partners (Health, Police, Voluntary Community and Faith Sector, LCC) to support prevention, early help and raise aspirations
- We will promote a cleaner and greener Wyre

- We will work with our partners (including Parish and Town Councils) to facilitate a different relationship with our residents and communities that encourages resilience, capacity and independence
- We will progress the digital transformation of services
- We will invest in our employees to develop a flexible and change-ready workforce
- We will deliver cost effective, quality services

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Key Programmes and Projects

- Facilitate a programme of work to deliver economic growth and prosperity including :-
 - Deliver the implementation plan for Hillhouse International Enterprise Zone
 - Support delivery of priority actions of the Blackpool, Fylde and Wyre Economic Prosperity Board (EPB)
 - Support a sustainable future for the fish processing industry
- Adopt a new Local Plan to manage and deliver development through to 2031
- Develop the Wyre Beach Management Scheme
- Deliver a programme of commercial initiatives as part of the Council’s Commercial Strategy
- Deliver the Asset Management programme of works to maximise the return from our assets

- Deliver a programme of work to promote healthy choices and healthier lifestyles to keep people well through better use of our leisure centres, recreational facilities, parks and open spaces
- Support neighbourhood health initiatives for Garstang and Over Wyre to address social isolation and loneliness
- Explore opportunities offered by the Better Care Fund to better support older people and people with disabilities to stay in their own homes
- Support the delivery of the Wyre Early Action project to include a focus on vulnerable children and young people
- Develop a programme of work to target environmental crime and stimulate community pride

- Facilitate the delivery of community priority projects through the Together We Make a Difference Network
- Progress our programme of efficiency savings and income generation projects to ensure a balanced budget
- Deliver our #DigitalWyre strategy, including a focus on:-
 - Digital Customer Service
 - Digital Community
 - Digital Workforce
 - Digital Collaboration
- Collaborate with our partners to apply for Heritage Action Zone status for Fleetwood conservation area
- Ensure the council meets the requirements of the new General Data Protection Regulations (GDPR)

Measures

- Number of houses built
- Number of affordable dwellings built
- Number of businesses supported
- Number of businesses registered on the Wyred Up database
- Out of work benefit claimant count
- Town Centre vacancy rates

- Adult and Childhood obesity levels
 - % clients enabled to remain living in their own home (Care & Repair)
 - Number of leisure centre customers
 - % of people satisfied with sport and leisure facilities #
 - % of people satisfied with parks and open spaces #
- #Life in Wyre Survey – Bi-annually

- % of people satisfied with where they live #
- % of people satisfied that the Council provides value for money #
- % of residents very or fairly well informed #
- Annual Efficiency Savings Delivered
- % of e-contacts as a % of total contacts

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Report of:	Meeting	Date	Item No.
Marianne Hesketh, Service Director Performance and Innovation	Overview & Scrutiny	8 January 2018	6

Council Business Plan – 2nd Quarter Performance Statement 2017/18
July – September 2017

Summary

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.

During the period from July to September 2017 (quarter 2), good progress has been made. Of the sixteen business plan projects, thirteen are advancing as planned with one due to start in quarter three. There are two projects which are classified as having minor issues, those being the Together We Make a Difference initiative and the #DigitalWyre project. Further information on these projects are summarised within the 'Comments and Issues' section of the attached report.

Of the eleven performance measures reported nine show an improvement in performance or are not significantly different to the previous comparator period's performance. Two measures have showed a decline in performance against the comparator period. They both sit within the 'Enterprising Wyre' theme of the business plan and include the number of affordable dwellings built, and the number of businesses supported. Commentary regarding the two measures is summarised within the narrative contained in the 'Comments and Issues' section of the attached report.

Full progress information on the business plan projects and measures can be accessed online via the hyperlinks embedded within the report by clicking on the relevant project or measure title. *(Please note these links do not work for the general public, however information will be made available on request)*

Key: G A R B i O X

G = On schedule/target; i = no target set
 A = Minor issues; O = No Information
 R = Major issues X = Not Started
 B = Complete/Ended

Direction is based on previous year performance

Increasing (green = improvement, red = worsening)
 No significant change or comparable data unavailable
 Decreasing (green = improvement, red = worsening)

Projects	
We will improve economic growth, housing and employment through delivery of: <ul style="list-style-type: none"> A Local Plan Local Economic Development Strategy 	<div style="display: flex; justify-content: space-around;"> G X </div>
Restore the Mount and its Gardens in Fleetwood	G
Rossall Sea Defence Scheme	G
Enterprise Zone at Hillhouse International Business Park at Thornton	G
Develop and deliver a commercial strategy	G
Develop the Wyre Flood Forum and support local flood action group	G
We will develop a programme of work to promote healthy choices and healthier lifestyles to keep people well through better use of our leisure centres, recreational facilities, parks and open spaces	G
Healthier Fleetwood initiative	G
Neighbourhood health initiatives for Garstang and Over Wyre	G
Better Care Fund to better support older people and people with disabilities to stay in their own homes	G
Wyre Early Action project	G
Together We Make a Difference Network	A
Asset Management Plan	G
Facilitate a staff development programme to support our vision and goals	G
#DigitalWyre, our digital strategy to facilitate digital transformation of services	A

Comments and Issues - Projects

Local Plan – The ‘Publication’ draft Wyre Local Plan was published for a six week [consultation](#) from 22 September until the 3 November 2017 following approval by Council on the 7 September 2017. All supporting evidence including the Sustainability Appraisal has also been published apart from the Local Plan Viability Report which is being finalised. It is the intention to submit the Local Plan for examination on the 20 December 2017. Submission is in part dependent on the number and content of representations received in relation to the policies in the Local Plan. At the end of September eighty representations have been received.

Local Economic Development Strategy (LEDS) – A report from the three Fylde Coast authorities is due to be presented to Cabinet in November 2017, followed by Council in December 2017. The plan proposes the formation of a Blackpool, Fylde and Wyre Economic Prosperity Board which will influence the priorities for the Wyre LEDS. For Wyre local development work continues; Wyred Up has delivered a social media workshop on 5 September 2017 and due to its success has arranged a second workshop for October. Ongoing work by the two coastal community teams has seen: Fleetwood completed a further shop improvement project (19 to date) and an increase in the shop local scheme participation with 12,000 cards now in circulation. Fleetwood market has received new branded signage as part of the wider regeneration project. Cleveleys has worked in partnership with HMP Kirkham to refresh the paint work on various railings, bollards and signposts across the town.

Neighbourhood health initiatives for Garstang and Over Wyre – A bid focussed on social prescribing in the community was submitted to the Fylde Coast Vanguard Empowering People and Communities work stream, and was successful. The project will deliver a social prescribing holistic model for the Wyre Integrated Neighbourhood led by a dedicated project manager. Resource has been provided by the council to progress the Wyre area work of the [FYi community directory](#) led by the NHS Fylde and Wyre Clinical Commissioning Group.

Together We Make A Difference – Whilst there has been an increase in the support offered to community groups there has been a lack of staff capacity for the asset mapping and community development activities as planned. This lack of resource is being addressed through support from the arts and events team. A community tour is being planned for the first week in December to meet with people and groups about local priorities and assets.

#DigitalWyre – Staff resources are limiting progress to deliver a number of the digital strategy projects. Options are being identified and an ICT service review is to be commissioned to help shape future service needs and ensure we have the right capacity to deliver the digital strategy. Progress has been made with the digital hub at Fleetwood Market and this is due to be launched by the end of 2017. The redesign of the council website is in development, as is the outsourcing of the postal service which will deliver savings.

Measures	Actual	Comparator year/period	Direction
Number of additional houses built (net cumulative)	262	221	
Number of affordable dwellings built	8	26	
Number of businesses supported	147	210	
Number of businesses registered with Wyred Up (cumulative)	4,722	4,698	
Out of work benefit claimant count	1,020	970	
Town centre vacancy rates	7.37%	7.18%	
Excess weight in adults (obesity and overweight measure)	65.0% (13/15)	65.2% (12/14)	
Excess weight –child 10-11 years (obesity and overweight measure) ANNUAL	31.1% (15/16)	34.6% (14/15)	
% clients enabled to remain living in their own home (Care & Repair)	98.5%	98.5%	
Number of leisure centre customers visits (cumulative)	433,974	414,382	
% of e-contacts as a % of total contacts	38.79%	36.89%	

Comments and Issues – Measures

Affordable dwellings built – More affordable housing is expected to be completed over the coming quarters as part of other larger market housing schemes. At 31 March there was extant planning permission (or a committee resolution to approve a planning application) for approximately 819 affordable dwellings, but the majority will only be delivered when the housing market schemes are commenced and built.

Number of businesses supported – This number has reduced due to the New Start and general business support contracts ending. It has been identified that there is a lack of providers in Lancashire that can deliver the required support to businesses in Wyre. A contract is expected to be in place early next year with a new provider.

The out of work benefit claimant count – Whilst the comparator figure from September 2016 shows a lower claimant count than the current figure (September 2017) the figures have been showing a steady decline in claimants since December 2016.

Number of leisure centre visitors cumulative – There has been a strong growth in usage at Garstang Leisure Centre. Usage is also up at Fleetwood and consistent at Poulton and Garstang pool.

% e-contacts as a % of total contacts – Due to a software issue it has not been possible to produce the full data to calculate the measure. Therefore the percentage, which normally presented as the average for the quarter, only represents July’s results.

PLEASE NOTE: The [hyperlinks](#) give further information on each of the projects and measures (this is available with council intranet access only). Further information on the projects and measures is available for members of the public by request via mailroom@wyre.gov.uk or the Engagement Team: 01253 891000

Planned Maintenance and Investment Projects Schedule – 2018/19

Property	Planned/Programmed Maintenance Improvements	TYPE	Area	2018/19 £
Marine Hall	Installation of external lighting to illuminate building	PM	All areas	12,000
Chatsworth Depot	Repair/replace corroded metal soffits, barge boards, fascias and guttering	PM		25,000
Fleetwood Leisure Centre	Overcoat existing flat roof covering with liquid applied system	PM	office and changing block	60,000
Fleetwood Leisure Centre	Overcoat existing flat roof covering with liquid applied system	PM	Pool Block	40,000
Fleetwood Leisure Centre	Remove roller shutter and brick up opening	PM	Main sports hall	4,000
Fleetwood Leisure Centre	Carry out re pointing to brickwork	PM	changing block and pool	25,000
Fleetwood Leisure Centre	Replace 2 steel lintels to pool building	PM	Pool	2,500
Fleetwood Leisure Centre	Concrete repairs to pool undercroft	PM	Pool	60,000
Poulton Leisure Centre	Overcoat existing flat roof covering with liquid applied system	PM	Pool Block	80,000
Poulton Civic Centre	Various repairs to rosemary tile roofs and ridges	PM	Various	15,000
Fleetwood Market	Carry out complete internal decoration	PM	Main Hall	40,000
Fleetwood Market	Carry out complete internal decoration	PM	Birdcage/ Annexe	20,000
Fleetwood Market	Carry out complete internal decoration	PM	Extension	10,000
Copse Road, Chatsworth Depot, Marine Hall, Fleetwood Market	CCTV installation and or upgrade	D	External	50,000
Marine Hall	Carry out refurbishment and redecoration works to main hall	II	Main Hall	12,000
Garstang Leisure Centre	Investment in equipment to increase visits	II		30,000
Garstang Pool	Refurbish reception area including new reception counter and entrance doors	II	Reception	35,000
	GRAND TOTAL			520,500

KEY: PM = Planned Maintenance, D = Desirable, II = Income Improvements

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