

Blackpool Council

6 November 2018

To: Councillors Callow, Mrs Callow JP, D Coleman, Critchley, Galley, Humphreys, Hunter, Matthews, Mitchell and Ryan

The above members are requested to attend the:

TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE

Wednesday, 14 November 2018 at 6.00 pm
in Committee Room A, Town Hall, Blackpool

A G E N D A

1 DECLARATIONS OF INTEREST

Members are asked to declare any interests in the items under consideration and in doing so state:

(1) the type of interest concerned either a

- (a) personal interest
- (b) prejudicial interest
- (c) disclosable pecuniary interest (DPI)

and

(2) the nature of the interest concerned

If any member requires advice on declarations of interests, they are advised to contact the Head of Democratic Governance in advance of the meeting.

2 MINUTES OF THE LAST MEETING HELD ON 12 SEPTEMBER 2018 (Pages 1 - 6)

To agree the minutes of the last meeting held on 12 September 2018 as a true and correct record.

3 PUBLIC SPEAKING

To consider any applications from members of the public to speak at the meeting.

- 4 FLOOD RISK MANAGEMENT** (Pages 7 - 40)
- To provide a basis for the Committee to consider the delivery of the Council's statutory duties in respect of the draft section 19 investigation report into the flooding in Blackpool on the 22 November 2017.
- 5 EXECUTIVE AND CABINET MEMBER DECISIONS** (Pages 41 - 52)
- To consider the Executive and Cabinet Member Decisions within the portfolios of the Leader of the Council and Deputy Leader of the Council, taken since the last meeting of the Committee.
- 6 FORWARD PLAN** (Pages 53 - 60)
- To consider the content of the Council's Forward Plan, November 2018 – March 2019, relating to the portfolios of the Leader of the Council and Deputy Leader of the Council.
- 7 GREEN AND BLUE INFRASTRUCTURE STRATEGY** (Pages 61 - 122)
- To inform and seek support from scrutiny on the production of a Green and Blue Infrastructure (GBI) Strategy.
- 8 FINANCIAL PERFORMANCE MONITORING AS AT MONTH 5 2018/2019** (Pages 123 - 164)
- To consider the level of spending against the Council's Revenue and Capital budgets for the first five months to 31 August 2018.
- 9 REPORTING THE USE OF EXTERNAL CONSULTANTS 2017/2018** (Pages 165 - 170)
- To consider the annual report, detailing consultancy spend across all Council services during the 2017/18 financial year.
- 10 TOURISM PERFORMANCE UPDATE** (Pages 171 - 178)
- To provide information on tourism performance and trends using various indicators including number of visits; the value of the visitor economy and number of jobs supported; footfall on the Promenade and town centre; car parking; tram usage; and satisfaction ratings.
- 11 ANNUAL CUSTOMER FEEDBACK REPORT 2017/2018** (Pages 179 - 200)
- To consider the Annual Customer Feedback Report covering the period 1 April 2017 to 31 March 2018.
- 12 BUDGET SCRUTINY REVIEW PANEL** (Pages 201 - 204)
- The Committee to consider the establishment of a Budget Scrutiny Panel.

13 SCRUTINY WORKPLAN

(Pages 205 - 212)

To consider the Workplan and to monitor the implementation of Committee recommendations, together with any suggestions that Members may wish to make for scrutiny review topics.

14 DATE OF NEXT MEETING

To note the date and time of the next meeting as Wednesday, 23 January 2019, commencing at 6pm.

Venue information:

First floor meeting room (lift available), accessible toilets (ground floor), no-smoking building.

Other information:

For queries regarding this agenda please contact John Greenbank, Senior Democratic Governance Adviser (Scrutiny), Tel: 01253 477229, e-mail john.greenbank@blackpool.gov.uk

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Public Document Pack Agenda Item 2

MINUTES OF TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE MEETING -
WEDNESDAY, 12 SEPTEMBER 2018

Present:

Councillor Hunter (in the Chair)

Councillors

Callow	D Coleman	Galley	Matthews
Mrs Callow JP	Critchley	Hutton	Mitchell

In Attendance:

Mr Alan Cavill, Director of Place
Mr Steve Thompson, Director of Resources
Mr Philip Welsh, Head of Tourism and Communications
Mrs Ruth Henshaw, Delivery Development Officer
Mr John Greenbank, Democratic Governance Senior Adviser (Scrutiny)

Councillor Mark Smith, Cabinet Member for Regeneration, Enterprise and Economic Development

Councillor Mrs Christine Wright, Cabinet Member for Housing

1 DECLARATIONS OF INTEREST

Councillor Galley declared a personal interest in relation to agenda item 8, as a non-Executive Director of Blackpool Transport Services Ltd, due to his involvement in the park and glide scheme operated during events over the summer.

Councillor Hunter declared a personal interest in relation to a Cabinet Member decision regarding the development on the former Hoyle House site outlined in agenda item 5, as he was a non-Executive Director of Blackpool Housing Company Ltd, who were managing the development on behalf of the Council.

Councillor Hutton declared a personal interest in relation to a Cabinet Member decision regarding the development on the former Hoyle House site outlined in agenda item 5, as he was the Chairman of Blackpool Coastal Housing Ltd, who would manage the properties on the site once the development was complete.

2 MINUTES OF LAST MEETING HELD ON 06 JUNE 2018

The Committee agreed that the minutes of the Tourism, Economy and Resources Scrutiny Committee meeting held on 06 June 2018 be signed by the Chairman as a correct record.

3 MINUTES OF THE MEETING HELD ON 25 APRIL 2018

The Committee agreed that the minutes of the Tourism, Economy and Resources Scrutiny Committee meeting held on 25 April 2018 be signed by the Chairman as correct record.

**MINUTES OF TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE MEETING -
WEDNESDAY, 12 SEPTEMBER 2018**

4 PUBLIC SPEAKING

The Committee noted that there were no applications to speak by members of the public on this occasion.

5 EXECUTIVE AND CABINET MEMBER DECISIONS

The Committee considered the Executive and Cabinet Member decisions, within its remit, taken since the last meeting of the Committee on 6 June 2018.

Members queried, in relation to Cabinet Member decision PH44/2018, if a tenant had been found for the ground floor of 23 King Street. Councillor Smith, Cabinet Member for Regeneration, Enterprise and Economic Development, responded that work was ongoing but there had been expressions of interest in the tenancy.

Cabinet Member decision PH41/2018 regarding the rescheduling of an existing loan from the Blackpool Business Loans Fund was discussed. The Committee questioned the urgency of the decision, to which Mr Alan Cavill, Director of Place, responded that it was in connection with a loan to fund a development project that was currently under consideration. Due to the length of the due diligence process to bring the new loan forward it was considered that rescheduling the applicant's existing loan to allow the project to commence would be beneficial.

The Committee discussed the Council and Police Frontline Operational Delivery Partnership outlined at Cabinet Member decision PH46/2018. Members asked if the partnership would involve the sharing of powers between the Council's enforcement officers and Police Community Support Officers in areas such as dog fouling. Councillor Smith responded that the partnership allowed for closer working with the Police in a number of areas, but that a written answer would have to be provided by the Deputy Leader of the Council to clarify if any powers would be shared.

The prudential borrowing of £4.8m as part of decision EX36/2018 regarding the Domestic Waste Service Delivery Options was questioned. Mr Steve Thompson, Director of Resources, indicated that the money was required to purchase new vehicles following the expiry of the current domestic waste contract and the bringing of the service in-house. This was considered to be the cheapest option for the Council and would generate a saving of £760,000 overall.

Members asked if, in relation to Cabinet Member decision PH53/2018, the Council was able to pursue Business Rate debtors whose company had closed but re-opened under a new name. Mr Thompson responded that debtors were tracked where it was possible but that the law surrounding company disclosures meant that it was not always possible.

The Committee noted that a number of Cabinet Members had not been able to attend the meeting to respond to questions regarding decisions, and that this had happened on a number of previous occasions.

**MINUTES OF TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE MEETING -
WEDNESDAY, 12 SEPTEMBER 2018**

6 FORWARD PLAN

The Committee considered the content of the Council's Forward Plan September 2018 to January 2019, relating to the portfolios of Cabinet Members whose responsibilities fell within its remit.

Members queried whether the public consultation on the proposed Marton Moss conservation area would prevent the placement of caravans on the site, which was considered to be a growing problem. Mr Cavill responded that the consultation was at an early stage and he could therefore not comment on any possible outcomes.

7 FINANCIAL PERFORMANCE MONITORING AS AT MONTH 3 2018/2019

Members considered the report outlining Financial Performance Monitoring at Month 3 2018/2019.

The Committee questioned why there had been reduced income from CCTV, as it was regarded that demand for the service was high. Mr Cavill responded that although demand was high, few were willing to pay the associated cost of using the service. It was also noted that the service was dependent on volunteers being available to monitor the televisions and that a new location was required for the service as the Old Police Station where it was based was due to close.

The Children's Services overspend was also discussed. Mr Thompson informed the Committee that demographic pressures on services had been presented to a recent meeting of the Audit Committee. This had included a forecast of the changes to the age profile of Blackpool's population, which Members requested be circulated to them for information. The issue remained a high priority for the Council and a report on the service was scheduled for the 13 September 2018 meeting of the Resilient Communities and Children's Scrutiny Committee.

A query was raised regarding whether the Council had considered use of the Municipal Bonds Agency (MBA) as a method of borrowing. Mr Thompson responded that it had, but the MBA's progress in issuing its first bond had been slow to date.

8 PARKING SERVICES PERFORMANCE REPORT

The Committee considered the performance data of the Council's owned and managed car parks and on street parking, both with regard to the levels of patronage and income from August 2017 to July 2018, in comparison with the same period in 2016/2017.

Mr Philip Welsh, Head of Tourism and Communications, reported that performance in the first few months of the current financial year had been strong with revenue around £100k ahead of the same period last year and in particular good performance on off-street parking.

Members enquired if free parking offers in December 2017 had affected the number of users and income contained within the report. Mr Welsh responded that the free offers had undoubtedly affected patronage numbers as there was no way of counting the

**MINUTES OF TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE MEETING -
WEDNESDAY, 12 SEPTEMBER 2018**

number of people who had taken advantage of the offer.

Councillor Smith, Cabinet Member for Regeneration, Enterprise and Economic Development, informed members that the offer had been requested by the Business Improvement District (BID) with a view to increasing footfall in the town centre over Christmas and New Year. He reported that many town centre employees had taken advantage of the offer and this had distorted the picture of how effective the promotion had actually been. In light of that fact, a review of the Christmas offer for 2018 was under consideration.

The Committee discussed the Park and Glide scheme operated during the Blackpool Air Show. Mr Welsh reported that almost 1000 cars had used the scheme over the weekend. This was considered to be a positive outcome and the continuation of the scheme in the future was being looked at.

It was noted that the patronage report included a sequencing error in that some of the individual car parks had slipped out of alignment. This did not affect the overall patronage or income figures. It was further noted that a copy of the report with the correct sequencing would be circulated after the meeting.

9 SINGLE USE PLASTICS SCRUTINY REVIEW

Members consider the outcomes of the Single Use Plastics (SUP) Scrutiny Review.

The Council had agreed a motion at its 27 June 2018 meeting that it would end the use of SUP by May 2020. Following this the review group had agreed that the Tourism, Economy and Resources Scrutiny Committee should monitor the implementation of the motion.

The work plan therefore had an update scheduled for the Committee's meeting in January 2019, however the Committee requested that this be brought forward to the meeting on 14 November 2018 due to the importance of the issue.

10 COUNCIL PLAN PERFORMANCE - ARRANGEMENTS FOR 2018/2019

Mrs Ruth Henshaw, Corporate Delivery Officer highlighted the proposed arrangements for reporting performance against the suite of headline key performance indicators for Priority 1 and organisational resilience for 2018/2019.

The Committee agreed the new approach for performance monitoring and to include the indicators not currently reported on in the annual key performance report.

11 SCRUTINY WORKPLAN

The Committee agreed to note the Scrutiny Workplan.

12 DATE OF NEXT MEETING

The Committee noted the date and time of the next meeting as 14 November 2018, commencing at 6.00pm.

**MINUTES OF TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE MEETING -
WEDNESDAY, 12 SEPTEMBER 2018**

Chairman

(The meeting ended at 7.15 pm)

Any queries regarding these minutes, please contact:
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Report to:	TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE
Relevant Officer:	Clare Nolan- Barnes, Head of Coastal and Environmental Partnership Investments
Date of Meeting	14 November 2018

FLOOD RISK MANAGEMENT

1.0 Purpose of the report:

- 1.1 To provide a basis for the Committee to consider the delivery of the Council's statutory duties in respect of the draft section 19 investigation report into the flooding in Blackpool on the 22 November 2017.

The report provides a summary of findings and actions required in respect of the investigation into the flooding event in Blackpool on the 22 November 2017.

2.0 Recommendation(s):

- 2.1 To scrutinise the delivery of the Council's statutory duties, in respect of the Council's duty to investigate, note the findings of the Section 19 report and publish the report in accordance with the Council's policy on investigating and in accordance with the requirements of the Flood and Water Management Act 2010.

3.0 Reasons for recommendation(s):

- 3.1 To ensure constructive and robust scrutiny of the report and provide confirmation that the Council is delivering its statutory duties in respect of flood risk management.

3.2a Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

3.2b Is the recommendation in accordance with the Council's approved budget? Yes

- 3.3 Other alternative options to be considered:

None

4.0 Council Priority:

4.1 The relevant Council Priority is: “The economy: Maximising growth and opportunity across Blackpool”

5.0 Background Information

5.1 The Council has statutory duties as set out in the Flood Risk Regulations 2009, the Flood and Water Management Act 2010 and the Flood Risk Management Overview and Scrutiny (England) Regulations 2011.

5.2 Following attendance at the Tourism, Economy and Resources Scrutiny Committee on the 25 April 2018, a further report was requested incorporating the details of United Utilities findings of the investigation into the flooding in Blackpool on the 22 November 2017.

5.3 The Flood and Water Management Act has been enacted at various times through secondary legislation since receiving royal assent in 2010. Part of the Act is a duty to cooperate with other risk management authorities and to share information. The flood event of the 22 November 2017 required Blackpool and other risk management authorities such as United Utilities, Environment Agency and Lancashire County to work together in cooperation to understand the effects the rainfall on that day had on the town and work together to provide future resilience. Blackpool is part of the Lancashire Strategic Flood Risk Partnership which reports on progress of the duties.

6.0 What is going well/What is not

6.1 Flood Risk Management duties

The requirement to work together in co-operation is working well and should enable Blackpool to benefit from Partnership schemes that deliver improvements in flood risk management.

7.0 Duty to investigate flood incidents

7.1 On becoming aware of a flood incident within Blackpool, the Council has a duty to investigate flooding incidents to the extent that it considers appropriate and necessary. A policy has been implemented on the criteria which would trigger a formal investigation. Other incidents of flooding are investigated when appropriate but results are not published. Since implementation in 2012, there have been 30 reports which have been investigated, although only three have reached the formal investigation criteria.

7.2 The policy for investigation has been developed in line with Lancashire County

Council to ensure a consistent approach throughout the County. However, Lancashire County Council has recently updated its policy and Blackpool Council's policy will be reviewed in 2018/19.

8.0 Investigation into the event of the 22 November 2017

8.1 A draft Section 19 report has been prepared which highlights the findings to date of the flood event on the 22 November 2017 and provides recommendations, in particular the formation of a flood forum for residents to better understand the reasons for flooding in particular areas and the resilience measures they can take in the event of a flooding incident. In particular the report highlights recommendations for future partnership working which is in line with the Defra 25 year plan and flood risk management best practice.

8.2 A separate joint document is appended to this report to provide a summary of the investigation and the actions required by United Utilities.

Does the information submitted include any exempt information? No

9.0 List of Appendices:

Appendix 4(a) - Draft Section 19 Report – Investigation into flooding on 22 November 2017

Appendix 4(b) – United Utilities Report on the flooding of 22/23 November 2018

10.0 Legal considerations:

10.1 None.

11.0 Human Resources considerations:

12.0 Blackpool Council needs to retain the expertise and resource to deliver the statutory duties in the Flood and Water Management Act.

13.0 Equalities considerations:

13.1 Flooding has the potential to impact on vulnerable residents to a greater extent and will need to be managed accordingly.

14.0 Financial considerations:

14.1 The Department for Environment Flood and Rural Affairs along with the Department

for Ministry of Housing, Communities and Local Government provide some funding to undertake flood risk projects and studies.

15.0 Risk management considerations:

15.1 Failure to implement the statutory duties could lead to unquantified and unmanaged flood risk to Blackpool.

16.0 Ethical considerations:

16.1 None.

17.0 Internal/ External Consultation undertaken:

17.1 Blackpool Council is part of the Lancashire Flood Risk Partnership and also chair the Fylde Peninsula Water Management Partnership, which review flood risk but also considers all aspects of water management in Blackpool

18.0 Background papers:

18.1 Summary report in respect of the flood event on the 22 November 2017.

18.2 United Utilities report in respect of the flood event on the 22 November 2017.

Section 19 Report:

Investigation into flooding on 22nd

November 2017

Blackpool Council



Section 19 Report: Investigation into flooding on 22nd November 2017

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Section 19 Report: Investigation into flooding on 22nd November 2017

Problem Reported

Following intense rainfall commencing in the early afternoon on the 22nd November 2017 a number of flooding incidents were reported to Blackpool Council via the Vitaline out-of-hours call centre.

None of the risk management authorities had received Met office warnings of heavy rainfall.

Due to a combination of factors, in particular that the Environment Agency were not aware of the extent of the incident in the Blackpool and Lancashire area, a major incident was not declared.

Therefore Blackpool emergency planning protocols were put in place.

Council officers attended and excellent service was provided in particular by Vitaline out-of-hours service keeping officers aware of the extent and locations of flooding.

Flooding was also reported to have caused a number of power failures in the Anchorsholme area. Welfare assistance was not required but Adult Social Care were available to provide assistance to residents if required and sports centres were on standby to provide refuge for residents should it be required.

Blackpool Council are now aware that flooding occurred in the following locations:-

Anchorsholme Lane	Bridgewater Avenue
Ashfield Road	Brisbane Close
Beryl Avenue	Bromley Close
Bovington Avenue	Camberra Close
Briarwood Drive	Champagne Avenue

Corinader Close	Moor Park Avenue
Cranbrook Avenue	Mossom Lane
Dalby Close	Munster Avenue
Emerald Close	New Lane
Faraday way	Penswick Avenue
Fir Tree Place	
Gilford Avenue	Perth Close
Grassington Place	Quarry Bank
Greenoak Place	Radway Close
Hastings Avenue	Sevenoaks Drive
Hobart Place	Snowhill Crescent
Kelverdale Road	
Kinnerton Place	
Lauderdale Avenue	
Limerick Road	Valentia Road
Lockhurst Avenue	Warley Road
Marble Avenue	Warren Drive
	White Carr Lane
	Wood Green Drive
	Wroxton Close

Section 19 Report: Investigation into flooding on 22nd November 2017



Figure 1

The number of properties effected by this event is approximately 300.

There was also major flooding under Devonshire Road Bridge leading to road closure and at Anchorsholme Academy.

Figures 1 and 2 give location plans of properties with flooding reported.

Figure 3 shows the Environment Agency mapping of areas at risk of surface water flooding. Although the mapping is intended as a guide only some of the areas flooded on 22nd November 2017 are shown to be at risk on the mapping but the majority of areas flooded on the 22nd November are not on the Environment Agency mapping.

Figure 2

Section 19 Report: Investigation into flooding on 22nd November 2017

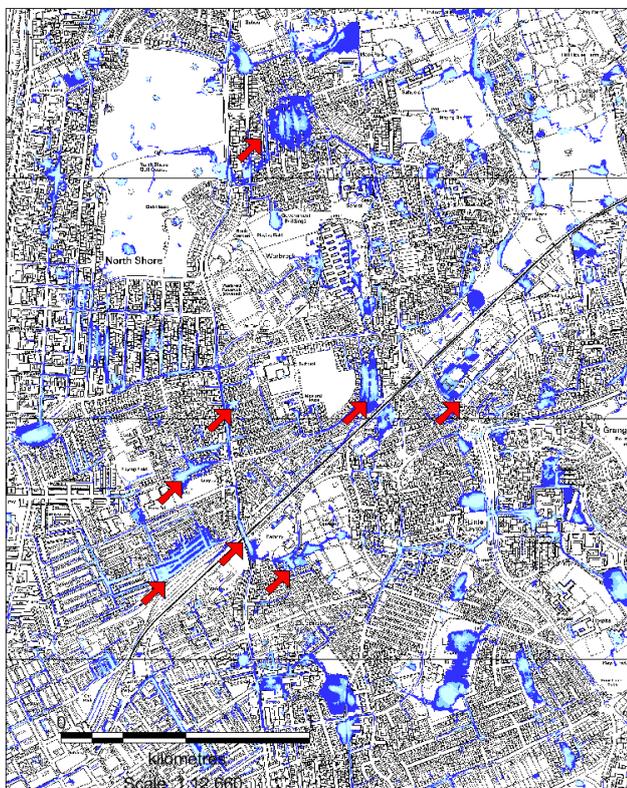
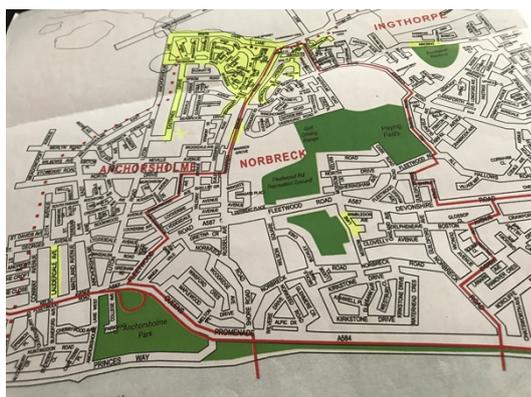


Figure 3 An extract of the Environment Agency's surface water flood mapping with areas previously flooded highlighted.

Background

Blackpool is a low lying highly urban town with a combined sewer system serving the whole of the town.

Due to the level of previous development many open watercourses have been culverted and now form part of the sewer system. With the exception of some small sections, the highway drainage gullies also ultimately discharge into the combined sewer network.

It should be noted that major works carried out by United Utilities in the Blackpool South area to separate surface water and discharge out to sea, should provide some flood risk benefit in the future.

Data from United Utilities suggests that the rainfall was of intensity with a return period of 1 in 64 year. This is well outside the design for both the highway drainage and sewer capacity and a lack of hydraulic capacity is the main cause of flooding in this instance. This relates to both the highway drainage and the sewers which the drainage outfalls into.

United Utilities record that rain had been falling steadily from the 20th November 2017 and consequently their storm water tanks and sewers were already at full capacity, in addition the ground was saturated. United Utilities have provide their own reports and rainwater data which is attached to this report.

Findings and Actions

Council Officers and Elected Members attended a number of properties on the 21st and 22nd November in the Anchorsholme, Norbreck and Bispham areas which resulted in this formal section 19 investigation. This does not however mean that flooding did not occur in other areas

Section 19 Report: Investigation into flooding on 22nd November 2017

In order to collate the information for the Investigation into this flood event the following initial actions were taken (as far as officers were aware)

- Council officers visited all the properties where flooding was reported to allow investigations of the effect of the property level flooding.
- Letters were dropped at all properties recorded as affected by flooding.
- Data collected during the end of November and beginning of December found that over 74 properties had property level flooding and 6 garages have been reported as having flooding.

In the Anchorholme area identified in Figure 1, as a result of the weather conditions during the week commencing 20th November, the sewage system was already full to capacity, ground conditions were saturated and water course levels were high.

To date the findings are that this flooding event resulted from the inundation of water in the sewers systems and the inability of water courses to remove water quickly enough due in the main to capacity issues.

Water was recorded to have receded from these properties during the morning of the 23rd November 2017.

The largest area recorded with flooding was East Anchorholme, the area bounded by Warren drive, Sevenoaks Drive, Wood Green Drive, North Drive and Snowhills Crescent which was impassable due to water at a depth in the region of 500mm across the highway. Some areas reported loss of electricity.

Following a visit to 25 Fir Tree Place where property flooding is recorded the resident reported that water did not recede until 9.30am on the 23rd November 2017.

Further investigation has taken place in respect of the cross boundary and other risk management authorities

operations during this event in particular United Utilities.

Lauderdale Avenue was reported to have flooding in the highway, this receded at 3am.

In the Bispham area, Blackpool Council officers attended but could not alleviate the water, similarly to Anchorholme area ground conditions were saturated and sewage systems full to capacity.

Highways teams recorded that on arrival at Valentia Road and Limerick Road there was evidence of surcharge into properties, over the carriageway and in gardens. Water had entered properties largely under the floor. The road was flooded in parts up to 1m deep.

In addition these properties had suffered electrical disruption.

Blackpool Council deployed sandbags to divert water but these proved ineffective as water levels had risen quickly and sewer surcharge had entered the property under the floor.

The residents were advised to contact United Utilities to assist with the clean-up.

Valentia Road was also visited after the event on 22nd November 2017.

Resident were informed along with others in the area that there was sewer surcharge in the flooding and as such United Utilities should be involved in the investigation. It is understood that this area is a known area of risk of highway flooding and as such led to the road being closed on a number of previous occasions. (Property level flooding has not been previously recorded)

Investigations are continuing into prevention of flooding and resilience measures that can be provided should an event such as this reoccur.

There was major flooding on Mossom Lane, manholes lifted which led to the road being closed. Initial investigation raised questions about the ability of Anchorholme pumping station to operate during this

Section 19 Report: Investigation into flooding on 22nd November 2017

event which could be the reason that Mossom Lane flooded, however, United Utilities have provided a report that states that the pumping station was operational on the evening of the 22nd November and that the pumps were operating intermittently as they would expect them to.

Properties at numbers 393 to 373 and 398 to 378 Warley Road were impassable due to 500mm depths of water. There was also electricity failure to properties in this area. The road was closed but water is reported to have receded at 3am.

Residents have contacted the flood risk manager and further investigations is taking place in respect of Warley Road and Bromley Close.

Devonshire Road Bridge was closed due to flooding, this bridge has a history of closure during heavy rainfall. Officers are working with United Utilities to better understand what measures can be taken collectively to address the flooding in this location.

Conclusions

Given the rapid onset of this incident and the lack of Met office warning there was little opportunity for preparation. However the investigations by the drainage team and close working with other risk management authorities (RMA's) show good undertakings of duties by Blackpool Council and United Utilities, although there were mixed messages during the operation itself particularly as United Utilities staff were not familiar with the town and some residents were given factually incorrect information about flood risk responsibility.

In particular, the response to customers that highway flooding and lack of operational Council pumping stations was the responsibility of the Council was unhelpful and in many cases incorrect. Blackpool Council do not operate pumping stations in those areas.

It is understood that the flooding was caused by hydraulic inadequacy of both the United Utilities combined sewer system and the highway gully system. It must be noted that the capacity and ability of watercourses to cope with volumes of water (particularly in the eastern end of Anchorholme) also contributed to the flooding. Given the speed with which the flood receded it is understood that gullies in the area were operational. With the intensity of the rainfall it is not suggested that there was any blockage in the sewer system but the capacity did not allow the highway gullies to drain away.

United Utilities Report and Actions

United Utilities have provided a separate report on the operation of their pumping station and a summary of their own investigations during the rainfall event of the 22nd November 2017 and it is attached to this report.

As additional mitigation, United Utilities took the decision to divert flows from from Skipool pumping station serving Poulton-le Fylde and surrounding areas away from the Anchorholme catchment. The levels of inundation meant most of United Utilities assets were continually spilling to watercourse. The diversion of storm water to the River Wyre was seen as a means of seeking to mitigate the flooded areas of the Anchorholme catchment. This is further explained by United Utilities report.

Following investigate it was found that the culvert underneath Amounderness Way required de silting and the Highways Agency responsible for this culvert have acknowledged their responsibility.

Flood Management Options and recommendations

Section 19 Report: Investigation into flooding on 22nd November 2017

Given the high intensity short rainfall it is not thought that any improvement in capacity of United Utilities sewers is required

However, options for flow management could be investigated to better manage the flood flows away from properties.

Further investigation are being made into improvements in the following areas:

- Bromley Avenue and Warley Road investigations, applications have been made to the Environment Agency so that a study can be carried out to better understand the flooding in these areas;
- In certain properties, particularly Valentia Road and Limerick Road, it may be advisable to investigate the potential for flood resilience;
- Work with Highways England to ensure that their culverts are not impeding the flow of water;
- Investigation and clearance of watercourses but more importantly better management of surface water in the catchment areas. This will include applications to the Environment Agency for funding to undertake studies on the impact of watercourses and projects to improve the efficiency including possible surface water separation;
- In respect of Devonshire Road Bridge, discussion has already commenced with United Utilities on the impact of the continued disruption during flood events and potential solutions or management of flooding at the bridge;
- Ensure that a procedure is drafted which includes notifying the Lead Flood Officer as soon as an event is declared and a reporting and recording procedure is developed;
- In the event that a significant number of properties are reported as flooded a Major incident is declared;
- Prepare a policy on use of sandbags in line with National practice;
- Information is provided on the Council's web site to assist and update residents;
- All Risk management authorities co-ordinate their operations (declaring a major event would ensure this happens);
- Implement flood resilience forum in Blackpool;
- Emergency Planning Training for Elected Members and Officers;
- Carry out studies in partnership with other risk management authorities to assess the impact of pumping surface water from Northern Blackpool into the sea;
- Partnership work with Wyre Council and United Utilities to provide improvement to water storage and flow in the Hillyaide Brook and Royles Brook Rivers.

Section 19 Report: Investigation into flooding on 22nd November 2017

Document Control

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October 18	D1.1	Clare Nolan-Barnes	Version 2

Approved By:

Name	Title	Signature	Date

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United Utilities Report on the flooding of 22nd / 23rd November 2017

Date : August 2018

1.0 Background to the flooding Event 22nd – 23rd November 2017

Rainfall

There had been considerable rainfall, leading up to the significant rainfall on the Wednesday evening, which ultimately led to the flooding in the north Blackpool and Wyre areas. The weather front first hit the Fylde coast, but also spread northwards with similar rainfall also being experienced in the Lancaster patch, to the north of the Blackpool / Fleetwood area.

In order to understand the extent of the rainfall, there is a need to look at a 48 hour period from Tuesday 21st November through to the early hours of Thursday 23rd November 2018. A rainfall event that took until Sunday 26th November, to drain down both the main Fylde Tunnel system, and the local watercourse systems on the northern Fylde Coast Peninsula.

Analysis of local raingauge information highlighted that the the greatest amount of rainfall, fell over the northwestern Blackpool / Wyre area, with a slightly lower rainfall event in the southern areas of Blackpool. The Fleetwood raingauge information proved to be the most representative of the impact upon these northern Fylde Coast area.

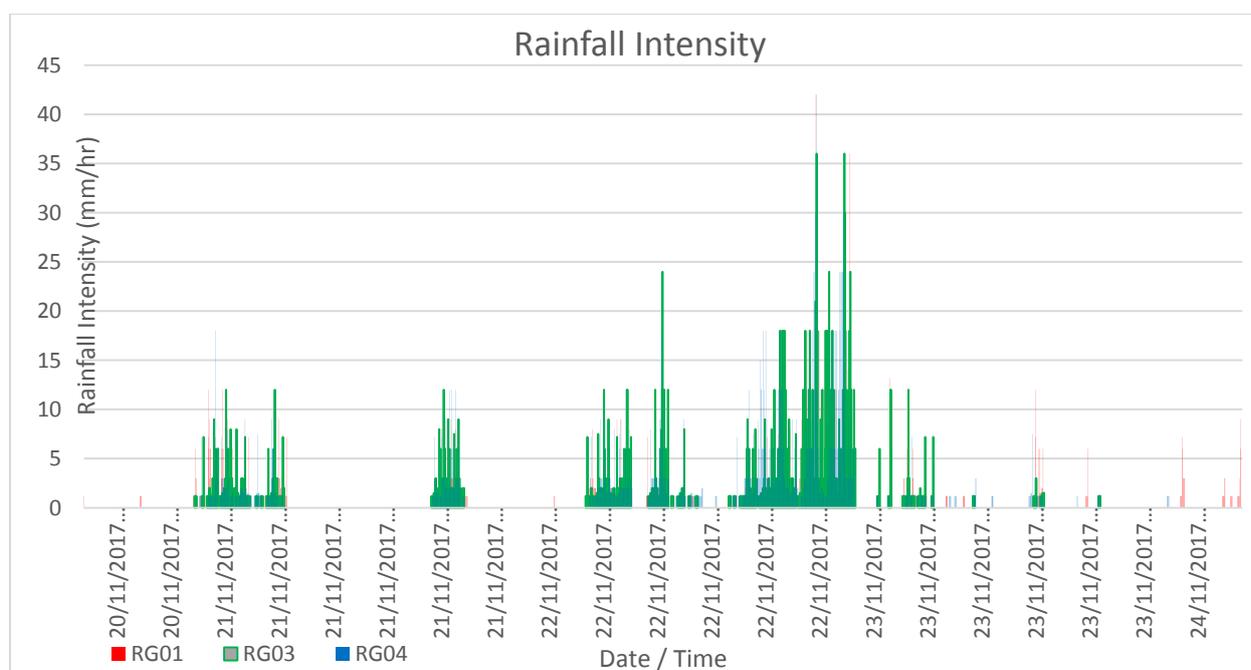


Figure 1.0 : *RG04 Fleetwood raingauge, RG03 Poulton raingauge, RG01 Airport raingauge*

Modelling reviews of the rainfall that fell, highlighted that the volume that fell, in the 48 hour period was equivalent to a 1 in 64 year rainfall event. This period being a reflection of the nature that on the 21st and 22nd November, significant rainfall had fallen, to fill the Fylde Coast tunnel and led to storm spills from the three outfall stations at Manchester Square, Anchorsholme and Chatsworth Avenue, Fleetwood. Additionally, the ground had become totally saturated and the local watercourses in both Blackpool and Wyre were already full ahead of the further rainfall on the Wednesday evening.

1.1 Fylde Tunnel sewer system

The Fylde tunnel system was constructed in 1996 when the Fleetwood WwTW treatment works was built to ensure first time treatment of foul and surface water sewage flows for the Blackpool, and the Fleetwood area. Historically, the three pumping station outstations of Manchester Square, Anchorsholme and Chatsworth Avenue all operated on a twice daily basis to discharge collected flows in the catchment out to sea, on an ebbing tide. Prior to 1990, these stations were managed by Blackpool BC and Wyre BC, but subsequently North West Water continued this discharge practice up until 1996.

The Fylde Tunnel was built as an interceptor sewer which collected flows upstream of these pumping stations and in the first instance transported foul flows up to the treatment works, but also large volumes of surface water from each of those three catchments (Manchester Square, Anchorsholme and Chatsworth Avenue/Fleetwood). The initial storage volume of the tunnel (circa 85,000 cubic metres) allowed some storage and retention of storm flows to reduce the frequency of operation of the pumping stations, which overnight changed their duties into one intermittent operation.

The construction of the tunnel and treatment works itself did not cause the immediate improvement hoped for to the bathing water quality off the Fylde Coast. As a consequence subsequent further investment in improving spill performance, has seen the addition of 64,000 cubic metres of storage at Bloomfield Road and 45,000 cubic metres adjacent to the treatment works at Fleetwood. Currently the system has circa 200,000 cubic metres of storage within its overall system.

The nature of the Fylde Tunnel, is that this runs at some 15 to 26 metre in depth and lies below each of the local sub catchments of Blackpool South (Manchester Square), Anchorsholme, and Chatsworth Avenue, Fleetwood.

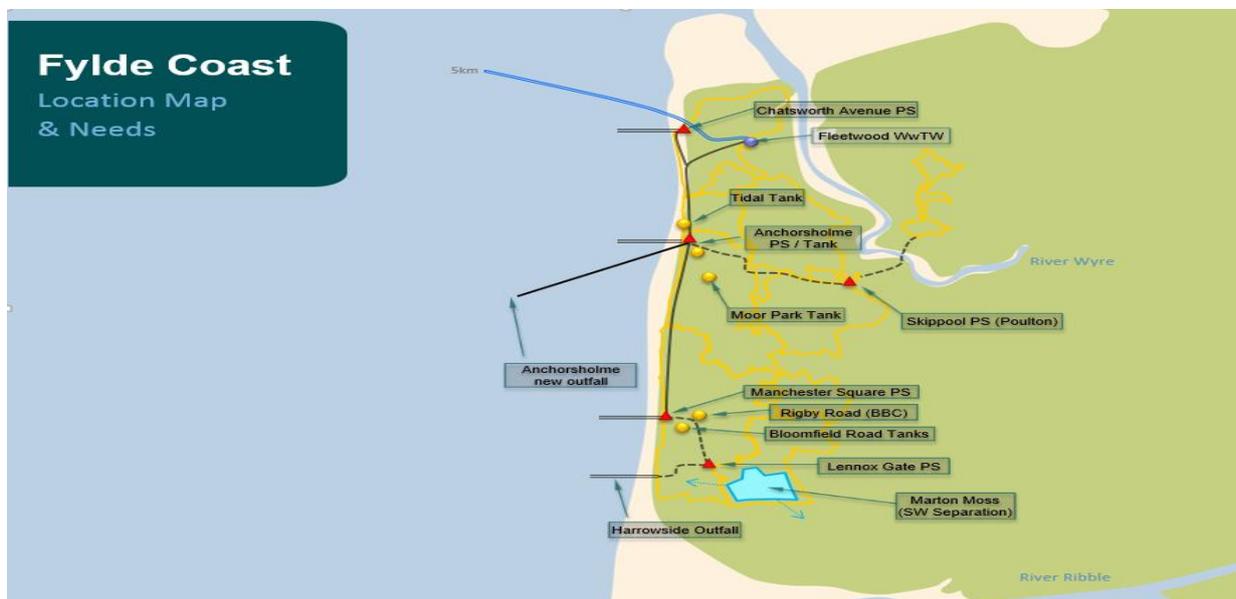


Figure 2.0

1.2 Rainfall from the evening of 20th November / 21st November 2017

1.2.1 Impact on the Fylde Tunnel Trunk sewer system

The rainfall which fell from the evening of the 20th November led to the above Fylde Tunnel system completely filling and giving rise to spill operation from all three pumping stations from the early hours of Tuesday 21st November ahead of the, additional rainfall at 16.00pm on the 22nd November 2018.

Site	Times of spill	Pump duration
Manchester Square PS	17.25 21 st Nov – 16.00 22 nd Nov (intermittent)	600 minutes of 1 – 3 pumps operating as required
Anchorsholme PS	4.50am 21 st Nov – 16.00 22 nd Nov (intermittent)	1210 minutes of 1 – 3 pumps operating as required
Chatsworth Avenue PS	17.00 21 st Nov – 16.00 22 nd Nov (intermittent)	760 minutes of 1 – 3 pumps operating as required

Table 1.0 : ***Storm spills to sea ahead of the Wednesday evening rainfall*

The requirement of these three stations to pump out to sea, when the system is already full, is a flood prevention measure for each of the three catchments upstream of these facilities, some of which, have areas of land below high tide sea level.

The routine practice, undertaken throughout the above pumping operation, is to provide personnel at all times of storm at the Manchester Square and Anchorsholme pumping stations, to ensure continued operation of these sites to pump screened storm flows out to sea. This is gauged by a combination of weather forecast and monitoring tunnel levels being half full. The Chatsworth Avenue pumping station, being of newer construction is manned as required but generally is more able to operate in automatic. The station being near to the Fleetwood WWTW allows a greater ability to get personnel to this site at shorter notice.

These stations are only able to pump as and when there is a storm overflow spill from the system into these pumping stations, and cannot be used to drain individual catchments deliberately of all sewage, as this would lead to a breach in the discharge permits we have for each site with the Environment Agency.

As you can see from Table 1.0 above, the Anchorsholme pumping station ran on and off throughout the day using two pumps to predominately discharge the surplus storm sewage flows. (despite there being five outfall pumps within the station). On the 22nd November, the pumping station had been running from 4.05am in the morning and operated all day, and subsequently ran for days after the flooding.

Manchester Square pumping station similarly had intermittent storm spills throughout the Tuesday, but operated all day on the 22nd November 2017, highlighting that the trunk sewer system remained full.

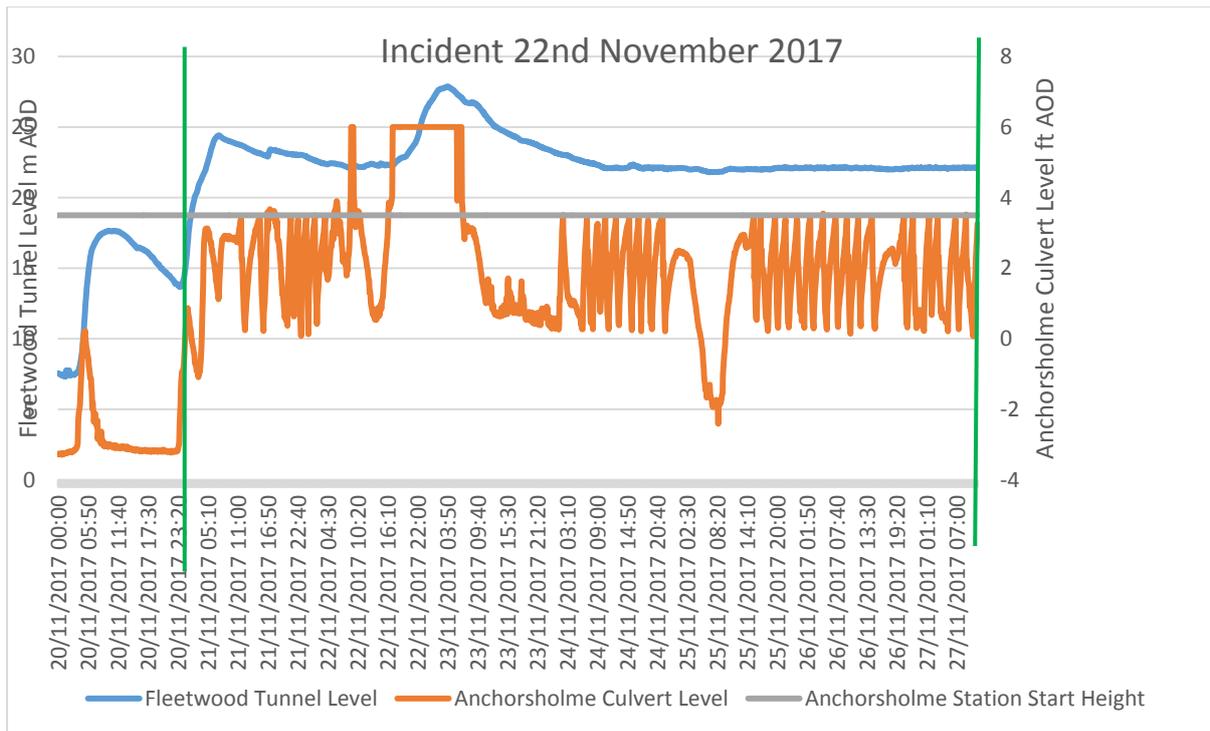


Figure 3.0: **Key :- Green Lines highlight the period of operation of the Anchorsholme pumps

The summary from above is that the Fylde tunnel level rose sharply up to a fill situation (23metres) by about 5am on the 21st November 2017, and remained substantially full all day.

The orange line of the upstream culvert level, demonstrating that the pumping station has been draining the upstream catchment on and off throughout the days prior to the flooding but then subsequently for days after the rainfall.

1.2.2 Impact on the watercourses around the Fylde Coast

There are very few watercourses which are able to drain from the Fylde Peninsula to the large rivers of the River Ribble and the River Wyre, particularly at high tide times. The land is very flat and the flow of the watercourse does need supporting with lift pumping stations into the River Wyre and River Ribble.

The rainfall over the catchment will have led to a similar situation to our tunnel system, in that the rainfall had filled the local watercourses and led to the ground across the whole of Blackpool / Wyre area to become saturated.

Wyre area rivers

There are two main Rivers managed by the Environment Agency in the Thornton area to the east of the Blackpool north area. This was proven to be the case by the Wednesday evening for the Wyre rivers of Hilylaide Brook and Royles Brook, which discharge to the River Wyre via the Stannah “third party” pumping station.

Blackpool South area watercourses

There are lots of small dykes in the Blackpool South area, but no major watercourses which are managed by the Environment Agency north of the Blackpool / Fylde Council boundary.

The watercourses in the area are predominately in riparian ownership, with Blackpool Council owning some lengths in question.

The watercourses in the northern Blackpool area all are directly connected into the combined sewer system, which may lead to future opportunities in storm separation.

The southern Blackpool area all drained into the combined sewer system at the time of the November storms, however some of these watercourses are now removed from the combined sewer system by the alterations achieved by the Blackpool South surface water separation scheme.

Over the period of 20 – 22nd November 2018, these slow flowing watercourses would have continued to top up the Fylde tunnel system during any lull in rainfall over the Tuesday, Wednesday of that week.

Blackpool Central / North area watercourses

The watercourses in the area are riparian owned watercourses, with little to no ownership with the Environment Agency. Locations in Blackpool owned land as a consequence would be the responsibility of Blackpool Council for such lengths of watercourses. However, there are probably long lengths of other riparian owned watercourses.

The nature of these watercourses in the Blackpool central / north area, discharge directly to the combined sewer system but again are believed to have been full on the Tuesday. There is little control on the discharge rate of watercourses to the public sewer, making such discharges uncontrolled and having significant impact upon the downstream catchment sewers in the Anchorsholme area.

The volume of flows in the watercourses will have had an impact upon the amount of flooding. Lack of maintenance of watercourses may have led to some of the upstream flooding, however the direction of the connection, with no restrictions will have led to the large volumes of flow in the trunk sewer systems running down to the low lying areas of Fleetwood Road North / Mossom Lane, Warren Drive.

Drainage from the Network rail line is unclear, it would be useful to investigate the drainage of the Network rail lines as it does not appear to have any alternative means of drainage other than the combined sewer system.

Legacy of the drainage system operated by Blackpool BC

Whilst there are watercourses in the Wyre BC area which are classed as “Main River”, and are the responsibility of the Environment Agency. There are no lengths of watercourses identified as Main River in this northern Blackpool area. This is predominately due to there not being any river system running through the Blackpool area in a westerly direction towards the Irish Sea.

This is as a consequence, of the drainage of the area pre 1996 (the time of the Fylde Coast Interceptor tunnel), when all drainage from the area was pumped out to sea. This included all foul flows and surface water flows collected by the public sewer system and routed.

2.0 The Anchorsholme Catchment

Having previously highlighted the operation of the Fylde Tunnel system and its operation ahead of the Wednesday evening, it would be useful to now highlight the drainage system around the Anchorsholme sewer catchment and how it operates both in dry weather and how that changes as

the system goes into a storm situation with the filling of the Fylde Tunnel system and ultimately leading to storm discharges to sea.

The Fylde tunnel connection point for the Anchorsholme Catchment drains four regional areas:-

1. The Cleveleys catchment to the north
2. The Thornton, Poulton, Hambleton and Stalmine area
3. The Blackpool Central area (higher ground)
4. The Anchorsholme / Warren Drive bowl area – (The Anchorsholme gravity catchment)

2.1 The Cleveleys catchment to the north (flooded Wyre BC area but also impacting upon Blackpool area)

This area is low lying with possible areas which are also below sea level during high tidal conditions.

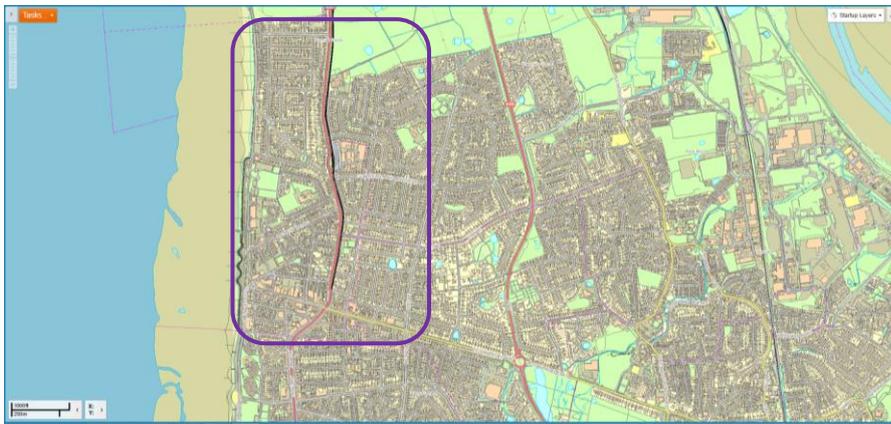


Figure 4.0

The foul flows from the catchment is pumped by a variety of one or more pumping stations into the Anchorsholme gravity catchment which drains to the Fylde Tunnel. There is some surface water also connected to this system, although there is a separate system which allows some surface water flows to head via culverted watercourses towards the Fleetwood docks area to the north of this urban area.

The foul pumping stations continued to operate in line with local wet well levels but are unable to take into consideration of any downstream flow conditions in the Anchorsholme gravity catchment. There are very few overflows on these pumping stations to allow pumps to be turned off should there be information regarding downstream surcharge conditions within Anchorsholme catchment.

During dry periods the pumped flow discharges via gravity through the connection point to the tunnel, alongside the Anchorsholme outfall pumping station located on the headland at the end of Anchorsholme Lane West.

During the events of the 20 – 24th November, the pumping stations remained operational causing foul flows to continue to be pumped into the Anchorsholme gravity catchment. Storm flows from the intense rainfall did collect in this area causing flooding internally and externally due to the capacity of the surface water sewers, together with the downstream culverts (3rd party) we believe to be full.

The consequence of flood water in the area, will have led to additional flows being pumped during the event into the foul pumping station passing flows into the Anchorsholme gravity connection.

The model predicted the flood situation in this area given a free discharge of surface water into downstream culverts.

2.2 The Thornton, Poulton, Hambleton and Stalmine area (flooded Wyre BC area but also impacting upon Blackpool area)

This area is low lying with possible areas being below sea level during high tidal conditions.

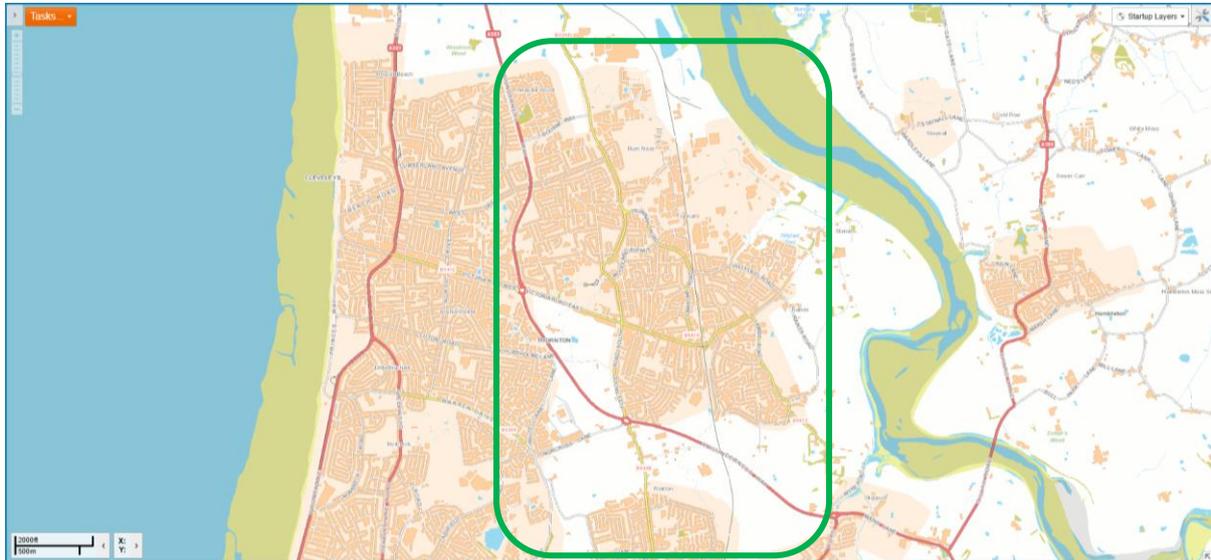


Figure 5.0

There is a significant separate system in the Thornton area which sees foul flows being pumped in a westerly direction by one or more pumping stations into the downstream Anchorholme gravity catchment.

The surface water system for the area has locations where it picks up lengths of third party riparian owned culverted watercourses, and ultimately discharges surface water flows into the Hillylaide and Royles Brook watercourses. These brookcourses are slow flowing and do require the operation of a downstream 3rd Party pumping station at Stannah to lift the flows to discharge during medium to high tides. This particular station, on the banks of the River Wyre, has large pumps, but is only effective for lengths of about 300 metres of watercourse, before draining the local sump and then subsequently waiting for the upstream watercourse to replenish the sump. This is predominately an issue with the flat nature of the watercourses as opposed to any shortcomings with the pumping station.

A simple summary for this area, is that foul flows head westwards through a string of pumping stations towards Anchorholme and the sea front area, the surface water heads eastwards to ultimately drain to the River Wyre.

During the events of the 20 – 24th November, the pumping stations remained operational causing foul flows to continue to be pumped into the Anchorholme gravity catchment. Storm flows from the intense rainfall did collect in this area causing flooding internally and externally due to the capacity of the surface water sewers.

However, this was exacerbated by known hydraulic problems on the two watercourses of Royles Brook and Hillylaide brookcourse due to a combination of issues including blockage, overgrown lengths of watercourse, the overall flat nature of the watercourses leading to slow flows and with the struggle of the build up of the two days of rainfall prior to the Wednesday evening, which had led to

the system being full and the ground saturated. Whilst there is the downstream Stannah PS which operates to pump these watercourses out during high tides, the ability of the pumping station is believed to be good for only draining the immediate local length of watercourse, requiring subsequent flow in the watercourses to enable further pumping to take place.

This led to the inability for our surface water sewers to discharge to the already full watercourses, which resulted in the systems backing up and bursting out of manhole covers on what customers would appear to see as being part of the public sewer system.

The model predicted some but not all of the flood situations in this area. However, the sewer model will allow for a free discharge to the downstream watercourses for the surface water sewers, but in the case of last November that was not the case, as all the watercourses and tributaries of Hillylaide Brook and Royles Brook were also known to be inundated leading to localised flooding in the Thornton area. With effectively little to no surface water discharge from the surface water public sewers into the watercourses this will have resulted in the apparent flooding during the Wednesday evening period.

The consequence of flood water in the area, will have led to additional flows entering the foul system and being pumped during the event into the foul pumping station passing flows into the Anchorsholme gravity connection.

Additionally along the boundary of this area (White Carr Lane and Anchorsholme Lane West) blocked culverts and poorly flowing local watercourses, will have led to overspill into the Blackpool area to back up and cause further overspill onto the highways and flooding to property in the Warren Drive, Sevenoaks Drive areas, in addition to the two named highways above.

2.3 The Blackpool Central area (higher ground)

It is difficult to highlight a specific southern point to the catchment draining through the Anchorsholme connection point into the Fylde Tunnel. However, the highway of Talbot Road leading to Poulton Road is approximately the southern boundary of the gravity sewer catchment. In this area, all foul, surface water, watercourses, land drainage and probably network rail drainage ultimately discharge into the combined sewer system from all areas just to the north of the town centre area.

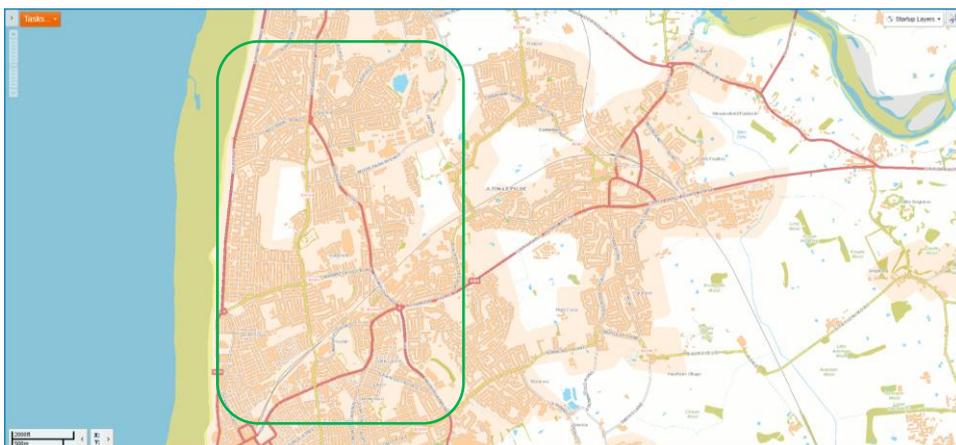


Figure 6.0

The ground level of the southern end of the catchment is circa 10 – 12 metres higher than the lower lying Warren Drive, Anchorsholme area of Blackpool BC (area covered below as 2.4), which does allow this catchment to drain all by gravity.

The long section in Figure 10, highlights that the catchment in the Moor Park Avenue area is some 8 metres higher than the downstream area. The downstream area being very little above sea level, previously been highlighted as being at risk from sea flooding, before the recently constructed sea defences were put in place.

Working from the highest points in the catchment, flooding experienced in both Bromley Close and under the railway bridge of Devonshire Road, highlight that the sewer system was already inundated with both foul and surface water, other land drainage and watercourses flows. With no evidence of any alternate drainage systems in this area, it is safe to highlight that the area will see 100% run-off from properties, highways, saturated ground and probably the railway.

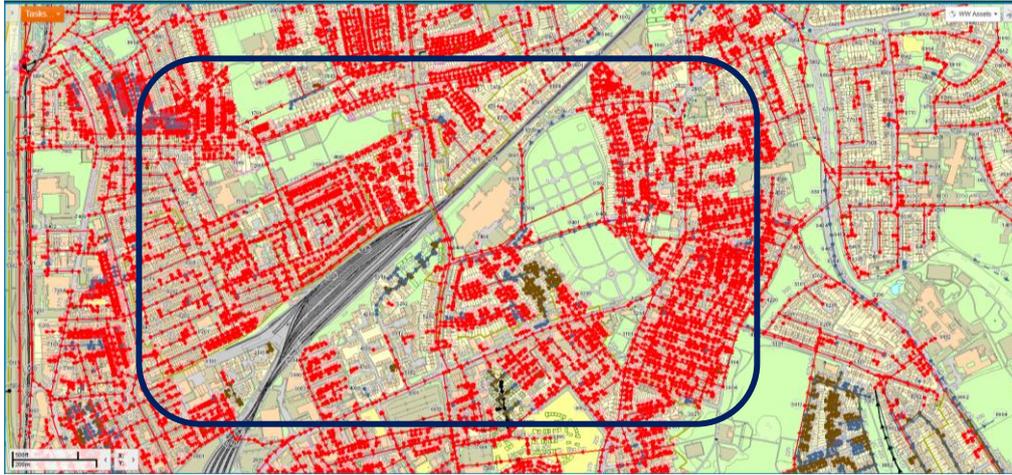


Figure 7.0 : ***Sewer Records : Combined sewers highlighted in red, surface water in blue, but still connected into combined sewers.*

Main trunk sewer (serving the central route of this third catchment)

Further downstream, small lengths of open watercourses connect into the combined sewer system in Bispham Road and run-off the Blackpool North golfcourse would have also added to the total run-off in the combined sewers upstream of where the ground level starts to fall down to the low lying Fleetwood Road North / Warren Drive / Sevenoaks Drive.

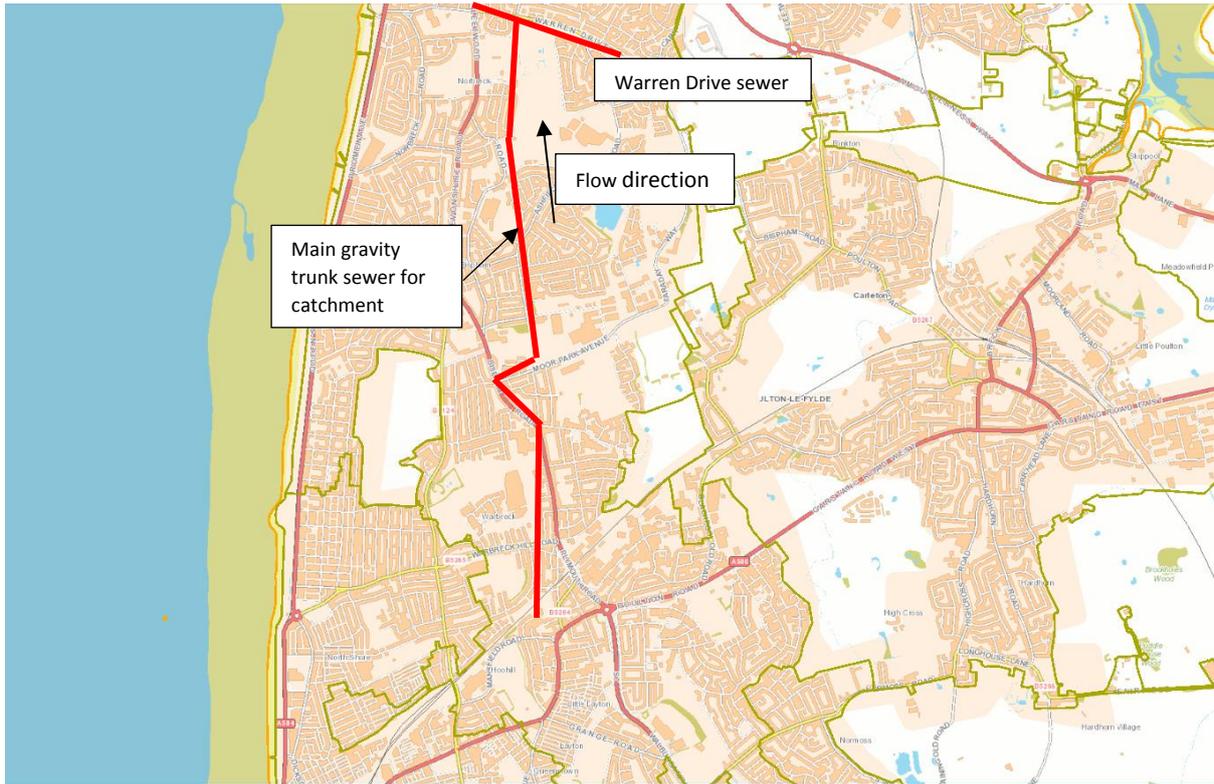


Figure 8.0

Ahead of the flows falling into the bowl, there is a further on line 6,000 cubic metre storage tank at Moor Park, which was constructed by Blackpool Council, at the time as a drainage agency to North West Water.

As the sewer falls to lower lying land it passes through open fields and underneath further lengths of watercourse, which we believe will have already been flooded ahead of the Wednesday evening storm. Whether this particular unnamed watercourse effectively tried to drain through manhole covers or otherwise at downstream connection points to the combined sewer system again in Fleetwood Road North is fairly immaterial. However what is known is that this trunk sewer will have been completely full, surcharged and either spilling from manholes or preventing connection sewers from Mossom Lane and Guildford being able to drain.

Eastern trunk sewer (serving as suggested the eastern edge of the urban area in this catchment)

In addition to this main trunk sewer route through this catchment, a further eastern trunk sewer exists, picking up all flows from the Bispham Dyke into the sewer and then subsequently seeing further possible major connections of more recent developments down this fringe western side of the Blackpool Urban area. (recent referring to development which appears to have been added to the catchment area post the flood events back in 2000 and 2003).

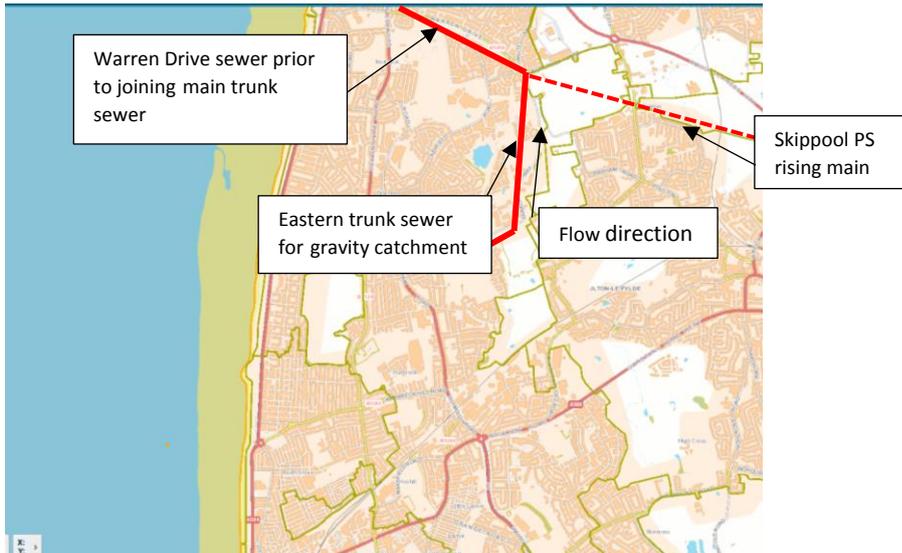


Figure 9.0

Ultimately this eastern trunk sewer connects to the Anchorsholme catchment at the top end of Warren Drive, in the vicinity of Snowhill Crescent, Sevenoaks Drive.

There are further small potential watercourses connecting to the public sewer at this location, together with the high risk that the top end of the Royles Brook (in White Carr Lane) was also overtopping onto the highway with subsequent potential drainage through the combined sewer system.

A further point of note, is that the connection of the Skippool Pumping station also discharges into the top end of the Warren Drive sewer system. This pumping station facility manages flows from Poulton Le Fylde and the Stalmine and Hambleton areas from across the River Wyre.

With the collection of the various flows into the top end of the system making this a very critical location on the sewer system.

The model predicted some of the flood situations in this area.

It is believed that this will have been a consequence of “other local factors” contributing to the flooding.

Additionally, the model, which was re-verified in 2003, is now again under-estimating the volume of run-off created by the area, which suggests that further connection of surface water appears to have taken place over the last 14 years since the model was updated.

This could be development growth in the eastern area of the site, which suggests that surface water goes to the watercourse for new connections, this ultimately discharges in the combined sewer system. There could be further changes as the re-development of the rail lines suggest that improved drainage has occurred to the lines coming out of the Blackpool North station.

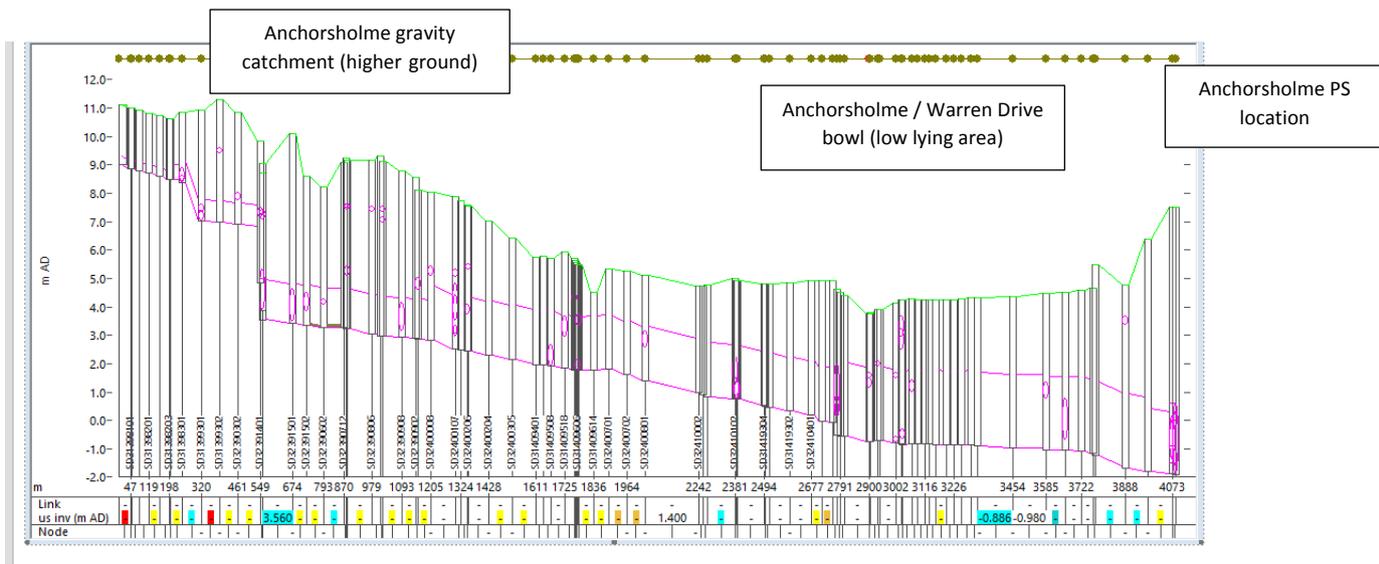


Figure 10.0: ***Long section highlighting the varinae in ground level between Warren Drive and the upper catchment around Valentia Road, Moor Park Avenue*

2.4 The Anchorsholme / Warren Drive bowl area – (The Anchorsholme gravity catchment)

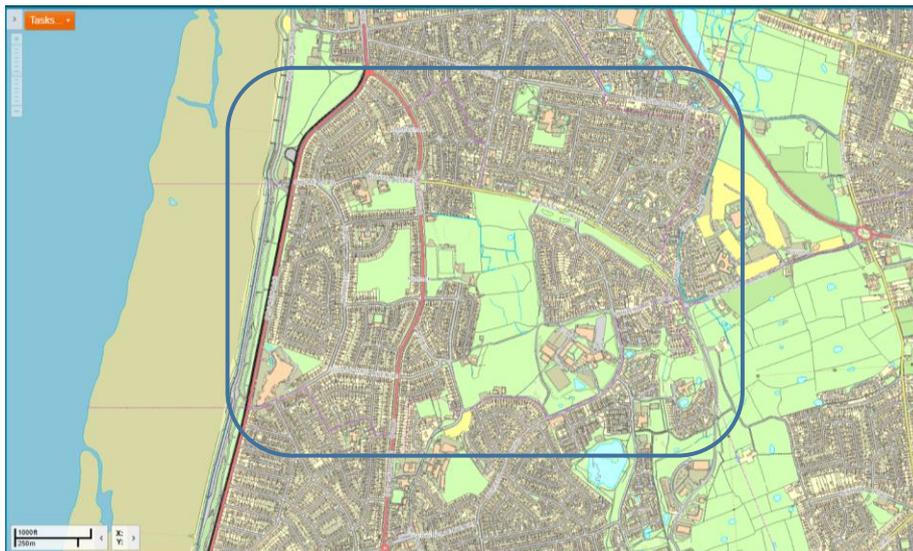


Figure 11.0

As highlighted from the previous three described catchments, Figure 11 presents the receiving area for all flows that are to pass through the Anchorsholme tunnel connection point to the Fylde tunnel under normal flow, but in significant rainfall events such as last November, the system requires the operation of the pumping station to drain an area which is close to being at or below sea level for periods of time during significant rainfall events. (A high tide was recorded at 2.00am on the 23rd November 2017)

The northern Cleveleys catchment predominately drains to the downstream end of the Anchorsholme catchment along the sea front top the north of the pumping station via our South promenade PS. Similarly other areas in the Wyre / Thornton area drain via this promenade pumping station. This is

again, probably a legacy issue of that station at one time also having tidal tanks, suggesting historic discharge straight out to sea.

The third southern catchment area drains via gravity through principally the two trunk sewers previously identified. The Eastern trunk sewer draining to Warren Drive at the most easterly location away from the pumping station.

The second main trunk sewer discharging into the gravity system approximately 1 kilometre upstream of the station. With the exception of Skippool Pumping station there is little ability to stop flows arriving at the catchment without risk of flooding, as any existing overflow locations would have become restricted from high water levels. The Skippool Pumping Station did give that opportunity to pump into the River Wyre, but still needed careful manning on that night to ensure that switching pass forward pumps did not lead to extensive additional flooding in the Poulton area.

2.5 Anchorsholme Pumping Station

The pumping station can be seen from earlier graphs to be managing flows on a combination of one to three pumps, dependent on the level of flows being received through the sewer system to the pumping station. On the evening of Wednesday 22nd November, around about 5pm, further rainfall was experienced on the whole catchment, which provided further storm water run-off in the catchment. The further deluge led to more storm water being seen to arrive at the Anchorsholme storm sump, triggerring the need for further pumps to operate. The graph shows the build up from 2 pumps operating to 3 and then 4, ultimately calling on the fifth pump to be called into operation. This pump tripped, but with specialist mechanical and electrical personnel on site, and along the Fylde coast this fifth pump was brought into operation for short periods over that evening/ night.

The operation of the pumping station is shown in the graph below.

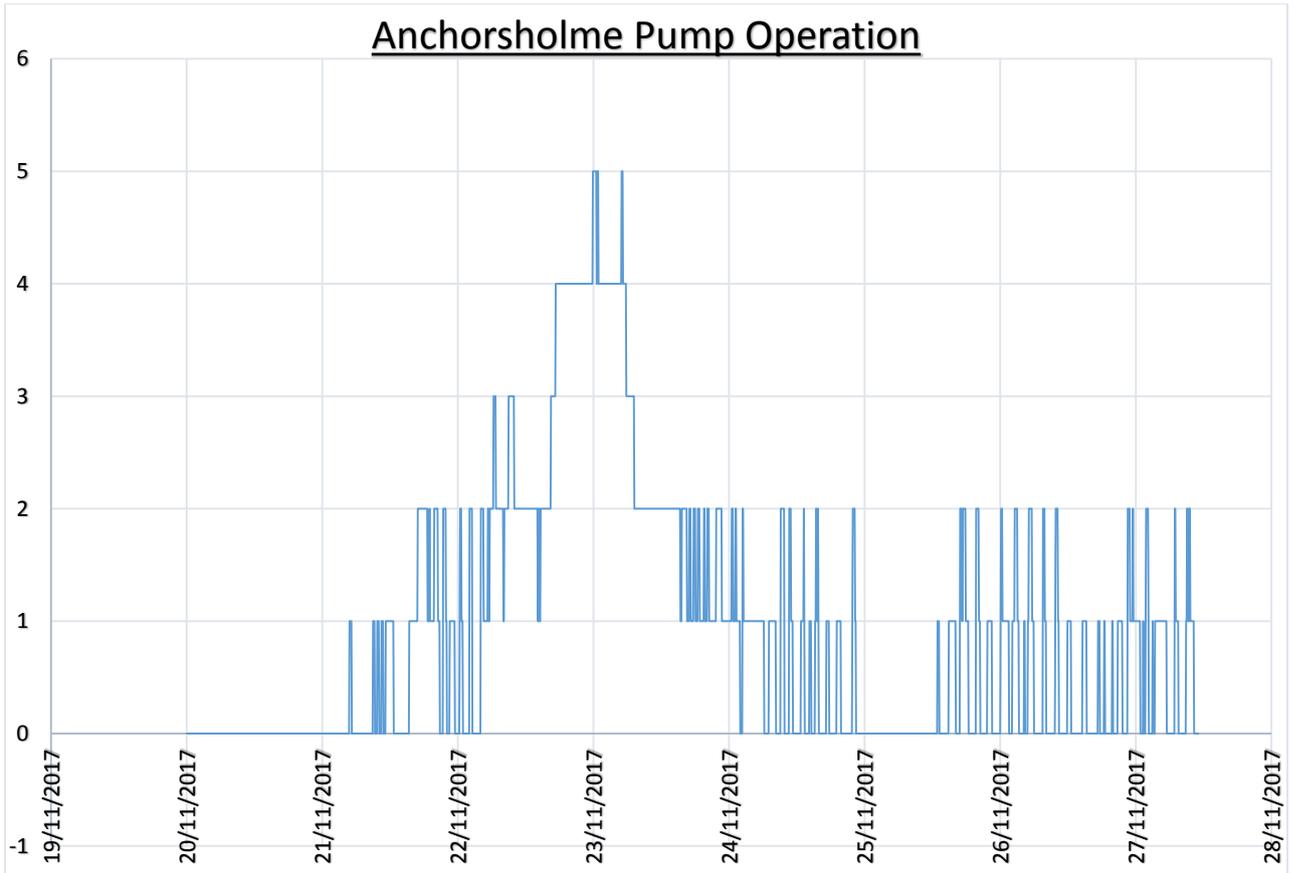


Figure 12.0

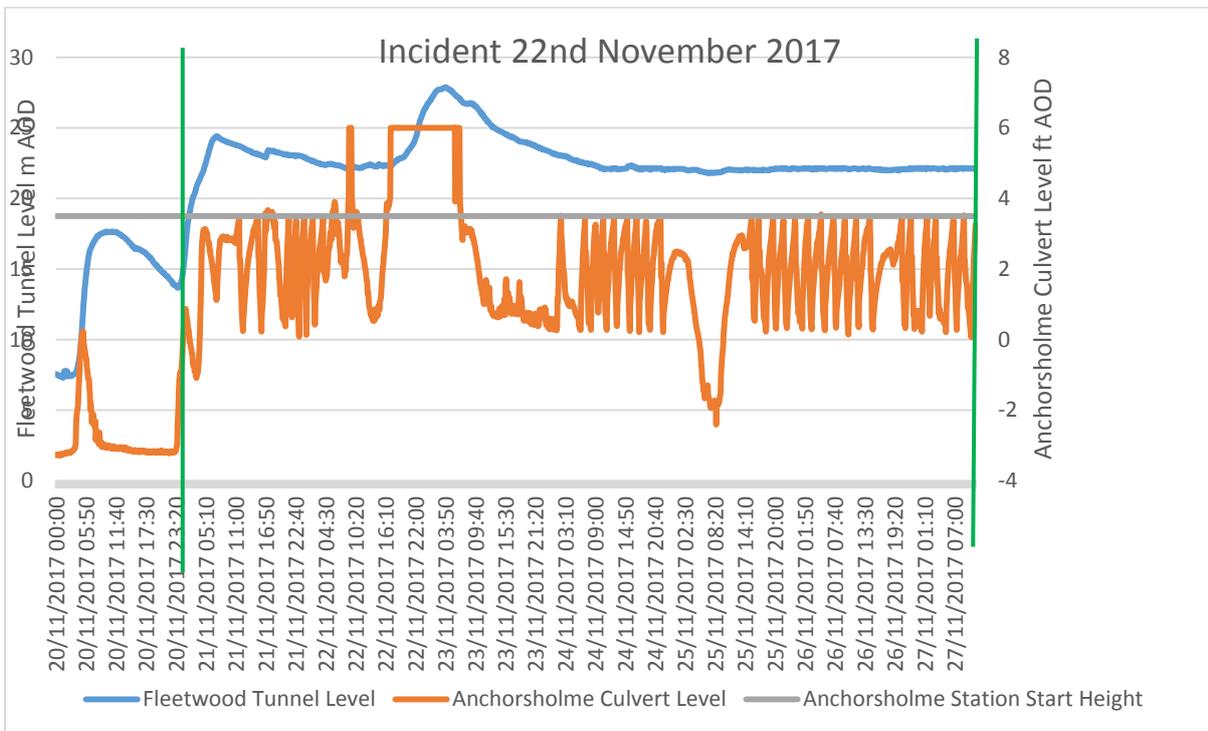


Figure 13.0 ***Culvert level highlighting how the pumping station drains down the sump reducing the level of the immediate upstream culvert.*

Figure 13.0 above, highlights the continuous operation of pumps preventing levels from becoming higher, Any further increase would have caused the station to seek automatic close down to prevent itself from long term flood damage.

Over the course of the evening pumping out to sea would have become more difficult up until around 2.00am, as the tide started to recede and allow greater discharges to occur. Ultimately by 5am, a combination of the activities, shut down the pass forward flows from the Skippool Pumping Station, together with the increased pumping and reduction in rainfall did lead to the Anchorsholme catchment starting to recover in some of the locations.

Figure 12.0 above highlights how the station went back to operating on two pumps for the most part of the 23rd November, in line with the flow volumes that were arriving at the station.

Modelling did predict flooding in the Anchorsholme / Warren Drive catchment had the fifth pump being fully operational, with little difference if pump five was on for that start period.

At about 4 -5am, the rain all stopped allowing for the local catchment system to start to drain down and beat the volume of inflow.

This drain down, did not occur at all places at this time, some areas such as Sevenoaks Drive, Anchorsholme Lane remained flooded significantly longer, due to other factors linked to the overspill and full status of the watercourses particularly those linked to Hillylaide Brook and Royles Brook.



Figure 14.0

****Map highlighting surface water drainage in the Blackpool area draining to the east and the EA watercourses of Royles Brook and Hillylaide Brook**

2.6 The overall Fylde Tunnel system

Storm pumping operation continued to occur on the Thursday as flows in the tunnel and local catchment still remained high, and storm spills ceased by the subsequent Sunday (26th November) , some three days after the rainfall event. The tunnel system remained high throughout that period, due to the high volumes of watercourses and land drainage in the catchment providing a continued “slow response flow” which didn’t dry out the overall Blackpool and Anchorsholme catchments until the Sunday.

2.7 The Wyre BC watercourses

The Wyre BC watercourses remained full until Thursday / Friday. The exact timescales associated with the drain down of these flat gradient watercourses to the EA Stannah Pumping Station / River Wyre is not known by United Utilities. Until the levels dropped in the upstream tributaries there remained the risk of overspill into the Blackpool geographic area and the continued limited ability of surface water

sewers in the Wyre BC are being able to drain down into the receiving watercourses. The Environment Agency and Wyre BC will be best placed in respect of the capacity status of these watercourses, during that time period.

3.0 Summary

There was limited gravity and pumping, and the northern area of Blackpool and Thornton area of Wyre DC have limited drainage routes for all types of run-off.

Effectively there are two major outlets for all flows whether foul, surface water, land drainage, watercourses, highway and network rail drainage.

1. The Anchorsholme gravity sewer connection and links to Fleetwood for treatment and disposal, prior to the system being full, leading to storm pumping to sea from the Anchorsholme pumping station.
2. The slow flowing watercourses of Hillylaide Brook and Royles Brook which ultimately drain to the River Wyre during lower tides, but then require pumping from the EA Stannah Pumping stations during more onerous tidal and storm conditions. (clearly this is not an option for foul sewage)

Once the tunnel system was full early in the Tuesday morning the only gravity sewer option disappeared. Similarly the saturated ground and full watercourses effectively stopped the effective surface water gravity drainage. The preceding rain on the 21st and early 22nd November, together with the rainfall on the night ultimately providing a 1 in 64 year storm event. Unfortunately by the time the rain occurred on the Wednesday evening, most sewer and watercourse systems were already full.

Watercourse drainage across the Fylde Coast

The very significant amount of watercourses draining to a combined sewer system in the Blackpool area is unique to public sewer systems in both the North-west of England and possibly the country.

This will continue to create a significant risk of future flooding for the catchment, with the risk of such events becoming more common with climate change.

Whilst it is understood how this legacy occurred from historic operation for drainage in the Blackpool area, the continued approach of managing surface water more holistically is imperative.

In terms of planning applications, it is not sufficient to suggest “surface water to watercourse” for new developments, as this ultimately drains back to combined sewers.

Watercourse drainage in the Fylde area is predominately flat due to the low lying nature of the ground compared with the tidal impact of the Irish Sea on the River Wyre and the main Fylde Coast front. Whilst Sea Defences will protect low lying property from the impact of the sea, the need for surface water pumping to effectively drain against higher tides is imperative either round or over the Sea defence protection.

Investigations into improved surface water management

There is a need to better understand the volumes of surface water, watercourses and potential other drainage connected to the combined sewer system. Until some of this flow is removed there remains a high risk of future flood events, predominately from the longer duration storm events.

Ultimately there is a need for an increased amount of surface water pumping from the northern Blackpool / Wyre area into the sea. The existing recognised Stannah Pumping Station and watercourses were seen to struggle with the rainfall that landed on the Wyre area, without any further consideration of possible additional surface water and watercourse drainage from the

Blackpool area. Alternatively, if the areas remain difficult to drain through the Thornton area, then there is a need for the establishment of surface water pumping directly out to the Irish Sea off the Blackpool coastline.

Shorter term considerations would be to look at the areas of grassland flooded, adjacent to Moor Park Avenue and the cemetery area, and Fleetwood Road North, then there is a need to consider utilising these areas for greater surface water buffering (slowing the flow) of watercourses and the potential for only weiring over of flows to the existing combined sewers, rather than current uncontrolled direct connections.

In addition to work in the Blackpool area, both Wyre and the eastern fringes of the Anchorsholme area will benefit from improvement work associated with the flow and storing of surface water in the Hillylaide and Royles Brook. A project was commenced looking into the need for improvements of these watercourses a few years back by the Environment Agency, but presumably did not go ahead on the back of business cases not, at the time, demonstrating sufficient risks. I would think that given the impact of flooding last November, then this would be re-visited by the multi agencies.

Anchorsholme Pumping Station

The existing Anchorsholme pumping station, under the promenade at the end of Anchorsholme Lane West, is being replaced, with work well on the way to construct a new pumping station in the local park to ensure that station can discharge storm flows some 3.7 kilometres out to sea. The existing pumping station discharges down only down a 1 kilometre outfall.

Once the new pumping station is commissioned, given its intermittent nature of operation (ie. only when there is major rainfall event that fills the tunnel and causes a storm spill to occur), there is a need to maintain the operation of the existing pumping station as long as required necessary to assure that we maintain our ability to discharge to sea. In order to do this, the Environment Agency are onboard with keeping the existing permit discharges available for operation until such time as we are confident with the new station facility.

The new pumping station will not prevent the flooding that occurred during the 22nd and 23rd of November 2017, this should be clear from the above findings associated with the capacity of the sewer system to deal with all types of drainage.

However, the new station should provide a more reliable long term operation of the station which has been purpose built for the intermittent nature of operation of the station, and to improve the Bathing Waters of Blackpool.

Dated: 31st August 2018

Report to:	TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE
Relevant Officer:	Sharon Davis, Scrutiny Manager
Date of Meeting:	14 November 2018

EXECUTIVE AND CABINET MEMBER DECISIONS

1.0 Purpose of the report:

1.1 The Committee to consider the Executive and Cabinet Member decisions within the portfolios of the Leader of the Council, Deputy Leader of the Council and Cabinet Members taken since the last meeting of the Committee.

2.0 Recommendation(s):

2.1 Members will have the opportunity to question the Leader of the Council or the relevant Cabinet Member in relation to the decisions taken.

3.0 Reasons for recommendation(s):

3.1 To ensure that the opportunity is given for all Executive and Cabinet Member decisions to be scrutinised and held to account.

3.2a Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

3.2b Is the recommendation in accordance with the Council's approved budget? N/A

3.3 Other alternative options to be considered:

None.

4.0 Council Priority:

4.1 The relevant Council Priority is "The economy: Maximising growth and opportunity across Blackpool".

5.0 Background Information

- 5.1 Attached at the appendix to this report is a summary of the decisions taken, which have been circulated to Members previously.
- 5.2 This report is presented to ensure Members are provided with a timely update on the decisions taken by the Executive and Cabinet Members. It provides a process where the Committee can raise questions and a response be provided.
- 5.3 Members are encouraged to seek updates on decisions and will have the opportunity to raise any issues.

5.4 Witnesses/representatives

- 5.4.1 The following Cabinet Members are responsible for the decisions taken in this report and have been invited to attend the meeting:

- Councillor Simon Blackburn, Leader of the Council
- Councillor Gillian Campbell, Deputy Leader of the Council
- Councillor Mark Smith, Cabinet Member for Regeneration, Enterprise and Economic Development
- Councillor Christine Wright, Cabinet Member for Housing

Does the information submitted include any exempt information?

No

List of Appendices:

Appendix 5 (a) Summary of Executive and Cabinet Member decisions taken.

6.0 Legal considerations:

- 6.1 None.

7.0 Human Resources considerations:

- 7.1 None.

8.0 Equalities considerations:

- 8.1 None.

9.0 Financial considerations:

9.1 None.

10.0 Risk management considerations:

10.1 None.

11.0 Ethical considerations:

11.1 None.

12.0 Internal/ External Consultation undertaken:

12.1 None.

13.0 Background papers:

13.1 None.

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APPENDIX 05(a)

DECISION / OUTCOME	DESCRIPTION	NUMBER	DATE	CABINET MEMBER
<p>PROPOSED MARTON MOSS CONSERVATION AREA</p> <p>The Executive approved the recommendation as follows:</p> <p>To approve the carrying out of a public consultation on proposals to designate a Marton Moss Conservation Area.</p>	<p>To seek approval to undertake a public consultation on proposals to designate a Marton Moss Conservation Area.</p>	<p>EX40/2018</p>	<p>10/09/18</p>	<p>Councillor Gillian Campbell, Deputy Leader of the Council (Tourism, Economic Growth and Jobs)</p>
<p>PROPOSED NORTH PROMENADE CONSERVATION AREA</p> <p>The Executive agreed the recommendation as follows:</p> <p>To approve the carrying out of a public consultation on proposals to designate a North Promenade Conservation Area.</p>	<p>To seek approval to undertake a public consultation on proposals to designate a North Promenade Conservation Area.</p>	<p>EX41/2018</p>	<p>10/09/18</p>	<p>Councillor Gillian Campbell, Deputy Leader of the Council (Tourism, Economic Growth and Jobs)</p>
<p>FINANCIAL PERFORMANCE MONITORING AS AT MONTH 3 2018/19</p> <p>The Executive agreed the recommendations as follows:</p> <ol style="list-style-type: none"> To continue to lobby Government (HM Treasury, Ministry of Housing, Communities and Local Government and the Department for Education in particular) along with local authority peers, the Local Government Association and the Association of Directors of Children’s Services for more funding to cope with the mounting demand 	<p>The level of spending against the Council’s Revenue and Capital budgets for the first 3 months to 30th June 2018.</p>	<p>EX42/2018</p>	<p>10/09/18</p>	<p>Councillor Simon Blackburn, Leader of the Council</p>

DECISION / OUTCOME	DESCRIPTION	NUMBER	DATE	CABINET MEMBER
<p>and new burdens presenting in Children's Services.</p> <p>2. To require the respective directors and Director of Resources to continue to closely monitor and manage service financial and operational performances, specifically Children's Services, Strategic Leisure Assets and Parking Services.</p>				
<p>ARTICLE FOUR DIRECTION TO PREVENT THE CHANGE OF USE TO HOUSE IN MULTIPLE OCCUPATION WITHOUT PLANNING PERMISSION</p> <p>The Deputy Leader of the Council agreed the recommendations as follows:</p> <p>1. To authorise the making of a non-immediate Direction under Article 4 (1) of the Town and Country Planning (General Permitted Development) Order 2015 (as amended) relating to the whole Blackpool Borough Council area as defined on the attached plan that withdraws the permitted development right to change the use of a Class C3 dwelling house to a Class C4 House in Multiple Occupation, with a prior notification period of 12 months before the Direction comes into force.</p> <p>2. To authorise the Head of Planning Quality and Control to carry out all necessary consultation following the making of the direction, to notify the Secretary of State.</p>	<p>Proposal to introduce an Article 4(1) Direction relating to houses in the whole of the borough to prevent the change of use from a house to a shared House in Multiple Occupation (HMO) without the need to apply for planning permission.</p>	PH62/2018	18/09/18	Councillor Gillian Campbell, Deputy Leader of the Council (Tourism, Economic Growth and Jobs)

DECISION / OUTCOME	DESCRIPTION	NUMBER	DATE	CABINET MEMBER
<p>3. To note that following public consultation, a further report will be presented reporting on the outcome of the consultation recommending whether or not to confirm the Direction.</p>				
<p>TOWN CENTRE AND PROMENADE PUBLIC SPACE PROTECTION ORDER</p> <p>The Executive agreed the recommendations as follows:</p> <p>1. To approve the amended Public Space Protection Order for the Town Centre attached at Appendix 2b, to the Executive report, for a period of three years starting from the 10 November 2018.</p> <p>2. Subject to approval of 2.1, to delegate to the Head of Legal to seal and advertise the Order.</p>	<p>To determine whether the current Public Spaces Protection Order (PSPO) should be:</p> <p>a) Extended in duration for 3 more years.</p> <p>b) Extended to cover a larger area (see map at Appendix 2a, to the Executive report).</p> <p>c) Amended by way of word changes to existing prohibitions particularly to strengthen powers and ensure suitable enforcement around begging.</p> <p>d) Amended to introduce other offences involving:</p> <ul style="list-style-type: none"> • Pedlars using and displaying goods on inappropriate sized trollies • Glass products being used and discarded on the beach • Street Performers causing nuisance and/or obstruction • Unauthorised charity collections and awareness campaigns. 	EX43/2018	08/10/18	Councillor Gillian Campbell, Deputy Leader of the Council (Tourism, Economic Growth and Jobs)
<p>FINANCIAL PERFORMANCE MONITORING AS AT MONTH 4 2018/19</p> <p>The Executive agreed the recommendations as follows:</p>	<p>The level of spending against the Council's Revenue and Capital budgets for the first 4 months to 31 July 2018.</p>	EX44/2018	08/10/18	Councillor Simon Blackburn, Leader of the Council

DECISION / OUTCOME	DESCRIPTION	NUMBER	DATE	CABINET MEMBER
<p>1. To continue to lobby Government (HM Treasury, Ministry of Housing, Communities and Local Government and the Department for Education in particular) along with local authority peers, the Local Government Association and the Association of Directors of Children's Services for more funding to cope with the mounting demand and new burdens presenting in Children's Services.</p> <p>2. To require the respective directors and Director of Resources to continue to closely monitor and manage service financial and operational performances, specifically Children's Services, Strategic Leisure Assets and Parking Services.</p>				
<p>PUBLIC SPACE PROTECTION ORDER – DOG CONTROL AND DOG FOULING</p> <p>The Deputy Leader of the Council agreed the recommendations as follows:</p> <p>1. To approve the Public Space Protection Order Dog Control and Dog Fouling 2018 at Appendix 'A' for a period of three years starting from 1st December 2018.</p> <p>2. To delegate to the Head of Legal Services to seal and advertise the Order.</p> <p>3. In relation to the specific proposals:</p>	<p>To consider the proposed Blackpool Borough Council (Dog Control and Dog Fouling) Public Space Protection Order 2018, which has been formulated following a comprehensive public consultation exercise, which included the following proposals:</p> <ul style="list-style-type: none"> • Dogs on leads – increasing the current number of dogs on leads areas to include Fishers Field, Promenade Middle Walk, Cabin Walk, Starr Gate Tram Circle and South Promenade Grass Embankment; • Dog exclusion areas – in addition to the current exclusion, to include marked-out sports pitches at all times whether in use or not; • Number of dogs walked – limit the maximum number of dogs exercised by one person to 	PH69/2018	18/10/18	Councillor Gillian Campbell, Deputy Leader of the Council (Tourism, Economic Growth and Jobs)

DECISION / OUTCOME	DESCRIPTION	NUMBER	DATE	CABINET MEMBER
<p>• Dogs on Leads – increasing current number of dogs on leads areas to include:</p> <ul style="list-style-type: none"> - Fishers Field – to agree not to include. - Promenade Middle Walk – to agree as it is classed as a service road; - Cabin Walk (Cliff top foot walk from Uncle Tom’s Cabin to Little Bispham)– to agree not to include and instead to be designated Dogs on Lead by request; - Starr Gate tram circle – to agree as result of proximity to tram track; - South Promenade Grass Embankment– to agree as adjacent to tram track. <p>Dog Exclusion areas – to agree not to change current dog exclusion areas and not include marked out sports pitches, which will remain dog exclusion areas when in use.</p> <ul style="list-style-type: none"> • Number of Dogs Walked – to agree not to progress this proposal. • Means to Pick-Up – to agree that an authorised officer will have the powers to challenge dog walkers as to whether they have a means to pick-up their dogs faeces, or not. The aim is for this to be intelligence led from individuals, Dog Interest Group or Friends of Parks. • Dogs on Leads by request – to agree to continue with the existing order, which allows authorised 	<ul style="list-style-type: none"> • four, with only two off a lead at any one time; • Means to pick-up – that a dog walker/owner must be able to provide the means to pick up their dog’s faeces at the request of an authorised officer; • Dogs on leads by request – to continue with current powers that exist; • Microchipping – to disallow non-microchipped dogs from being exercised off-lead in any public space, with a fixed penalty notice of £100 for non- compliance. <p>A question was also included in relation to the minimum age a child or young person should be able to walk a dog.</p> <p>To consider whether to continue dialogue with interested parties, as a result of positive discussions and commitment from all sides to make Blackpool a more dog friendly town.</p>			

DECISION / OUTCOME	DESCRIPTION	NUMBER	DATE	CABINET MEMBER
<p>officers to request a dog be put on a lead.</p> <ul style="list-style-type: none"> • Microchipping – to agree not to progress with this proposal. <p>To not implement any restriction regarding the age of which a child or young person should be permitted to walk a dog, while noting that this may be revisited in the future.</p> <p>4. To not implement any restriction regarding the age of which a child or young person should be permitted to walk a dog, while noting that this may be revisited in the future.</p> <p>5. To agree to form a group that meets regularly, which includes representatives of the Dog Interest Group and other interested parties, with the following key areas of work to consider:</p> <ul style="list-style-type: none"> • To review grazing land within the Borough to see if any areas can be opened up for use by dog walkers; • To work with the Dog Wardens in order to consider greater education in terms of managing and owning a dog; • To consider a campaign and ways to promote Blackpool as a dog friendly resort; • To support the Council in helping to identify 				

DECISION / OUTCOME	DESCRIPTION	NUMBER	DATE	CABINET MEMBER
<p>irresponsible dog owners, to facilitate the enforcement and encouraging a wider audience to provide intelligence.</p> <ul style="list-style-type: none"> To review current provision and facilities related to dog walking and potential enhancements that can be considered, e.g. Signage/bins. 				

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Report to:	TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE
Relevant Officer:	Sharon Davis, Scrutiny Manager
Date of Meeting:	14 November 2018

FORWARD PLAN

1.0 Purpose of the report:

1.1 The Committee to consider the content of the Council's Forward Plan November 2018 to March 2019, relating to the portfolios of the Leader of the Council, Deputy Leader of the Council and Cabinet Members.

2.0 Recommendation(s):

2.1 Members will have the opportunity to question the Leader of the Council and / or the relevant Cabinet Member in relation to items contained within the Forward Plan within the portfolios of the Leader of the Council and Deputy Leader of the Council.

2.2 Members will have the opportunity to consider whether any of the items should be subjected to pre-decision scrutiny. In so doing, account should be taken of any requests or observations made by the relevant Cabinet Member.

3.0 Reasons for recommendation(s):

3.1 To enable the opportunity for pre-decision scrutiny of the Forward Plan items.

3.2a Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

3.2b Is the recommendation in accordance with the Council's approved budget? N/A

3.3 Other alternative options to be considered:

None.

4.0 Council Priority:

4.1 The relevant Council Priority is "The economy: Maximising growth and opportunity across Blackpool"

5.0 Background Information

5.1 The Forward Plan is prepared by the Leader of the Council to cover a period of four months and has effect from the first working day of any month. It is updated on a monthly basis and subsequent plans cover a period beginning with the first working day of the second month covered in the preceding plan.

5.2 The Forward Plan contains matters which the Leader has reason to believe will be subject of a key decision to be taken either by the Executive, a Committee of the Executive, individual Cabinet Members, or Officers.

5.3 Attached at Appendix 6(a) is a list of items contained in the current Forward Plan. Further details appertaining to each item is contained in the Forward Plan, which has been forwarded to all members separately.

5.4 Witnesses/representatives

5.4.1 The following Cabinet Members are responsible for the Forward Plan items in this report and have been invited to attend the meeting:

- Councillor Simon Blackburn, Leader of the Council
- Councillor Gillian Campbell, Deputy Leader of the Council
- Councillor Fred Jackson, Cabinet Member for Environmental Services and Highways
- Councillor Mark Smith, Cabinet Member for Regeneration, Enterprise and Economic Development
- Councillor Mrs Christine Wright, Cabinet Member for Housing.

Does the information submitted include any exempt information?

No

List of Appendices:

Appendix 6(a) Summary of items contained within Forward Plan November 2018 to March 2019.

6.0 Legal considerations:

6.1 None.

7.0 Human Resources considerations:

7.1 None.

8.0 Equalities considerations:

8.1 None.

9.0 Financial considerations:

9.1 None.

10.0 Risk management considerations:

10.1 None.

11.0 Ethical considerations:

11.1 None.

12.0 Internal/ External Consultation undertaken:

12.1 None.

13.0 Background papers:

13.1 None.

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EXECUTIVE FORWARD PLAN - SUMMARY OF KEY DECISIONS**(NOVEMBER 2018 TO MARCH 2019)***** Denotes New Item**

Anticipated Date of Decision	Matter for Decision	Decision Reference	Decision Taker	Relevant Cabinet Member
November 2018	Town Centre and Leisure Facilities Investment(this item to be considered in private by virtue of Paragraph 3 of Schedule 12a of the Local Government Act 1972 Information relating to the financial or business affairs of any particular person (including the authority holding that information)	1/2018	Executive	Cllr Smith
November 2018	Applications for Business Loans above £500,000. (this item to be considered in private by virtue of Paragraph 3 of Schedule 12a of the Local Government Act 1972 Information relating to the financial or business affairs of any particular person (including the authority holding that information)	2/2018	Executive	Cllr Blackburn
November 2018	To agree strategic acquisitions in or adjoining the Enterprise Zone (this item to be considered in private by virtue of Paragraph 3 of Schedule 12a of the Local Government Act 1972 Information relating to the financial or business affairs of any particular person (including the authority holding that information)	3/2018	Executive	Cllr Smith
November 2018	Central Leisure Quarter Masterplan	6/2018	Executive	Cllr Smith

Anticipated Date of Decision	Matter for Decision	Decision Reference	Decision Taker	Relevant Cabinet Member
November 2018	Blackpool Airport Business Plan	7/2018	Executive	Cllr Blackburn
November 2018	Lancashire and Blackpool Flood Risk Management Strategy	11/2018	Executive	Cllr Jackson
January 2019	Council Tax Reduction Scheme 2019/2020	28/2018	Council	Cllr Blackburn
November 2018	<p>Investment in the Lancashire area</p> <p>To consider an investment for the Growth and Prosperity property portfolio to meet the Growth and Prosperity income target.</p> <p>(this item to be considered in private by virtue of Paragraph 3 of Schedule 12a of the Local Government Act 1972</p> <p>Information relating to the financial or business affairs of any particular person (including the authority holding that information)</p>	29/2018	Executive	Cllr Smith
November 2018	The half-yearly progress report on the Council's Treasury Management activities for the first six months to September 2018.	30/2018	Executive	Cllr Blackburn
December 2018	To approve the Council Plan 2019-2024, and the continuation of the current vision and priorities	31/2018	Council	Cllr Blackburn
January 2019	Plans for a Housing Quality Pilot, working with the Department for Work and Pensions to ensure that homes in Blackpool meet minimum standards	32/2018	Executive	Cllr Mrs Wright

Anticipated Date of Decision	Matter for Decision	Decision Reference	Decision Taker	Relevant Cabinet Member
January 2019	New Council housing development at Troutbeck Crescent, Mereside, seeking approval to the mix, design, and financial appraisal of the new homes.	33/2018	Executive	Cllr Mrs Wright
February 2019	Proposals for developing new homes, shops and open space at Grange Park on Council-owned land on the site of the former Christ the King church / Chepstow Road shops / school	34/2018	Executive	Cllr Mrs Wright
January 2019	Green and Blue Infrastructure Strategy	35/2018	Executive	Cllr Cain
January 2019	To agree the outcome of the insurance procurement exercise prior to cover being placed from April 2019.	36/2018	Executive	Cllr Blackburn
*November 2018	To agree the disposal of business land in the north of Blackpool (this item to be considered in private by virtue of Paragraph 3 of Schedule 12a of the Local Government Act 1972 Information relating to the financial or business affairs of any particular person (including the authority holding that information)	37/2018	Executive	Cllr Smith
*February 2019	To consider and recommend approval of the Council's Capital Programme 2019/20 – 2021/22.	38/2018	Council	Cllr Blackburn

Anticipated Date of Decision	Matter for Decision	Decision Reference	Decision Taker	Relevant Cabinet Member
*February 2019	To consider and recommend approval of the Council's Revenue Budget for the financial year 1 April 2019 to 31 March 2020.	39/2018	Council	Cllr Blackburn
*February 2019	To consider and recommend approval of the level of Council Tax for the financial year 1 April 2019 to 31 March 2020.	40/2018	Council	Cllr Blackburn
*February 2019	To consider the level of rents and service charges to be made in connection with Housing Revenue Account dwellings during 2019/20.	41/2018	Council	Cllr Mrs Wright
*February 2019	To consider and approve adoption of the Council's Treasury Management and Investment Strategies for the financial year 1 April 2019 to 31 March 2020.	42/2018	Council	Cllr Blackburn
*January 2019	To consider the Council's Statement of Licensing Policy under the Gambling Act 2005	43/2018	Council	Cllr Campbell
*November 2018	To consider and approve the formal adoption of the Blackpool Council Sustainability, Energy and Water Strategy - Delivering a low-carbon, energy efficient, economically resilient community 2018 to 2024	44/2018	Executive	Cllr Jackson

Report to:	TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE
Relevant Officer:	John Hawkin, Chief Operating Officer, Community and Environmental Services
Date of Meeting:	14 November 2018

GREEN AND BLUE INFRASTRUCTURE STRATEGY

1.0 Purpose of the report:

1.1 To inform and seek support from scrutiny on the production of a Green and Blue Infrastructure (GBI) Strategy.

2.0 Recommendation(s):

2.1 To consider the content of the draft strategy; providing feedback and challenge along with guidance towards the completion of final strategy.

3.0 Reasons for recommendation(s):

3.1 To engage with Members of the Scrutiny Committee on the production of a Green and Blue Infrastructure Strategy for Blackpool.

3.2a Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

3.2b Is the recommendation in accordance with the Council's approved budget? Yes

3.3 Other alternative options to be considered:

Not applicable.

4.0 Council Priority:

4.1 The relevant Council Priority is

- "The economy: Maximising growth and opportunity across Blackpool"
- "Communities: Creating stronger communities and increasing resilience"

5.0 Background Information

- 5.1 Blackpool's Local Plan Core Strategy 2012-2027 includes a Green Infrastructure Policy (Ref CS6) which requires planning and development activity to protect, enhance, create and connect networks of GBI. This draft strategy aims to formalise this policy into a clear vision.

Blackpool's green and blue infrastructure is varied, both in terms of type; ranging from parks and gardens to ponds and lakes, sea and nature reserve, as well ownership; public sector, commercial organisations, voluntary groups and private individuals.

Given this unique mix, it is clear that responsibility for creating, managing, promoting and funding GBI will fall to numerous people and organisations, working in partnership.

A GBI strategy will need to be a leadership document, setting out vision, goals and priorities that we can build upon to inspire positive change across the town whilst being mindful that GBI does not end at the borough boundary so must connect with our neighbouring authorities.

- 5.2 Work to date has included technical surveys, to assess the current position and compare with recognised benchmark data, consultation with key stakeholders involved in GBI across the town and gathering of this information into a draft strategy document for further consultation.

- 5.3 Based on this initial work and identified priorities the strategy has been developed around six strategic goals:

- Engaging People in Health and Wellbeing
- Enhancing the Visitor Experience
- Greener Housing and Infrastructure
- Enabling Productive Business and Workers
- Promoting a Green Image and Culture
- Improving Habitats and Benefitting Pollinators

- 5.4 Once completed the strategy will be a guide and source of information for future development across Blackpool.

Does the information submitted include any exempt information?

No

List of Appendices:

7a Presentation for Committee Members

7b (Draft) Blackpool Green and Blue Infrastructure Strategy

6.0 Legal considerations:

6.1 Not applicable.

7.0 Human Resources considerations:

7.1 Not applicable.

8.0 Equalities considerations:

8.1 Not applicable.

9.0 Financial considerations:

9.1 Not applicable.

10.0 Risk management considerations:

10.1 Not applicable.

11.0 Ethical considerations:

11.1 Not applicable.

12.0 Internal/ External Consultation undertaken:

12.1 Wide range of consultation completed with individuals and via stakeholder forums.

13.0 Background papers:

13.1 Not applicable.

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Green and Blue Infrastructure Strategy 2018 to 2027

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Tourism Scrutiny Committee

14th November 2018



Aim of the Presentation

1. What is Green and Blue Infrastructure?
2. Why we have developed a draft GBI strategy and action plan
3. The process so far
4. Key high level recommendations
5. Our ask of you as leaders in Health and Wellbeing
6. Get your thoughts, feedback and ideas



Why are We Developing the Strategy – the Issues

Lowest tree canopy cover in England

Intensely urban, with one of the highest densities of housing outside London

Limited usable open space

18 500 Blackpool people use the outdoor environment each week. This is 5,000 people less than the national average

One of the lowest life expectancies in England

Why are We Developing the Strategy – the benefits of green

The evidence says that green and blue infrastructure:-

Reduces surface water and flooding and therefore seawater quality

Reduces the energy we need to spend on managing that water through drains

Reduces urban heat island effect – green air conditioning

Removes air pollutants

Encourages people to play, walk and cycle

Improves the mental health of adults and children

Increased employee productivity including reducing sickness absence

Increases property values

Attracts inward investment and motivated staff

Green and Blue Infrastructure Strategy

How to Build Green and Blue Infrastructure – Key Recommendations

1. Transform housing quality

New and improved parks and creative greening initiatives in the Inner Area, South Shore and the outer estates to make our housing better for family life.

2. Double tree canopy

Blackpool has the fewest trees of any English town – create a legacy for future generations, starting with planting 10,000 trees in the next ten years.

3. A greener centre

As the town centre and resort core are regenerated, create new pocket parks and an iconic public realm.

4. The best in the West

We will celebrate Stanley Park as the best park in the UK so it becomes a must-see for any visitor; and then encourage visitors to explore other parks in the town, Lytham St Annes and Fleetwood.

Green and Blue Infrastructure Strategy

How to Build Green and Blue Infrastructure – Key recommendations

5. Take health seriously

Help at least 5,000 more local people each week enjoy exercise at our parks, beaches and encourage Forest Schools, Green Gyms and nature-based prescriptions.

6. Make it easy to get outdoors

Establish the “Blackpool Activity Trail”, signpost our green spaces better and remind the world that we are a start point for national coastal and Trans Pennine walking and cycling tours.

7. Keep it down to earth

Blackpool has a great backbone of volunteers and can always call on help from businesses, “Blackpool-exiles” and loyal holiday-makers with an affinity for the town. Local park friends, tree wardens, volunteer rangers and councillors are key to delivering and maintaining GBI.

8. Always Think for the Future

Ensure Green and Blue Infrastructure forms part of all our decision-making and supports the future proofing of the town.

The Action Plan

**GBI strategy is delivered through a few
flagship schemes and 1001 individual,
neighbourhood and organisational
actions**

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Consider the Contrast

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Actions At strategic level

- Incorporate the creation of new GBI into the Town Centre Strategy Update where each part of the public realm is considered as an opportunity for civic GBI.

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Identify opportunities in the Leisure Quarter masterplan for GBI.

- Incorporate GBI into the master plan for the Enterprise Zone to create a welcoming place for businesses.
- Create a park in the inner areas for both residents, tourists and town centre workers to use

Making the most of what we have for residents and tourists

- Create an Arts Trail and promote it to residents, workers, visitors and tourists.
- Promote the Lancashire Coastal Way (137 mile footpath following the coastline between Merseyside and Cumbria) to connect residents to neighbouring GBI and visitors and tourists to Blackpool.
- Develop the Blackpool Activity Trail – cycling, walking, and nature trails.

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The Activity Trail links the National Cycle Route, Heron's Reach Footpath Trail, Blackpool Heritage Trail, North Blackpool Pond Trail, and Blackpool Promenade.

Proposed Actions for Individual Businesses and Public Sector Organisations

- Protect, manage and improve GBI on your sites for biodiversity, sustainable drainage, and to create an attractive setting for employees and customers.

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If your organisation has limited exterior space, think about innovative green elements e.g. roof-top planting, green walls, etc.

- Adopt part of the GBI public realm, to support its maintenance through sponsorship or staff volunteering
- Include GBI in your Social responsibility procurement requirements



Street Trees



Planting Trees

- Create a street tree planting plan
- Plant street trees on key transport gateways from the M55, including Yeadon Way, Progress Way and Westcliffe Drive/ Talbot Road

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Explore the opportunity to create a 'Green Line' along the central corridor from south Station to the Town Centre, comprising a continuous green space/series of green spaces that facilitates walking, running and cycling.

Over to You

- **What are your thoughts in relation to having a Green & Blue Infrastructure Strategy?**
- **Have you any questions?**
How could it be enhanced and developed?
- **Is it the right approach and scope?**
- **What are your thoughts in relation to people's involvement in Green and Blue?**

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Blackpool's Green and Blue Infrastructure Strategy

Draft for Consultation

SUPPORTED BY
Blackpool Council



Contents

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1.0 Key Message

Introduction

As we write this in 2018, Blackpool is looking forward to a period of sustained transformation. Several major regeneration projects have started and more are to come. Our housing areas, our town centre and our business areas will be refreshed and rejuvenated with massive public and private sector investment.

We are also piloting innovative social initiatives to improve health, well-being, skills and employability. We are rebuilding Blackpool's brand as "the number one family resort with a thriving economy that supports a happy and healthy community who are proud of this unique town".¹

This is a ten year strategy to invest in Blackpool's Green and Blue Infrastructure. We will enhance our existing parks and open spaces and deliver new high quality green spaces and public realm. We will see many more residents and visitors experiencing Blackpool's great outdoor spaces.

What is Green and Blue Infrastructure?²

A network of multifunctional green space, urban and rural, which delivers a wide range of environmental and quality of life benefits for local communities. Green and blue infrastructure is not simply an alternative description for conventional open space. As a network it includes parks, open spaces, playing fields, woodlands, but also street trees, allotments and private gardens. It can also include streams, the sea and other water bodies and features such as green roofs and walls. In Blackpool it also includes our coastline.

The Strategy will be delivered by Blackpool Council in partnership with its own staff, the community, developers, landowners, schools, healthcare providers and infrastructure managers.

Blackpool faces unique challenges due to poor public health, the intensely urban nature of its built form, poor quality housing stock, and high seasonal unemployment.

Yet Blackpool has a lot to offer. It has enthusiastic, skilled and committed volunteers working in our green spaces. Volunteering in the outdoors builds friendships and civic pride, for example at East Pines Park in Anchorsholme, a group of parents enlisted the help of their local councillor to obtain funding which has rejuvenated the park as a thriving local asset. There are many similar groups across Blackpool. Some completely run by volunteers, others facilitated by the public or voluntary sector.

In 2017, Blackpool's Stanley Park was named as the best park in the UK by Fields in Trust, a national charity which protects open spaces and encourages communities to actively care for them. This is a tribute to the managers and friends of Stanley Park who have invested their time and creativity to make Stanley Park a place valued locally, regionally and nationally.

We are also proud of our coastline. South Beach is internationally acclaimed as a Blue Flag Beach. All our other beaches have Seaside Awards; recognition of years of hard work by many partners improving environmental quality.

Our Green and Blue Infrastructure Strategy builds on these successes. We want the town to be known nationally for the quality and attractiveness of its premier open spaces.

Only a few weeks before Stanley Park received its award, another of our parks, Revoe Park, featured on primetime national TV news, because urban park rangers working in our Better Start programme teach parents how to encourage their infants to play creatively.

The rangers also help with skills and self-esteem amongst people who are looking to rebuild their lives and work prospects after setbacks. There is overwhelming evidence of how green and blue infrastructure is essential to quality of life, and how it can be used as a setting for health-enhancing activity.

It is no secret that Blackpool's Inner Area is short of greenery and attractive open spaces. That is why Revoe Park is so important to its local community who have welcomed the Better Start programme.

A shortage of green infrastructure compounds the public health deficit that affects too many of our population. As we regenerate housing areas and restructure the town centre, we will take opportunities to create pocket parks, plant civic trees and improve greenways so people enjoy spending time outdoors. The promenade and beach are also hugely important assets and we will look to expand the use of them through enhancements and organised activities and events.

Blackpool's wildlife and countryside fringe is also prioritised in this Strategy. Marton Mere is Blackpool's only Site of Special Scientific Interest (SSSI) and Local Nature Reserve (LNR) and acts as a centre for an ecological network connecting coast, countryside and urban areas.

Greening the town centre, principal road and rail corridors and our enterprise zones, using a range of horticultural and artistic techniques, will also give confidence to incoming residents, visitors and investors that Blackpool is a town which is serious about its overall vision.



Councillor Graham Cain
Cabinet Secretary (Resilient Communities)

How to Build Blackpool's Green & Blue Infrastructure

1 Transform housing quality

New and improved parks and creative greening initiatives in the Inner Area, South Shore and the outer estates will make our housing better for family life.

2 More than double tree canopy

Blackpool has the fewest trees of any English town – we will create a legacy for future generations, starting with maintaining our current trees and planting 10,000 trees in the next ten years to more than double our tree canopy from 4% to 10%.

3 A greener centre

As the town centre and resort core are regenerated, we will create new pocket parks and an iconic public realm.

4 The best in the West

We will celebrate Stanley Park as the best park in the UK so it becomes a must-see for any visitor; and then encourage visitors to explore other parks in the town, Lytham St Annes and Fleetwood.

5 Take health seriously

We will help at least 5,000 more local people each week enjoy exercise at our parks and beaches, and we will encourage Forest Schools, Green Gyms and nature-based prescriptions.

6 Make it easy to get outdoors

We will establish the "Blackpool Activity Trail", signpost our green spaces better and remind the world that we are a start point for national, coastal and Trans Pennine walking and cycling tours.

7 Keep it down to earth

Blackpool has a great backbone of volunteers and can always call on help from businesses, "Blackpool-exiles" and loyal holiday-makers with an affinity for the town. Local park friends, tree wardens, volunteer rangers and councillors are key to delivering and maintaining GBI.

8 Always Think for the Future

We will ensure Green and Blue Infrastructure forms part of all our decision-making and supports the future proofing of the town.

The remit of the Strategy is not to safeguard every last bit of existing green space in Blackpool, it is to secure the highest possible quality of spaces. Where a proposed development would result in a green space being reduced in size, the Council will ensure that the remaining green space is a higher quality so that the benefits it provides are more far-reaching than the existing green space.

This Green and Blue Infrastructure Strategy and its accompanying Action Plan have been developed following comprehensive consultation and review of evidence. We will use the Strategy to guide our actions, large and small, to build a town nationally known for the quality of its open spaces.

GBI is delivered through a few flagship schemes and 1001 neighbourhood activities

We take heart from other northern places, such as Merseyside and Manchester, where sustained environmental regeneration, alongside economic investment and social change has created parks, cycleways, public realm and places where people and businesses thrive. Fears about investment in landscape being wasted due to vandalism, neglect and plant failure are valid but we will study technical evidence to ensure high standards of planting and aftercare are considered from the outset. Investment in GBI is not a "nice to have", we owe it to our townspeople and their children to create a healthy and accessible environment on their doorstep.

As a long-term project, this Strategy is the start of a journey of transformation – success can only be achieved with the continued support and involvement of local residents, landowners, developers and a wide range of partners.

2.0 Vision and Overview

Our Vision - Blackpool in 2027

Blackpool will be experiencing sustained transformation and its parks, green spaces, coastline and public realm will be locally and nationally renowned. Many more people will be enjoying the health and wellbeing benefits of time spent in Blackpool's "great outdoors".

The natural environment will thrive and support Blackpool's physical regeneration, encouraging economic development and attracting new investors, residents and visitors to Blackpool, Wyre and Fylde.

Blackpool's housing areas will be greener and their open spaces will be safe and well-used. The town will be an exemplar of how coastal resorts can turn their fortunes around through social and environmental regeneration.

Blackpool's Green and Blue Infrastructure (GBI) Strategy will protect and enhance the borough's urban, coastal and rural environments to ensure the social, economic and environmental benefits derived from them are maximised.

Goals and Priorities

Our six strategic goals and implementation priorities for Blackpool's GBI are described in Chapter 4:

- *Engaging People in Health and Wellbeing*
- *Enhancing the Visitor Experience*
- *Greener Housing and Infrastructure*
- *Enabling Productive Businesses and Workers*
- *Promoting a Green Image and Culture*
- *Improving Habitats and Benefitting Pollinators*

Objectives

Blackpool's GBI Strategy has the following objectives, which align with Core Strategy Policy CS6:

- *Protect and Enhance GBI i.e. protecting the best and enhancing the rest*
- *Create and Restore GBI i.e. greening the grey and creating new GBI in areas where it is most needed*
- *Connect and Link GBI i.e. making the links, improving connectivity and accessibility of GBI*
- *Promote GBI i.e. changing behaviour, promoting the benefits of GBI and encouraging greater uptake of outdoor activity and volunteering*

These objectives and a series of headline actions are explained at Chapter 5, along with strategic diagrams and illustrations.

Stanley Park



Policy

The Blackpool Council Plan 2015-2020¹ has two priorities:

- *The Economy: Maximising Growth and Opportunity across Blackpool.*
- *Communities: Creating Stronger Communities & Increasing Resilience.*

The town must reduce economic and health inequalities. It is widely acknowledged that high quality GBI promotes economic growth and investment and health and wellbeing.

Blackpool's Local Plan Core Strategy 2012-2027 includes Green Infrastructure Policy (CS6) which requires planning and development activity to protect, enhance, create and connect networks of GBI. Many other Core Strategy policies (e.g. Housing Provision, Economic Development, Town Centre, Quality of Design, Heritage, Sustainable Neighbourhoods) also rely on GBI to underpin and deliver their aspirations.

On a broader scale, the Government's 25 Year Environment Plan³ commits to:

- *Making sure that there are high quality, accessible, natural spaces close to where people live and work, particularly in urban areas, and encouraging more people to spend time in them to benefit their health and wellbeing; and,*
- *Focusing on increasing action to improve the environment from all sectors of society*

The Need for a GBI Strategy

GBI is multifunctional and consists of many types of open space, with multiple benefits. This means that responsibility for creating, managing, promoting and funding GBI falls to numerous people and organisations, working in partnership. This strategy is a leadership document, setting out a vision, goals, priorities, objectives and actions which will inspire sustained action across the town.

This strategy covers the whole of Blackpool. As GBI does not stop at the borough boundary, the strategy aims to connect with the GBI of the neighbouring authorities, Wyre and Fylde.

Blackpool Promenade



2.0 Vision and Overview

Evidence Base

This Strategy for Blackpool's Green and Blue Infrastructure (GBI) and the associated Action Plan have been drawn up following consultation and detailed review of evidence (in the associated Green and Blue Infrastructure Technical Report⁴) about where investment in GBI will deliver the greatest social benefits, environmental improvements and economic enhancements.

The Blackpool Open Space Assessment⁵ was updated in 2018 and provides evidence on the quantity, quality and accessibility of GBI in the borough.

Chapter 3 provides an overview of the town's outdoor environment and key issues identified during consultation and evidence-gathering. It sets the scene for the GBI strategy. Annex One and Two list the policy and best practice referenced in the strategy and to key pieces of evidence available in the GBI Technical Report and the 2018 Open Space Assessment.

Types of Green and Blue Infrastructure

GBI refers to many different types of green and blue space, in public and private ownership, with and without public access, in urban and rural locations:

Parks and gardens – urban parks, pocket parks, country parks and formal gardens.

Amenity space - play areas, communal gardens, playing fields, civic plazas, street trees, living walls and sustainable drainage installations which rely on vegetation.

Natural and semi-natural green space –Woodland, wetlands, water bodies, nature reserves and other wildlife sites housing a variety of habitats and species.

Beach and Promenade – civic spaces, piers and headlands.

Key

- Green Infrastructure
- Blue Infrastructure



Blackpool's Green and Blue Infrastructure



Stanley Park Avenue



Marton Mere Overflow Channel



Stanley Park, Italian Gardens

Benefits of Green & Blue Infrastructure⁶

1. Economic benefits

- *Economic growth and employment*
- *Attraction and retention of businesses to the area - creation of attractive environments*
- *Tourism and recreation - enhancement of economy*
- *Staff health and motivation - greener living and working environments*
- *Increased land and property values*

2. Social benefits

- *Place-making for family housing and social cohesion*
- *Increased health and wellbeing*
- *Providing recreation and leisure assets*
- *Creation of community resources and a setting for volunteering*

3. Environmental benefits

- *Conservation and enhancement of biodiversity, landscape and geodiversity*
- *Protection and enhancement of cultural heritage and a setting for art*
- *Climate change adaptation and mitigation*

Action Plan

The GBI Action Plan 2018-2027 is a separate document which provides more detail on the location, content, funding and partnerships needed to implement the Strategy.

3.0 Setting the Scene

A useful statistical profile of Blackpool's population, economy, health and wellbeing is regularly updated on the Lancashire County website⁷, allowing comparisons with county and national trends.

Urban Fabric

Blackpool is intensely urban and compact in form. Almost 75% of land is developed. At its heart is the Town Centre and the adjoining Resort Core. Elsewhere in the Inner Area, there is very little open space apart from the promenade and beach. The following nine wards fall seriously short of the standard of 4 hectares of open space per 1,000 population, as proposed in the emerging Open Space Assessment⁸: Claremont, Talbot, Brunswick, Tyldesley, Victoria, Hawes Side, Waterloo, Highfield and Squires Gate.

Elsewhere, Blackpool is predominantly residential in character and largely built up to its boundaries, apart from small pockets of Green Belt which extend into Fylde and Wyre districts. In Blackpool the designation of Countryside Areas in conjunction with the Green Belt defines the limit of urban development and provides much needed amenity and open space.

Blackpool and Fleetwood have the lowest tree canopy cover in the UK, with only about 4% of the towns supporting trees, compared to a national average of 16%⁹. This is a consequence of exposure to coastal weather, the dense Victorian urban fabric, the extent of privately-rented property and the demand for car parking. Over the past few years, the Council's Parks team have planted 3,000 trees in suburban road verges and some parks, but it will require the planting of tens of thousands of trees to bring the town's cover up to even half the national average.

Key	
	Agricultural Land
	Allotment or Community Garden
	Amenity Greenspace
	Beach
	Cemetery, Churchyard or Burial Ground
	Civic and Market Squares
	Grass Verge
	Grassland or Scrubland
	Institutional Grounds (Health and Education)
	Institutional Grounds (Other)
	Outdoor Sports Facilities
	Parks and Gardens
	Private Domestic Gardens
	Promenade
	Provision for Children and Young People
	Street Trees
	Waterbody
	Watercourses
	Wetland
	Woodland



Green and Blue Infrastructure Typology

Seascape

Blackpool's coastline is 7 miles long. Blackpool's promenade and seascape is characterised by coastal defences which have received major investments within the past decade. These give the seafront a characterful urban feel. Whilst the defences limit opportunities for greening the seascape, the designed headlands along the promenade provide civic spaces for congregation and art.

Blackpool South beach has Blue Flag status after the Environment Agency classed it as having 'excellent' sea water quality in 2015. Seaside Awards have been granted to three other areas of beach in Blackpool, giving the resort an entire coastline of award-winning beaches. Despite the quality of the seafront, some residents report that they feel somewhat disconnected from the promenade, perhaps because of the stark urban environments in the Inner Area, perhaps because of a perception that the promenade is an area for tourists.

Green and Blue Infrastructure

A quarter of the town's open space is provided in and around Stanley Park, which is one of the largest parks of its kind in the country. It is historically important and has Grade II* status on the National Register of Historic Parks and Gardens. It comprises a designed landscape with play areas, a lake and a café. The Park facilitates sport through its provision of outdoor sports space, tennis courts, flat and crown green bowling and all weather pitches. It hosts many regional and national events, for example it is a UK centre of excellence for BMX racing.

Opposite Stanley Park is a commercially-operated zoo directly to the east and is next to Marton Mere, the town's principal wildlife site.

In 2017, Stanley Park was voted Best UK Park by Fields in Trust. Parks and Green Spaces Minister, Marcus Jones MP, said: "Many congratulations to Stanley Park on being voted the UK's Best Park 2017 in the Fields in Trust Awards. The public support shown for this park highlights just how much the residents of Blackpool care about their treasured green space."

Blackpool has several other principal parks, numerous playing fields and other small recreation grounds, providing important recreational, sports and visual amenity benefits for local communities.

There is very little GBI in the Inner Area or the Town Centre. Its major GBI resource is the coast and beach.

Route 62 of the National Cycle Network runs the length of the promenade and inland to Stanley Park and Heron's Reach.

3.0 Setting the Scene

Health and Wellbeing

Blackpool has a population of 139,195 and is the seventh most densely populated borough in England and Wales outside Greater London. The population is heavily concentrated in Blackpool's Inner Area which experiences considerable transience as people move in for short-term employment or simply to attempt a new start in life; the inexpensive housing encourages this.

The health of people in Blackpool is generally worse than the national average. The town records one of the lowest life expectancy rates nationally and there are inequalities by deprivation and gender. Problems prevalent in Blackpool include alcohol and drug misuse, poor mental health, smoking and obesity. Blackpool has the fourth highest rate of antidepressant prescriptions in the country, and psychological therapy services are very over-subscribed. A high percentage of working age residents claim Incapacity Benefit (over 12%), almost double the national average.

Improving the public's health is now a clear responsibility for local authorities. Blackpool Council is developing a range of approaches to tackling the underlying causes of poor health and promoting healthier lives. Examples include linking GPs to social prescribing alternatives for patients to improve their health and wellbeing and reduce social isolation; debt counselling; volunteering opportunities; and Living Streets "Walk to" projects in primary schools and workplaces.

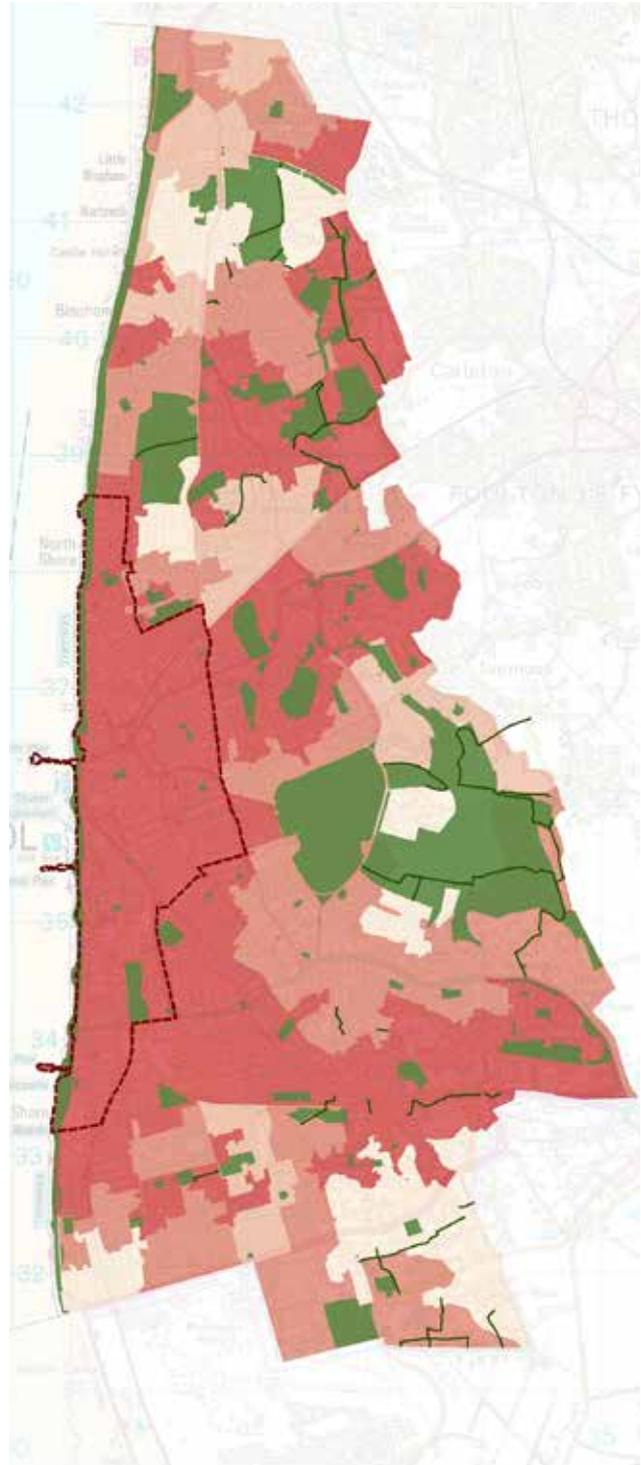
In 2017, Blackpool Council was the first local authority in England to sign a Local Authority Declaration on Healthy Weight. The Declaration includes a commitment to make the most of planning and infrastructure opportunities to positively impact on physical health.

Revoe Park, is one of the key parks for the Defined Inner Area, has undergone a number of improvements to meet the needs of the community, including a community garden using disused bowling greens; renovation of the park buildings using attractive timber cladding (which has withstood vandalism); and natural play. The Park has benefited from financial and human resources provided through the Better Start programme.

"Revoe Park is a really important green space in the heart of a built up area, which we can use to help develop a local community around. These improvements should help make it a safer place to visit, while the park rangers and community garden will help families to get outside, learn new skills and make new friends" Cllr. Cain, speaking at a Betterstart event in the park in 2016

Key
Defined Inner Area
Open Space

Health Deprivation Score
1 - Most Deprived
2
3
4 - Least Deprived



Health Deprivation in Blackpool

Tourism

Blackpool is England's largest and most popular seaside resort attracting 17m tourism visits (13.5 million day visits, 3.5 million staying¹¹). Whilst Blackpool remains at the heart of the UK tourism and visitor economy, it has experienced a significant decline in visitor numbers from the 1980's onwards, a consequence of growing consumer affluence, enhanced consumer choice and perceived obsolescence of the town's visitor offer.

In recent years there have been positive signs that Blackpool is beginning to revitalise the visitor economy and attract a new generation of families and visitors. Significant new public sector investment has improved the quality of the resort offer and the urban environment; however, Blackpool still has some way to go in providing a high quality resort offer which appeals to a 21st century tourist market and supports a sustainable visitor economy.

Quality of Place

Blackpool's world renowned British Seaside has developed around its iconic Victorian architecture including Blackpool Tower, Winter Gardens, theatres, hotels and many other civic buildings. The built heritage of Blackpool is something which people are proud of and identify with.

The downside of the intensive development of visitor and residential accommodation is that it has resulted in creating many of Blackpool's low income and vulnerable households, in Blackpool's inner area, which has a negative effect on forming stable and cohesive communities. The high levels of crime, anti-social behaviour, worklessness and low educational attainment coupled with significant transience presents one of the most testing social and economic challenges in the country.

“You can't do welfare reform separately from having some sort of place-based economic strategy as well” Jonathan Portes, Chief Economist, Dept. of Work and Pensions, 2002-2008, (quoted in “On the Edge”, a Financial Times article about Blackpool, November 2017)

Although not always causative, the lack of GBI in the Inner Area correlates strongly with wards suffering lowest levels of mental health and physical wellbeing. The Council has strategies to improve the worst quality housing and promote further family based tourism development, reducing the negative connotations associated with day-tripping.

Blackpool is committed to growth and regeneration in several key areas, as expressed in the Core Strategy Key Diagram¹². The Town Centre, Resort Core and neighbourhoods within the Inner Area are the primary focus for transformation. In terms of housing, this means restricting multiple occupancy and poor landlord behaviour, with targeted demolition and building of new family homes, such as the new Foxhall Urban Village. Outside the Inner Area, housing estates such as Mereside, Grange Farm and Queens Park will be restructured to improve the quality of the housing offer; and new housing in south Blackpool around Whyndyke Farm and Moss House Road.

3.0 Setting the Scene

Economic Growth and Investment

Blackpool Town Centre is the main retail and cultural centre for the Fylde Coast and employs over 6,000 people, generating a retail turnover of around £300 million per annum. However, the Town Centre is under performing as a sub-regional retail centre. Jobs in Blackpool are generally low skill and low wage and small businesses predominate. Furthermore, reliance on the tourism industry means there is high seasonal unemployment in the winter months.

Blackpool Airport Enterprise Zone (EZ) is a 144ha site incorporating Blackpool Airport which is now in the control of the Council. The EZ is a key employment site with potential to support nearly 140 new businesses and up to 3,000 new jobs over the next 25 years. The EZ has a strong emphasis on creating a green and attractive environment.

Blackpool Council alongside with Blackpool Housing Company and Blackpool Coastal Housing are also pro-actively enabling development and working with developers and investors to shape and facilitate regeneration and new development.

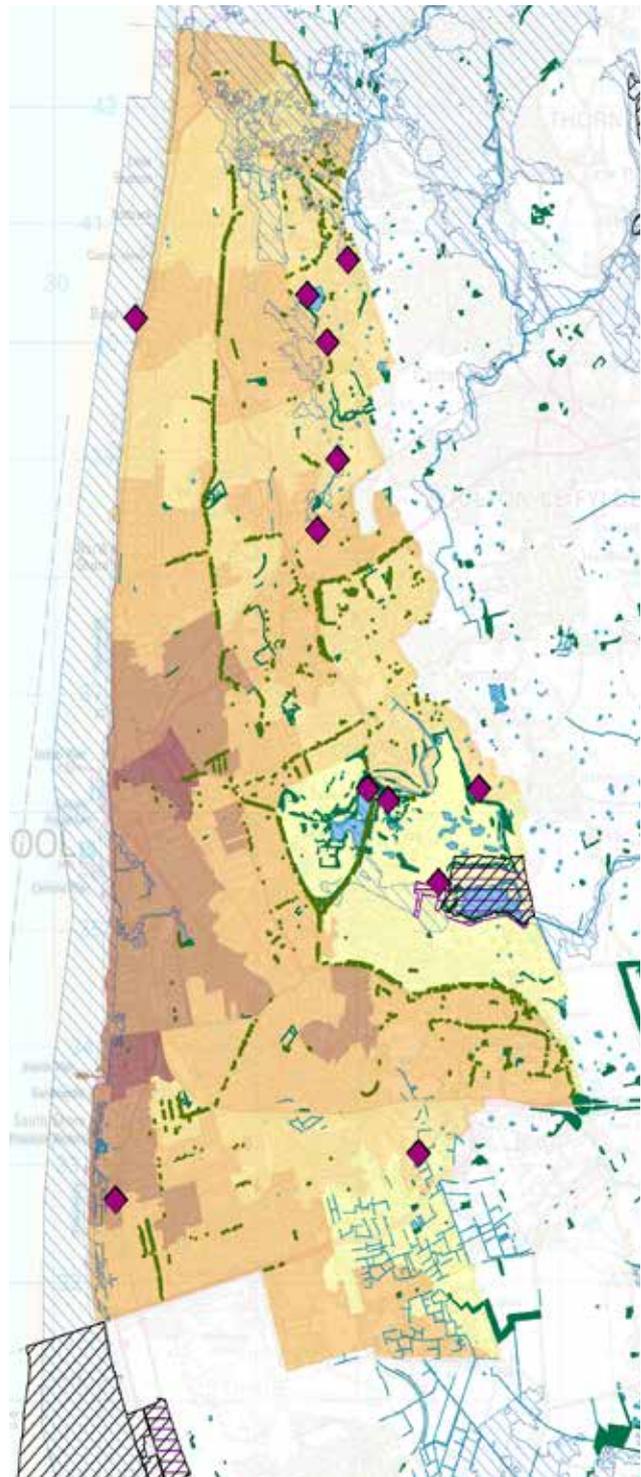
Gateways are a key economic priority and include Yeadon Way, Preston New Road, and Progress Way leading to the Enterprise Zone. The tourist entry points at Blackpool North Station and Central Corridor also provide potential for introducing added value through GBI.

Land and Biodiversity

Undeveloped open land in the east of the town is made up of protected public open space, sites of nature conservation value, Green Belt and Countryside Areas. Blackpool’s intensely built-up urban area means this open land has important landscape, nature conservation and environmental value.

Marton Mere Local Nature Reserve, located on the eastern edge of the town, is one of the few remaining natural freshwater sites in Lancashire covering an area of 39 hectares. The reserve was once associated with a former rubbish tip, but is now a Site of Special Scientific Interest (SSSI) due to its bird populations.

With a wardened visitor centre, Marton Mere is the hub of nature conservation activity and volunteering in the town.



Land and Biodiversity

- Key**
- Street Trees
 - ◆ Biological Heritage Sites
 - ▨ Site of Special Scientific Interest
 - ▨ Local Nature Reserve
 - Woodland
 - ▨ Flood Zone 3
 - Waterbodies
- Sealed Surface Coverage (%)**
- 0-20
 - 21-40
 - 41-60
 - 61-80
 - 81-100

Blackpool has a number of Biological Heritage Sites (BHS); these are part of a network of key wildlife sites across Lancashire. Within Blackpool nearly all the BHS's are ponds which form part of land allocated as open space. The North Blackpool (or Kincaig) Pond Trail is an example of how nature assets are linked together and used as an educational asset.

Fylde's arable growing systems require healthy populations of pollinators and the urban greenspaces within Blackpool can provide a reservoir of plants and habitats suitable for these vital insect species.

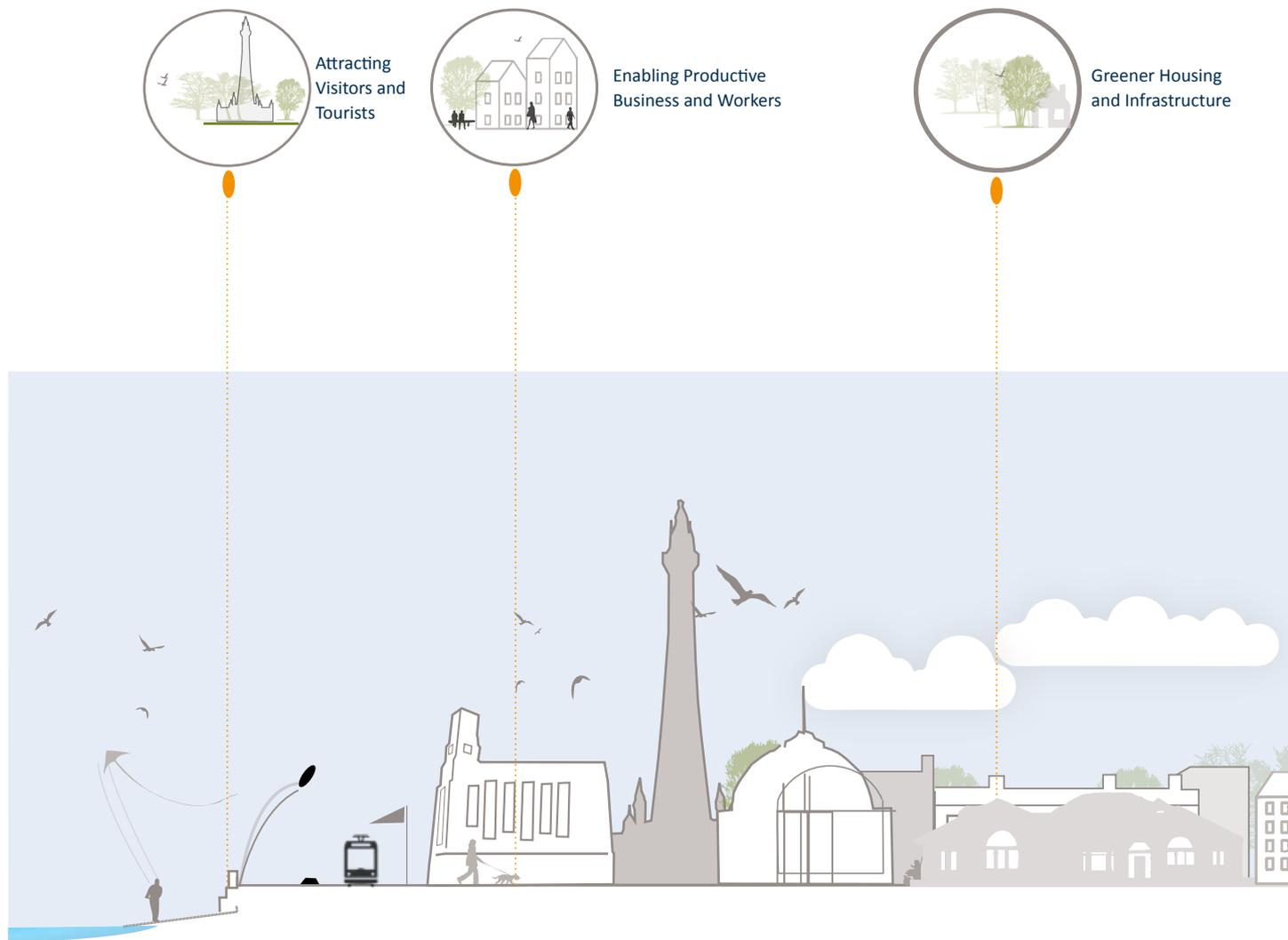
Agricultural land on the eastern boundary of Blackpool is level, fertile and open. Extending into neighbouring Wyre and Fylde, the field boundary systems (ditches, hedges and shelterbelts) have become fragmented and have lost distinctiveness due to urbanisation.

Blackpool's urban areas have a very high proportion of hard or 'sealed' surfaces which can cause flash flooding after heavy rain resulting in nuisance, economic damage or pollution.

4.0 Goals

GBI Goals

The graphic below highlights Blackpool's six main GBI Goals, which have been identified from consultation and a review of evidence. Investment in GBI will of course benefit other areas of public life such as heritage, climatic resilience and education





Engaging people in Health and Well-being

Promoting a Green Image and Culture



Habitats for Wildlife and Pollinators





Goal 1: Engaging People in Health and Wellbeing

Our Goal

Blackpool's Green and Blue Infrastructure is the setting for people to meet, exercise, play and recharge their batteries. Contact with the natural world reduces stress, helps recovery and builds community cohesion, particularly through volunteering together. Our Green and Blue Infrastructure can help Blackpool's residents live long, happy and healthy lives.

Our Priorities

These are our implementation priorities:

Early Years and Family Groups

Through initiatives like Better Start, Blackpool is already diversifying its parks to create natural play opportunities which build mental resilience amongst children¹³. Our parks are used by adults learning parenting skills through horticultural and craft activities in family groups.

Schools and Routes to Schools

Greener school grounds and well treed routes to school are shown to improve mental health of children using them¹⁴.

Adult Life and Older Years

Urban parks provide a natural health service which is worth many millions to the local economy¹⁵.

Investing in Parks saves Health Service money

In Sheffield (population 575,000) parks provide a substantial contribution to health, through reduced circulatory disease and reduced burden of depression. In fact, they provide £700 million of savings to the health service through "avoided cost" of physical and mental health treatments. This equates to £1,217 per person. If replicated in Blackpool this is an avoided cost of £173 million. Improving participation levels and investing in measures that encourage people to visit parks and feel secure would result in further savings.

Inner Area

The open space audit shows there are massive deficiencies of accessible greenspace in the Inner Area. This has a particularly negative effect on young families, the elderly and those less mobile who may not be able to easily access the parks and promenade. Planning policy can resist any further losses of vegetation and encourage creation of pocket parks, street trees and doorstep green infrastructure in regeneration and new development proposals.

Blackpool Outdoors

Blackpool has a low rate of participation in outdoor activity¹⁶. About 18,500 Blackpool people use the outdoor environment each week. This is 5,000 people less than the national average for a town of our size. To get another 5000 people outdoors each week in Blackpool would mean:

- 17 more "Parkruns"; or
- 167 school groups; or
- 250 new walking groups; or
- 400 new sports teams; or
- 1,250 more families using our parks.

Quite a challenge! Obviously not all these activities need to happen at the same time – nevertheless our parks and promenade are good enough and big enough to deliver!

Cycling and Walking

Blackpool has the opportunity to become a highly walkable and cyclable town. These activities immediately improve health and wellbeing. To encourage more "green travel" for recreation and commuting we can promote:

- *The "Blackpool Activity Trail"; a project to establish walking and cycling routes involving the promenade and a chain of parks and open spaces.*
- *The "Quality Corridors" where investment in public realm, street scene management and street trees will enhance walkability.*
- *New "Greenways" (routes connecting people on foot or bike to facilities and open spaces in and around towns and the countryside, which can encourage people to travel sustainably).*

Volunteering and Training

Blackpool has a very active volunteering culture particularly in the fields of social care and rehabilitation. Parks provide excellent volunteering opportunities for businesses and for individuals. GP's can prescribe green gym therapies and participants report the mental health benefits they gain from social contacts.

Case Studies

Grow Blackpool

Grow Blackpool is a Groundwork led initiative funded by Blackpool Council to promote the benefits of eating fresh fruit and vegetables daily and enabling people to grow it themselves. Saving money, learning new skills, becoming more active and making new friends are all outcomes of the scheme. One of the achievements from Grow Blackpool is the formation of the Friends of Jubilee Gardens. The group care for the 100 year old Promenade Sunken Gardens by Gynn Square in Blackpool. They want the gardens to be well maintained and to play their part in supporting other Agencies and Council Departments in achieving this aim, particularly with cuts to Council budgets and the realisation that the way public spaces are funded and managed in the past has now changed. To make this happen, involvement from the local community is vital and needs to be nurtured and encouraged.

Revoe Park

Blackpool's Better Start programme has funded Early Years Park Rangers to promote learning through play. The programme has funded works to improve security, create a natural play area and convert disused bowling greens into training areas for woodwork and horticultural skills. These are used by parent and toddler groups and by adults seeking to rebuild their skills and self-esteem following personal difficulties. The park is a vital green lung in the Inner Area.

East Pines Park, Anchorsholme

This small greenspace had become prone to antisocial behaviour and drug use until parents joined forces officers to improve security, replace hedges with railings and create better managed play facilities. The group made grant applications to local businesses and charities and the park is now an active hub for the local community.

Key Policy Links and Partnerships

1. Blackpool Council Plan 2015 to 2020, Priority Two: Creating Stronger Communities and Increasing Resilience
2. Local Plan Core Strategy objectives 4, 5, 8, 11, 12.
3. Joint Health and Wellbeing Strategy for Blackpool
4. Blackpool Better Start
5. "Steps to Health" – Blackpool's community health walking scheme and Living Streets: Walk to 2017-2020
6. Blackpool Sport and Physical Activity Strategy
7. Local transport plans and associated the Rights of Way Improvement Plan
8. Solaris Centre and links to nature-based health initiatives explored by Lancaster University

Revoe Park Horticultural Scheme by Better Start



East Pines Park Volunteers





Goal 2: Enhancing the Visitor Experience

Our Goal

Blackpool is renowned for the quality of its parks and public realm which have become visitor destinations in their own right. Landscape quality is enhanced along the main road and rail corridors and at gateways into the town centre. The town becomes a hub for coastal walking and cycling tours.

Our Priorities

These are our implementation priorities:

Stanley Park, Zoo and Marton Mere

Now the park is recognised as the Best in the UK we can promote it widely within the town and to broader audiences across the UK. The park development plan will maintain a focus on quality and continuous refreshing of its visitor offer, including events, attractions, festivals, performances, art and horticulture. Connectivity with the town centre, the promenade and other principal parks in Blackpool, Fleetwood and Lytham St Annes will be promoted, which will help visitors navigate throughout Blackpool and encourage a longer visitor stay.

Horticultural Excellence

The town's tradition of horticultural excellence has been under threat due to public sector funding cuts but the popularity of Royal Horticultural Society Gardens and the Eden Project shows the economic value of having a horticultural attraction. This could be centred on Stanley Park, but in any case maintaining horticultural excellence is critical for the landscapes of our corridors and gateways.

Walking and Cycling

The promenade is already a national cycle route, part of the England coastal path and the Lancashire Coastal Way. Blackpool is a possible Trans Pennine trail starting route and implementation of the Blackpool Activity Trail would add a local element, perhaps encouraging additional bike hire and café businesses. Implementation of greenways along corridors radiating from the town centre would also add to the visitor experience.

Beside the Seaside

The Central Business District, the Leisure Quarter and the Resort Core are all areas where green and blue infrastructure would uplift quality and sense of arrival. The dense and compact urban fabric means innovative and sometimes artist-led approaches are needed to ensure street trees, planters and green walls are seen as assets rather than maintenance liabilities.

Arrival Experience

There is scope for significant uplift in the presentation and consistency of green infrastructure along the tourist getaway and some scope for inserting additional greening within the main parking areas without affecting overall capacity (for example pleached trees). This would improve visual quality, civic pride and sense of arrival.

Volunteering, Sponsorship and Partnership

We can do more to connect local environmental volunteers with additional human resources, finance and equipment that can be provided by the many businesses, expatriates and groups that have a special affinity with the town.

Case Studies

Stanley Park and Zoo

As Blackpool's largest and most prestigious Park, Stanley Park provides a wide variety of events and activities throughout the year generating income for the town. In summer 2017 the Park hosted a Dinosaur Festival, the first outdoor festival of its kind in the UK. Life sized replica animatronic dinosaurs were placed around the Park as well as a simulated archaeological dig scene. Other events at Stanley Park and its visitor centre include pumpkin carving, Macmillan coffee mornings, Christmas carols, high ropes course, music events at the bandstand, weekly Parkrun and an annual motorcycle show.

Blackpool Zoo is an award winning zoo housing over 1,500 animals ranging from sea lions to orangutans to giraffes. In 2017, the Zoo celebrated its 45th anniversary which was marked with a number of celebrations including welcoming its 15 millionth visitor.

Bank Hey Street Improvements

Merlin Entertainments who operate the Blackpool Tower complex, partnered with the Council to fund streetscene enhancements near the Tower.

Key Policy Links and Partnerships

1. Blackpool Council Plan 2015 to 2020, Priority One: The Economy
2. Local Plan Core Strategy Objectives 14 and 15
3. Town Centre Strategy, 2013
4. Destination Blackpool, Resort Placemaking Prospectus



Public Art St Johns Square

Music event at Stanley Park Band Stand





Goal 3: Greener Housing and Infrastructure

Our Goal

New housing has ready access to high-quality green spaces. The historic trend of loss of greenery in the Inner Area and South Shore is reversed and new multifunctional green spaces are opened up for locals to enjoy. Blackpool's transport corridors and built-up areas use green infrastructure to improve the town's resilience to pollution, flooding and climate change.

Our Priorities

These are our implementation priorities:

New Housing

Blackpool is determined to improve the quality of its overall housing offer. Blackpool is to deliver 4,200 new homes between 2012 and 2027. New housing offers opportunities to create pocket parks, play areas, civic trees, community food-growing areas and other imaginative landscapes. Robust arrangements for long-term landscape management are just as important as good design of housing areas. Developer checklists can stimulate creative approaches to GBI provision.

A key development as an exemplar for other housing developments will be the Whyndyke Garden Village, one of NHS England's Healthy New Towns. Where GBI is designed into the masterplan from the beginning to promote health and wellbeing.

Housing Area Transformation

Several established residential areas will be renewed over the next decades. Our Core Strategy is clear that the town's housing mix must be rebalanced to make the Inner Area, South Shore and certain other housing estates more attractive for family life. The Inner Area has a significant deficiency in all types of green infrastructure which depresses property values and discourages family life.

The urban fabric can be restructured so it is fit for 21st century family life with new green spaces created in areas of deficiency. Elsewhere new development can release funds to make existing green spaces more versatile and user-friendly. All possible policy instruments and funding streams should be deployed to direct resources towards a comprehensive renewal of these neighbourhoods. Foxhall Village and Queens Park are examples of radical housing transformation resulting in much better GBI.

Corridors and Gateways

The three principal road corridors into the town and the designated Quality Corridors into the town centre are our "shop window" and each has scope for tree-planting and green infrastructure enhancement to create a distinctive and mature setting for the town.

The "Green Line"

The car parks and public spaces, including George Bancroft Park, that form a pedestrian movement corridor from Blackpool South station towards the town centre could be further enhanced with vegetation, green walls, pleached trees and pocket allotments

Weather Proofing

Blackpool's dense urban fabric means we have too many "sealed surfaces" which cause flash flooding after heavy rain. In the public realm, parks and road verges can be remodelled slightly to act as rain gardens, soakaways and swales. Gardeners and landowners can play a part in weather-proofing the town through retaining greenery and planting trees.

Involving Residents

Blackpool's people are proud of the town. Alongside physical transformation of our housing areas, we should involve residents in design and management of green infrastructure on their doorstep and in the principal parks.

Case Studies

Queens Park and Layton Rec.

The redevelopment of Queens Park has enabled the enhancement of Layton Rec, a Blackpool Council owned greenspace. The landscape improvement works are being carried out alongside the second phase of development. Layton Rec now has new pedestrian and cycle paths along with soft and hard landscaping. Within the housing area, quality greenspaces and play facilities are provided.

West Rhyl Housing Regeneration Project and the Gerddi Heulwen Park

Rhyl's Victorian-era housing in neighbourhoods behind the promenade has similarities to Blackpool in terms of a dense urban fabric, patterns of transient occupancy, and a fierce neighbourhood loyalty amongst long-established residents. In consultation with residents, a new green space, Gerddi Heulwen, was created in 2014 after demolition of a hundred properties, as part of a programme of neighbourhood renewal.

Manchester City of Trees

Over a sustained period, spanning several transport and public realm projects, Manchester City Council has invested in civic trees, street art and furniture and roadside raingardens to uplift the environmental quality and user-friendliness of Oxford Road and the Town Hall environs.

Key Policy Links and Partnerships

1. Blackpool Council Plan, Priority One: The Economy and Priority Two: Creating Stronger Communities and Increasing Resilience
2. Core Strategy Objectives 2,5,7,8,9,16,18,19,20,21 and future SPD on design quality
3. Blackpool and the Fylde: Our Strategy for inclusive wealth and prosperity
4. Blackpool's Built Heritage Strategy 2016-2020
5. Lancashire Flood Risk Management Strategy (refreshed 2018 onwards) will promote SuDS



West Rhyl Housing Regeneration Project (Tobermore Ltd)

Layton Recreation Ground Visualisation





Goal 4: Enabling Productive Businesses and Workers

Our Goal

High quality Green Infrastructure adds value to business environments, notably in the Enterprise Zone, the Central Business District and the Leisure Quarter. Our parks are a setting for people to learn skills and gain self-confidence to enter the workplace.

Our Priorities

These are our implementation priorities:

Town Centre and Leisure Quarter

In this dense and compact setting, green infrastructure needs to be carefully designed into the public realm and sometimes artist-led approaches can turn street trees and planters into an asset rather than a maintenance liability (see London case study). Comprehensive redevelopment can create an opportunity for a rooftop park which can be a versatile space for events or rest and relaxation (see Chavasse Park case study).

Quality Enterprises

Attracting and retaining quality enterprises to Blackpool is an important component of growing and diversifying the local economy. High-value businesses have an expectation of high quality premises and business environments from which to operate, in order to attract the best staff and to project a leading corporate image. Green spaces within a business park is a key component of this, enabling businesses to operate in an attractive setting and staff having an outdoor lunchtime/recreation location.

Attractive business environments can add a premium to the value of business premises, which benefit the economy and help spur investment in development projects that support employment.

Enterprise Zone

The Blackpool Airport Enterprise Zone is the principal node for industrial and commercial office growth in Blackpool. This important business park aims to be a leading destination for advanced manufacturing and energy-related businesses. The masterplan for the EZ includes opportunities for green infrastructure along boulevards within the business park and the redevelopment of sporting fields. Using green infrastructure to highlight messages about the circular economy and to create a prestigious environment can attract creative start-ups and mature businesses.

Key Corridors and Gateways

Green infrastructure can create a sense of arrival and prestige, important in attracting and retaining businesses. Much depends on the quality of landscape management. Fortunately Blackpool has considerable horticultural expertise and interventions such as wildflower verges, street trees and hedging can all create a sense of destination. Inconsistency of existing roadside landscapes currently creates a slightly disjointed arrival experience.

Business Involvement

Volunteering days and corporate social responsibility links can help engage more people in Blackpool's great outdoor spaces. From clean-ups to nature reserve management, volunteering can be promoted widely, to the benefit of the Council and local businesses.

Benefits of Employee Volunteering

A well-structured business volunteering programme benefits individuals and employers¹⁸:

- 97% of volunteers said activities help develop a strong team
- 95% felt that volunteering had a positive influence on them
- 76% said it had a positive influence on how they feel about their employer

Skills Development

Working with local colleges, our parks can offer apprenticeships along with horticultural and construction skills training which boost confidence amongst people seeking to re-enter the workplace.

Case Studies

London: Bringing Creativity and Green Infrastructure Together

In Oxford Street, London some shops have sponsored illuminated tree guards which provide an attractive feature while protecting the tree from vandalism. At London Bridge, a group of young architects designed a pop-up bench/planter system which brought seating and greenery to a busy public space.

Chavasse Park, Liverpool One

As part of the Liverpool One retail development, a new park was created over an underground carpark. The park features grassed areas for general use along with hard surfaced areas for events, Christmas markets, pop-up restaurants, etc. Situated on rising ground it forms a visual gateway into the retail area from the waterfront and provides vistas over the Albert Dock.

Business Improvement Districts

Businesses in several towns and cities are establishing Green Infrastructure Strategies for town centres e.g. Northwich, Stockport and Winckley Square, Preston. Greening initiatives, public realm improvements and sustainable drainage schemes are seen as contributing to economic growth and retail footfall.

Key Policy Links and Partnerships

1. Blackpool Council Plan, Priority One: The Economy
2. Core Strategy Objectives 3,8,15,17,21
3. A Better Blackpool (prospectus for transformation of the Town Centre and transport links)
4. Blackpool and the Fylde: Our Strategy for inclusive wealth and prosperity
5. Walk 2017-2020: Walking and Cycling Access for everyday journeys

Grizedale Forestry Apprenticeship Scheme

London Bridge Planter - WMB Studio





Goal 5: Promoting a Green Image and Culture

Our Goal

Blackpool will be known for the quality of its parks and public realm, and they host events and public art of which its townspeople are proud. Green Infrastructure provides a setting for the best of the town's Victorian and Twentieth Century architectural heritage

Our Priorities

These are our implementation priorities:

Parks Development Plans

We are rightly proud of Stanley Park as the Best UK Park in 2017. We can continue to build on its reputation as a centre of excellence through encouraging niche businesses, education facilities, sports and events that add social value, income streams and training opportunities. By linking Stanley Park to other parks in Blackpool, Lytham St Annes and Fleetwood, we will build civic pride. Park Development Plans for all our parks would include attention to boundaries, gateways, railings, civic trees and other measures which enhance their contribution to quality of place.

Arts in the Public Realm

Parks, public realm and the promenade headlands can provide a setting for public art, performance, theatre and community activity.

Townscape

Particularly in the Inner Area, policy should resist removal of vegetation and encourage new development to incorporate significant green infrastructure and street trees to improve quality of place and contribute to climatic resilience of the urban fabric.

Gateways and Transport Corridors

Green infrastructure approaches such as green walls at the main point of arrival and civic trees, hedging and wildflower verges alongside road corridors can enhance the sense of arrival.

Exemplary Coastal Regeneration

Blackpool is one of many coastal towns in Britain and Ireland addressing long-term decline through physical re-structuring of the urban environment and building a strong cultural brand. As the UK's leading coastal resort, Blackpool can export its expertise in creating and managing Green and Blue Infrastructure as part of a transformation programme.

Blackpool Activity Trail

Despite its name, this is in fact a proposal for series of linked footpaths/cycleways that allow people to explore the coast, the town centre, heritage assets, the countryside and Stanley Park. The route is mapped, but there is still much signposting and surfacing and awareness-raising work to do.

Small Town Big Profile

Blackpool is a small town with a big profile. Millions of people come from all over the United Kingdom every year to enjoy our unique environment and attractions, and tourism continues to dominate our town like no other place in the country. The Council's Plan (2015-2020) embraces this fact, recognising the increasing contribution which our cultural and creative economy can make to pulling in new types of visitor and providing the fun and spectacle for which we are renowned

Case Studies

Green Walls

Green walls have been established near two British railway stations, Birmingham New Street and Deansgate, Manchester. These help to obscure some unattractive facades and also create a sense of arrival and a point of interest in a confined urban space.

Stanley Park

The park is known for its national role in various sports and was voted the Best Field Day 2017. It is served by a management team which actively seeks opportunities for revenue generation and involvement of national sports and leisure bodies. More locally it encourages culture and educational events such as the Wordpool Festival aimed at stimulating children's interest in poetry and reading.

Key Policy Links and Partnerships

1. Blackpool Council Plan, Priority Two: Creating Stronger Communities and Increasing Resilience
2. Core Strategy Objectives 5,12 and 14
3. A Better Blackpool
4. Blackpool Town Centre Strategy 2013
5. Blackpool's Built Heritage Strategy 2016-2020
6. Fields In Trust

*Birley Street Public Art
Deansgate, Manchester (AnsGlobal)
Stanley Park Boating Lake*





Goal 6: Improving Habitats and Benefiting Pollinators

Our Goal

Blackpool's Wildlife Sites are well-managed and used by volunteers and wildlife-watchers. Our parks, school grounds and main road verges are biodiverse, supporting bees, butterflies and other pollinators which in turn sustain the Fylde's arable farming economy. Vegetation in the town and rural fringe helps filter pollution and improve quality of water before it reaches the Irish Sea. Our parks have healthy soils. Our townspeople can easily get to the coast and countryside. The rural fringe is of high visual quality, with well-managed field edge ditches, verges and hedges typical of open farmland.

Our Priorities

These are our implementation priorities:

Wildlife Sites and Green Corridors

Marton Mere Local Nature Reserve and Site of Special Scientific Interest is the hub of much nature conservation activity and can act as a centre of excellence to ensure all our Biological Heritage Sites (BHS) are well-managed and linked to community volunteers who help with site stewardship. BHS's, urban wildlife, green corridors and coastal habitats are designated in planning policy and new development ensures that their continuity and educational value is protected.

Bugs Life!

We will develop a pollinator strategy with actions for main road verges, parks, school grounds, places of worship, farmland and private gardens. The Fylde's agricultural economy is very important with over 3000ha of arable and cereal crops¹⁹, all dependent on pollination. The UK agricultural economy receives £430m benefit from bee pollination²⁰.

Urban environments and private gardens can be a refuge for bees and butterflies. At a local scale, deficiencies in allotments and community orchards are addressed, particularly in the Inner Area. Stanley Park Zoo and Forest Schools curricula offer the opportunity for learning about invertebrates and their value to society.

Fylde Farmland Edge

Blackpool's rural edge is visually disjointed and is losing its distinctive landscape character²¹. Restoring "typical" field boundaries such as ditches, reedbeds, hedges, flower-rich verges and shelterbelts would also improve wildlife connectivity and water quality by filtering diffuse source pollution from farmland and roads.

What is Natural Capital?

Natural capital is 'the stock of our physical natural assets (such as soil, forests, water and biodiversity) which provide flows of services that benefit people (such as pollinating crops, natural hazard protection, climate regulation or the mental health benefits of a walk in the park). Natural capital is valuable to our economy. Some marketable products such as timber have a financial value that has been known for centuries. In other cases (e.g. the role of bees in pollinating crops), we are only just beginning to understand their financial value.' (Department for the Environment, Food and Rural Affairs, 2011)

Retrofitting green and blue infrastructure into the urban fabric

Blackpool has a high proportion of "sealed surface". Development and estate regeneration offers the opportunity to protect existing vegetation and introduce new green infrastructure, swales and soakaways, thus improving biodiversity, reducing local flood risk and improving the quality of water flowing into the Irish Sea, helping maintain our Blue Flag beach status.

"Meantime Greening"

Short-term greening of vacant urban land can maintain biodiversity and offer temporary allotments and food-growing. At Revoe Park, disused bowling greens have been taken over for skills training and early years play.

Case Studies

Green Infrastructure Action Plan for Pollinators (GIAPP) in South-east Wales

The GIAPP is a landscape-scale project addressing the decline in biodiversity and providing benefits to the economy and communities through creating the environments that favour the creatures that help to pollinate plants.

The GIAPP produced long term action plans for publicly-owned land, focussing on how public organisations can embed sustainable management principles in their daily activities. The GIAPP places an emphasis on the intrinsic value of pollinators to the public, aiming to provide a more colourful, artistic and functional environment.

Marton Mere and North Blackpool (Kincaig) Pond Trail

Marton Mere is literally the “natural gateway” to Blackpool. It has a dramatic lake and reedbed with a very diverse birdlife and views of the Tower and the Fylde Countryside. With a Visitor Centre and an adjoining Holiday Park, it is a hub for wildlife-watching and outdoors volunteering. It has walking and cycling links to Stanley Park. With the future development of the nearby Whyndyke urban village its role in the environmental consciousness of the area will increase.

Rangers based at Marton Mere co-ordinate volunteering in many of the town’s other parks and also manage the Kincaig Pond Trail, a locally important wildlife corridor which provides accessible semi-natural greenspace for residents in the north east of Blackpool.

Marton Mere wading volunteers

Bees as pollinators

New hedge on arable land near Blackpool



Key Policy Links and Partnerships

1. Core Strategy Objectives 5,6,11 and 20
2. National Pollinator Strategy (Defra 2014)
3. A Landscape Strategy for Lancashire (Lancs. County Council, 2000)
4. Federation of City Farms and Community Gardens
5. Lancashire Wildlife Trust (e.g. Living Seas and Living Landscapes projects)
6. Lancashire Ecological Network, 2015
7. Fylde Peninsula Water Management Group



5.0 Objectives and Actions

Introduction

Blackpool is an ambitious place and our Green and Blue Infrastructure Strategy is a “call to arms” for the Council, businesses, the community, funders and landowners to play a role in enhancing, creating, connecting and promoting our GBI.

The GBI Strategy aims to create a greener setting for the future growth of Blackpool and address some of the environmental deficiencies which impact on the town’s health, biodiversity and economic performance.

The Key Diagrams for the town and the Inner Area illustrate the principal areas to be affected by the GBI Strategy. The rest of this chapter lists the headline actions, grouped in terms of four objectives:

- *Protect and Enhance GBI*
- *Create and Restore GBI*
- *Connect and Link GBI*
- *Promote GBI and Change Behaviour*

A separate detailed Action Plan sets out our ten-year programme to achieve these objectives.



Blackpool GBI Key Diagram

- Key**
- Inner Area Boundary
 - Town Centre
 - Resort Core
 - Countryside Areas and Greenbelt
 - Parks and Gardens
 - Institutional Grounds
 - Marton Mere SSSI and LNR
 - Other Green Infrastructure
 - Blue Infrastructure
 - Industrial and Business Areas
 - Enterprise Zone
 - Blackpool Activity Trail
 - ↔ Gateways
 - Railway Network & Stations
 - Outer Housing Estates
 - Inner Housing Estates
 - Healthy New Town
 - M55 Junction
 - National Cycle Network
 - ↔ Promenade



Blackpool Inner Area GBI Key Diagram

- Key**
- Inner Area Boundary —
 - Central Business District ■
 - Leisure Quarter ■
 - Winter Garden ■
 - Resort Core ■
 - Town Centre Boundary ■
 - Parks and Gardens ■
 - Institutional Grounds ■
 - Other Green Infrastructure ■
 - Blue Infrastructure ■
 - Piers ●
 - Headlands ▲
 - Potential 'Green Line' ↔
 - Inner Housing Estates ✪
 - Local Cycle Route ⋯
 - Quality Corridor →
 - National Cycle Network - - -
 - Promenade ↔

Objective 1: Protect and Enhance Green and Blue Infrastructure

'Protecting the Best, Enhancing the Rest'

Actions

1. Celebrate Stanley Park, voted the UK's Best Park in 2017, as Blackpool's most prestigious heritage and visitor destination and promote links to other parks in Blackpool, Fleetwood and Lytham St. Annes.
2. Enhance GBI in housing areas, accepting that during housing transformation, greenspaces may be restructured to improve estate design and security, but overall GBI functionality should be enhanced.
3. Invest in Blackpool's parks to acknowledge their importance in each local area, and ensure they are meeting Blackpool's quality benchmark associated with Green Flag criteria.
4. Maintain investment in Marton Mere Site of Special Scientific Interest (SSSI) as the premier site for promoting nature conservation across Blackpool.
5. Ensure all Biological Heritage Sites (BHS) and green corridors are protected for nature conservation, then the planning reference would be appropriate
6. Invest in the promenade and headlands to connect people with the natural seascape.
7. Protect and enhance GBI in streetscapes, quality corridors and the town centre.
8. Safeguard and manage GBI in school, college, hospital and healthcare sites.
9. Protect and manage GBI in corporate, business and industrial settings, enhancing it for biodiversity, sustainable drainage, and to create an attractive setting for the Enterprise Zone, the Town Centre, the Inner Area and other corridors and gateways identified in the GBI Strategy report.

Key

-  Inner Area Boundary
-  Town Centre
-  Parks and Gardens
-  Institutional Grounds
-  Marton Mere SSSI and LNR
-  Other GBI
-  Biological Heritage Site
-  Promenade
-  Preston New Road
-  Main road networks
-  Piers
-  Railway network and stations
-  Outer Housing Estates
-  Inner Housing Estates



Protecting and Enhancing GBI

Objective 2: Create and Restore Green and Blue Infrastructure



Creating and Restoring GBI

‘Greening the Grey, and Creating new GBI in areas where it is most needed’

Actions

1. Incorporate the creation of new GBI into the Town Centre Strategy Update and emerging Sustainability Strategy to ensure a greener town centre where each part of the public realm is considered as an opportunity for civic GBI.
2. Increase the overall tree canopy in Blackpool to 10%, starting with planting of 10,000 trees in the ten year period 2018 to 2027.
3. Ensure multifunctional GBI is incorporated in new residential developments.
4. Incorporate GBI into the master plan for the Enterprise Zone to create a welcoming place for businesses.
5. Identify opportunities in the Leisure Quarter to embed GBI.
6. Use GBI at the gateways and corridors into and around Blackpool (e.g. the ‘Green Line’) to provide attractive routes for residents, commuters, visitors and tourists and to encourage walking and cycling.
7. Adopt a Planning and Development checklist to ensure GBI is incorporated in all new developments, linked to existing assets, and where on-site provision is not possible, an appropriate contribution is made to off-site GBI assets and networks.
8. In the Green Belt and Countryside Areas, restore elements of the landscape that contribute to character and biodiversity.
9. Continue to expand and support the Allotment Society.

	Key
Inner Area Boundary	—
Town Centre	■
Potential Green Line	↔
Enterprise Zone	■
Main Industrial and Business Areas	■
Central Business	●
Leisure Quarter	●
Promenade	↔
Main roads	↔
Piers	●
Headlands	▲
Railway and stations	—●—
Coutryside Areas and Greenbelt	■
Quality Corridor	↔

Objective 3: Connect and Link Green and Blue Infrastructure

'Making the Links, Improving Connectivity and Accessibility of GBI'

Actions

1. Ensure the Council obtains maximum input to GBI from businesses and services.
2. Create and/or upgrade the Blackpool Activity Trail which incorporates Gateways and Green Corridors to connect key GBI for people and wildlife, including the walking and cycling route from the Town Centre to Stanley Park, Zoo and Marton Mere.
3. Promote and support initiatives that encourage active travel such as 'Steps to Health' and 'Cycle for Health' scheme.
4. Work with neighbouring local authorities to promote links to cross-boundary GBI provision.

Key

-  Inner Area Boundary
-  Town Centre
-  Route from Leisure Quarter to Stanley Park and Zoo
-  Whyndyke Healthy New Town
-  Public Right of way Network
-  Gateway to the Countryside
-  National Cycle Route
-  Promenade and Lancashire Coastal Way
-  Piers
-  Headlands
-  Blackpool Activity Trail
-  Biological Heritage Site



Conecting and Linking GBI

Objective 4: Promote Green and Blue Infrastructure

‘Changing behaviour, Promoting the benefits of GBI and Encouraging greater uptake of Outdoor Activity and Volunteering’

Actions

1. Provide topical and user-friendly information on GBI, parks, open spaces and nature conservation sites, and how to get involved in activities and volunteering.
2. Encourage and support Parks Friends Groups, Beach Guardians, Tree Wardens and other community led environmental stewards.
3. Continue to support and promote the outdoor aspects of the Better Start and HeadStart Programmes and work with health professionals throughout the town to promote “green prescribing”.
4. Appoint a GBI Officer to take ownership and to deliver the GBI Strategy and Action Plan, forming partnerships with health, housing, town centre, schools, cultural and arts specialists.
5. Continue to deliver GI projects that promote food growing, gardening and stewardship of local green spaces.
6. Promote the use of GBI by educational institutions and incorporate GBI into the curriculum e.g. through Forest Schools.
7. Incorporate GBI into the Blackpool Sport and Physical Activity Strategy 2013-2018 when updated.
8. Encourage GBI implementation through the Arts and Culture Strategy.
9. Monitor the outcomes of this Action Plan from the residents perspective.



Promoting GBI

Key	
Green Gym	●
Allotment	●
Urban Farm	■
Children's Centre	■
Schools and Colleges	■
Medical Centre	■
Library	■
Promenade	↔
Main roads	↔
Piers	●

6.0 Next Steps

Roles and Responsibilities

The Strategy diagrams in Chapter 5 show the many opportunities for GBI to transform the quality of the urban environment, the seascape and the countryside of Blackpool. The proposed comprehensive and connected networks of GBI will deliver many benefits to residents, employees, investors and visitors to the town. Some actions will be led by the Council, some by the community, some by the third sector, some by developers, some by health and regeneration specialists and all will need partnership working.

Detailed Action Plan

More detailed actions, funding and stakeholder responsibilities based on the Objectives at Chapter 5 are listed in the GBI Action Plan 2018 - 2027.

Green and Blue Checklist

We have set out a checklist of requirements for planners and developers to help ensure that GBI is considered in all decisions affecting Blackpool's environment.

GBI should be seen as critical infrastructure in the same way as utilities or local transport networks. If it can be incorporated at the start of a project it is possible to achieve substantial cost savings through combining uses and creating multifunctionality. It can also improve the design, layout and appearance of a scheme.

Developers should be engaged in early discussions with the local authority regarding on site GBI provision so the costs of the expected high standards of quality and quantity of GBI can be accounted for by the developer in their land purchase negotiations.

The checklist provides a summary of the Green Infrastructure (GBI) requirements for development in Blackpool. It consists of strategic and site specific considerations. These requirements will contribute to the greening of the urban area and in particular new development. This will stimulate investment and economic growth; contribute to an attractive and healthy living and working environment; enhance biodiversity; and increase opportunities for tourism leisure and recreation. Maintenance of any new and enhanced GBI is integral to its success and implementation plans need to detail how maintenance will be secured in the long term

Overseeing the Implementation of the Strategy and Plan

Cllr Graham Cain, Cabinet secretary will oversee the implementation of the strategy through the Health and Wellbeing Board.

Resourcing the Plan

In such difficult financial times for Local Authorities and other Public Sector bodies, we will need to be innovative and work in partnership with business and other funding bodies to piece together resources, action by action, to deliver the Strategy.



Victoria Park community involvement, Stafford



Solaris Centre Garden Opening

Blackpool's Green and Blue Checklist

Step 1: Consider the GBI opportunities and benefits that the proposed development could bring to Blackpool

- It is important to consider the users of the development and the of GBI benefits that could be provided.
- Different types of development provide different opportunities for GBI (including SuDS).
- Residential development provides the opportunity for open space creation for recreation, connectivity to wildlife and flood resilience.
- Other types of development may present opportunities to link to strategic cycle routes and footpaths to encourage visitors and workers to use sustainable modes of transport

Step 2: Identify the GBI assets within and near the proposed development

- Identify GBI assets within 1km of the proposed development, including aquatic and terrestrial habitats, ecological designated sites, heritage sites, Public Rights of Ways (PRoW), cycle routes.
- Maps of all GBI assets can be found in the GBI Technical Report.

Step 3: Review the Local Plan and its evidence base e.g. Blackpool GBI Strategy, Blackpool's Open Space Assessment, Supplementary Planning Documents

- Review the Blackpool Council's local plan and evidence base to understand development requirements as well as opportunities to contribute to projects within local plans and strategies.
- Planning policies and strategies can be found here: <https://www.blackpool.gov.uk/Residents/Planning-environment-and-community/Planning/Planning-policy/Planning-policy.aspx>
- The evidence base is saved here: <https://www.blackpool.gov.uk/Residents/Planning-environment-and-community/Planning/Planning-policy/Blackpool-local-plan/Evidence-base.aspx>

Step 4: Identify opportunities for meeting Blackpool's GBI goals

- Consider the information gathered from Steps 1 - 3 to understand how the proposed development can deliver the GBI goals for Blackpool:
- Engaging People in Health and Wellbeing
- Enhance the Visitor Experience
- Greener Housing and Infrastructure
- Enabling Productive Businesses and Workers
- Promoting a Green Image and Culture
- Habitats for Wildlife and Pollinators

Step 5: Carry out pre-application discussions with Blackpool Council

- Blackpool Council recommends applicants engage with the Council prior to submitting a planning application so that they can provide feedback and advice regarding the type of development, design and layout. Pre-application discussions provide the setting to discuss opportunities to improve the quality of GBI where low quality GBI assets are reduced in size due to proposed development. Post implementation maintenance arrangements for GBI schemes should be discussed.
- Details about pre-application discussions can be found here: <https://www.blackpool.gov.uk/Residents/Planning-environment-and-community/Planning/Planning-applications/Pre-application.aspx>.

Step 6: Carry out pre-application community involvement if the proposed development is significant

- Consulting with the local community early in the design stage of significant developments provides the opportunity for feedback about the development and GBI proposals.
- Further details about public consultation can be found here: <https://www.blackpool.gov.uk/Residents/Planning-environment-and-community/Planning/Planning-applications/The-planning-application-process.aspx>

Step 7: Submit planning application

- GBI proposals should be clearly outlined within the planning application.
- Information about what to submit with your application form is here: <https://www.blackpool.gov.uk/Residents/Planning-environment-and-community/Planning/Planning-applications/Local-validation-checklist.aspx>

Annex One - Evidence Base

This section signposts the reader to relevant maps in the Green and Blue Infrastructure Technical Report (TEP Document Reference 6272.030) and the Updated Open Space Assessment 2018 (TEP Document Reference 6272.067).

The evidence is organised in terms of the goals and priorities described at Chapter 4 of the Strategy. In all cases, the maps should be read alongside all the other maps in the technical report as they form part of a suite of evidence. Decisions should not be based solely on one map, given the nature of GIS data underpinning each map, and the fact that GBI is a multi-functional concept.

Similarly, all the maps should be interpreted alongside the commentary in the Technical Report, especially chapters 4 and 5 which summarise consultations and spatial analysis.

Goal: Engaging People in Health and Wellbeing

Evidence Base

Key maps in the technical report are:

- *Need for Aesthetic Function and Aesthetic Assets Map (G6272.004)*
- *Need for Recreation Function and Recreation Assets Map (G6272.005)*
- *Need for Green Travel Route Function and Green Travel Route Assets Map (G6272.006)*
- *Need for Shading Function and Shading Assets Map (G6272.007)*
- *Need for Evaporative Cooling Function and Evaporative Cooling Assets Map (G6272.010)*
- *Need for Trapping Air Pollutants Function and Trapping Air Pollution Assets Map (G6272.009)*
- *Need for Noise Absorption Function and Noise Absorption Assets Map (G6272.012)*
- *Need for Food Production Function and Food Production Assets Map (G6272.017)*
- *Need for Learning Function and Learning Assets Map (G6272.008)*
- *Health and Wellbeing Needs Map (G6272.023)*
- *Recreation and Leisure Needs Map (G6272.025)*

The 2018 open space audit also highlights areas where parks, play and sports facilities fall below standards for quantity, quality and accessibility, which can impact on health and wellbeing. Key maps in the Open Space Assessment are:

- *Open Space Provision by Ward Map (G6272.065)*
- *Quality of Open Space Spaces (G6272.057)*
- *Play Area Quality Scores (G6272.060)*
- *Accessibility to Parks and Gardens (G6272.055)*
- *Accessibility to Provision for Children and Young People (G6272.056)*
- *Accessibility to Outdoor Sports Facilities (G6272.054)*

Goal: Enhancing the Visitor Experience

Evidence Base

Key maps in the technical report are:

- *Need for Aesthetic Function and Aesthetic Assets Map (G6272.004)*
- *Need for Recreation Function and Recreation Assets Map (G6272.005)*
- *Need for Green Travel Route Function and Green Travel Route Assets Map (G6272.006)*
- *Need for Heritage Function and Heritage Assets Map (G6272.015)*
- *Need for Culture Function and Culture Assets Map (G6272.016)*
- *Tourism Needs Map (G6272.029)*

The 2018 open space audit also highlights areas where parks, play and sports facilities fall below standards for quantity, quality and accessibility, which can impact on health and wellbeing. Key maps in the Open Space Assessment are:

- *Open Space Provision by Ward Map (G6272.065)*
- *Quality of Open Space Spaces (G6272.057)*
- *Play Area Quality Scores (G6272.060)*
- *Accessibility Maps (G6272.048-55)*

Goal: Greener Housing and Infrastructure

Evidence Base

Key maps in the technical report are:

- *Need for Aesthetic Function and Aesthetic Assets Map (G6272.004)*
- *Need for Shading Function and Shading Assets Map (G6272.007)*
- *Need for Evaporative Cooling Function and Evaporative Cooling Assets Map (G6272.010)*
- *Need for Trapping Air Pollutants Function and Trapping Air Pollution Assets Map (G6272.009)*
- *Need for Noise Absorption Function and Noise Absorption Assets Map (G6272.012)*
- *Need for Heritage Function and Heritage Assets Map (G6272.015)*
- *Need for Culture Function and Culture Assets Map (G6272.016)*
- *Need for Wind Shelter Function and Wind Shelter Assets Map (G6272.018)*
- *Quality of Place Needs Map (G6272.024)*

Annex One - Evidence Base

The 2018 open space audit also highlights areas where open spaces fall below standards for quantity, quality and accessibility, which can impact on Quality of Place. Key maps in the Open Space Assessment are:

- *Open Space Provision by Ward Map (G6272.065)*
- *Quality of Open Space Spaces (G6272.057)*
- *Play Area Quality Scores (G6272.060)*
- *Accessibility Maps (G6272.048-56)*
- *Accessibility to Natural Green Space Over 2ha (G6272.058)*
- *Accessibility to Natural Green Spaces Over 20ha (G6272.059)*

Goal: Enabling Productive Businesses and Workers

Evidence Base

Key maps in the technical report are:

- *Need for Aesthetic Function and Aesthetic Assets Map (G6272.004)*
- *Need for Recreation Function and Recreation Assets Map (G6272.005)*
- *Need for Learning Function and Function Assets Map (G6272.008)*
- *Economic Growth and Investment Needs Map (G6272.026)*
- *Labour Productivity Needs Map (G6272.028)*

The 2018 open space audit also highlights areas where open spaces fall below standards for quantity, quality and accessibility, which can impact on Productive Businesses and Workers. Key maps in the Open Space Assessment are:

- *Open Space Provision by Ward Map (G6272.065)*
- *Quality of Open Space Spaces (G6272.057)*
- *Play Area Quality Scores (G6272.060)*
- *Accessibility Maps (G6272.048-56)*

Goal: Promoting a Greener Image and Culture

Evidence Base

Key maps in the technical report are:

- *Need for Recreation Function and Recreation Assets (G6272.004)*
- *Need for Aesthetic Function and Aesthetic Assets Map (G6272.005)*
- *Need for Heritage Function and Heritage Assets Map (G6272.015)*
- *Need for Culture Function and Culture Assets Map (G6272.016)*
- *Need for Green Travel Route Function and Green Travel Route Assets Map (G6272.006)*
- *Quality of Place Needs Map (G6272.024)*
- *Recreation and Leisure Needs Map (G6272.025)*
- *Tourism Needs Map (G6272.029)*

The 2018 open space audit also highlights areas where open spaces fall below standards for quantity, quality and accessibility, which can impact on Image and Culture. Key maps in the Open Space Assessment are:

- *Open Space Provision by Ward Map (G6272.065)*
- *Quality of Open Space Spaces (G6272.057)*
- *Play Area Quality Scores (G6272.060)*
- *Accessibility Maps (G6272.048-56)*

Goal: Improving Habitats and Benefitting Pollinators

Evidence Base

Key maps in the technical report are:

- *Need for Trapping Air Pollution Function and Trapping Air Pollution Assets Map (G6272.009)*
- *Need for Habitat for Wildlife Function and Habitat for Wildlife Assets Map (G6272.013)*
- *Need for Connectivity for Wildlife Function and Connectivity for Wildlife Assets Map (G6272.014)*
- *Need for Food Production Function and Food Production Assets Map (G6272.017)*
- *Need for Water Infiltration Function and Water Infiltration Assets Map (G6272.021)*
- *Products from the Land Needs Map (G6272.030)*
- *Land and Biodiversity Needs Map (G6272.031)*

The 2018 open space audit also highlights areas where parks, play and sports facilities fall below standards for quantity, quality and accessibility, which can impact on health and wellbeing. Key maps in the Open Space Assessment are:

- *Open Space Provision by Ward Map (G6272.065)*
- *Quality of Open Space Spaces (G6272.057)*
- *Accessibility Maps (G6272.048-56)*

Annex Two: References

1. Blackpool Council Plan 2015 to 2020
2. Department for Communities and Local Government, Planning Practice Guidance on the Natural Environment (Paragraph: 027 Reference ID: 8-027-2160211)
3. HM Government (2018), A Green Future, our 25 year plan to improve the environment. Defra.
4. TEP (2017) Blackpool's Green and Blue Infrastructure Strategy: Technical Report (report reference 6272.030) produced for Blackpool Council)
5. TEP (2018) Updated Open Space Assessment (report reference 6272.067) produced for Blackpool Council)
6. Adapted from Department for Communities and Local Government, Planning Practice Guidance on the Natural Environment (Paragraph: 030 Reference ID: 8-030-20160211)
7. Lancashire County Council Local Authority profiles, at <http://www.lancashire.gov.uk/lancashire-insight/area-profiles/local-authority-profiles/blackpool.aspx>
8. TEP (2018) Updated Open Space Assessment – as reference 4 above
9. Forest Research and Treeconomics (2017) <http://www.urbantreecover.org/comparison-table/>
10. www.blackpoolbetterstart.org.uk
11. Destination Blackpool: Resort Place-Making 2015-2017
12. Blackpool Local Plan: Core Strategy (2012 to 2027): Policy CS1 Strategic Location of Development
13. Dadvand, P. et. al. Green Spaces and Cognitive Development in Primary Schoolchildren <http://www.pnas.org/content/112/26/7937.full.pdf>
14. Sustrans has collected a review of evidence in <https://www.sustrans.org.uk/policy-evidence/related-academic-research/health-and-active-travel>
15. Vivid Economics (2017) Natural Capital Accounting in Urban Parks. <http://www.vivideconomics.com/publications/natural-capital-accounting-in-urban-parks>
16. Blackpool Council (2016) Public Health Annual Report 2016
17. Blackpool Council Local Plan Core Strategy Policy CS2 (Housing Provision)
18. Data from Employee Volunteering (a Community Interest Company) <http://www.employeevolunteering.co.uk/benefits-to-business.html>
19. Lancashire County Council (2016) Summary of the County Agricultural Sector
20. Defra (2014) National Pollinator Strategy
21. Lancashire County Council (2000) A landscape strategy for Lancashire



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Report to:	TOURISM ECONOMY AND RESOURCES SCRUTINY COMMITTEE
Relevant Officer:	Steve Thompson, Director of Resources
Date of Meeting:	14 November 2018

FINANCIAL PERFORMANCE MONITORING AS AT MONTH 5 2018/19

1.0 Purpose of the report:

1.1 To note the level of spending against the Council's Revenue and Capital budgets for the first 5 months to 31 August 2018.

2.0 Recommendation(s):

2.1 To note the report.

3.0 Reasons for recommendation(s):

3.1 To ensure financial performance against the Council's Revenue and Capital Budget is kept under review by members.

3.2a Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

3.2b Is the recommendation in accordance with the Council's approved budget? Yes

3.3 Other alternative options to be considered:

None.

4.0 Council Priority:

4.1 The relevant Council Priority is:

"The economy: Maximising growth and opportunity across Blackpool"

5.0 Background Information

5.1 See reports and appendices.

5.2 Does the information submitted include any exempt information? No

5.3 Is the Corporate Delivery Unit aware of this report? Yes

The Corporate Delivery Unit has been working with Resources to ensure any service Transformation required by budget savings are addressed in the Delivery Unit workplan.

5.4 **List of Appendices:**

Report

Appendix 8(a) - Revenue Summary

Appendix 8(b) - Schedule of Service forecast overspendings

Appendix 8(c) A - Chief Executive

Appendix 8(c) B - Governance and Partnership Services

Appendices 8(c) B/C - Ward Budgets

Appendix 8(c) D - Resources

Appendix 8(c) E – Communications and Regeneration

Appendix 8(c) F - Strategic Leisure Assets

Appendix 8(c) G - Community and Environmental Services

Appendix 8(c) H - Adult Services

Appendix 8(c) I - Children’s Services

Appendix 8(c) J - Public Health

Appendix 8(c) K - Budgets Outside the Cash Limit

Appendix 8(d) - Capital Monitoring

Appendix 8(e) - Cash Flow Summary

Appendix 8(f) - General Fund Balance Sheet Summary

All circulated to members under separate cover

6.0 **Legal considerations:**

6.1 None.

7.0 **Human Resources considerations:**

7.1 See reports and appendices.

8.0 **Equalities considerations:**

8.1 An Equalities Impact Assessment was produced as a part of the budget setting process and remains relevant.

9.0 Financial considerations:

9.1 See reports and appendices

10.0 Risk management considerations:

10.1 Impact of financial performance on Council balances. Financial performance against approved Revenue and Capital budgets.

11.0 Ethical considerations:

11.1 None.

12.0 Internal/ External Consultation undertaken:

12.1 None.

13.0 Background papers:

13.1 None.

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Blackpool Council

Revenue summary - budget, actual and forecast:

BLACKPOOL COUNCIL							2017/18 (UNDER)/OVER SPEND B/FWD £000
FORECAST GENERAL FUND POSITION AS AT 31 MARCH 2019							
SUMMARY							
APP.	GENERAL FUND NET REQUIREMENTS	BUDGET	EXPENDITURE			VARIANCE	
		ADJUSTED CASH LIMITED BUDGET £000	EXPENDITURE APR - AUG £000	PROJECTED SPEND £000	FORECAST OUTTURN £000	F/CAST FULL YEAR VAR. (UNDER) / OVER £000	
3(a)	CHIEF EXECUTIVE	601	1,721	(1,120)	601	-	-
3(b)	GOVERNANCE & PARTNERSHIP SERVICES	1,712	1,049	763	1,812	100	-
3(b/c)	WARD BUDGETS	627	157	313	470	(157)	(312)
3(d)	RESOURCES	6,258	3,028	3,131	6,159	(99)	-
3(e)	COMMUNICATIONS AND REGENERATION	4,515	(793)	5,379	4,586	71	-
3(f)	STRATEGIC LEISURE ASSETS	766	(2,065)	4,225	2,160	1,394	-
3(g)	COMMUNITY & ENVIRONMENTAL SERVICES	43,705	3,681	40,024	43,705	-	-
3(h)	ADULT SERVICES	52,601	18,694	33,884	52,578	(23)	-
3(i)	CHILDREN'S SERVICES	38,250	11,101	31,395	42,496	4,246	-
3(j)	PUBLIC HEALTH	107	(3,631)	3,765	134	27	-
3(k)	BUDGETS OUTSIDE THE CASH LIMIT	13,296	4,285	9,276	13,561	265	-
	CAPITAL CHARGES	(30,994)	(12,914)	(18,080)	(30,994)	-	-
	NET COST OF SERVICES:	131,444	24,313	112,955	137,268	5,824	(312)
	CONTRIBUTIONS:						
	- TO / (FROM) RESERVES	(3,686)	-	(5,080)	(5,080)	(1,394)	
	- 2017/18 SERVICE UNDERSPENDS	(312)	-	(312)	(312)	-	
	- REVENUE CONSEQUENCES OF CAPITAL OUTLAY	285	-	285	285	-	
	CONTINGENCIES	(3,819)	-	(4,219)	(4,219)	(400)	
	LEVIES	453	-	453	453	-	
	CONTRIBUTIONS, etc.	(7,079)	-	(8,873)	(8,873)	(1,794)	
	TOTAL NET EXPENDITURE TO BE MET FROM PUBLIC FUNDS	124,365	24,313	104,082	128,395	4,030	
	ADDED TO/(TAKEN FROM) BALANCES	-	-	(4,030)	(4,030)	(4,030)	
	NET REQUIREMENT AFTER WORKING BALANCES	124,365	24,313	100,052	124,365	-	
GENERAL BALANCES AS AT 1st APRIL 2018 PER AUDITED STATEMENT OF ACCOUNTS 2017/18							4,034
In-year addition to General Fund Working Balances approved by the Executive on 18th June 2018							2,000
							6,034
In-year (reduction in) / addition to General Fund Working Balances							(4,030)
ESTIMATED UNEARMARKED WORKING BALANCES AS AT 31st MARCH 2019							2,004

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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Blackpool Council															
2																
3	Schedule of Service forecast annual overspendings over the last 12 months															
4																
5																
6																
7	Directorate	Service	Scrutiny Committee		Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
8			Report		2017	2017	2017	2017	2018	2018	2018	2018	2018	2018	2018	2018
9					£000	£000	£000	£000	£000	£000						
10																
11	CHILDREN'S SERVICES	CHILDREN'S SOCIAL CARE			4,032	4,620	4,926	5,298	3,042	3,358	3,358			3,425	3,610	3,479
12	STRATEGIC LEISURE ASSETS	STRATEGIC LEISURE ASSETS			878	878	1,174	1,174	1,174	1,315	1,315			1,394	1,394	1,394
13	CHILDREN'S SERVICES	EDUCATION			120	113	89	304	414					844	884	813
14	COMMUNITY & ENVIRONMENTAL SERVICES	LEISURE AND CATERING				87	109	109	171	89	89			134	136	186
15	GOVERNANCE & PARTNERSHIP SERVICES	LIFE EVENTS & CUSTOMER CARE						80	100	171	171			100	100	100
16	CHILDREN'S SERVICES	EDUCATION SERVICES GRANT			185	185	185	185	185	168	168					
17	COMMUNICATIONS & REGENERATION	VISITOR ECONOMY			80	159	159	129	114	141	141					
18	COMMUNICATIONS & REGENERATION	GROWING PLACES			90	90	232	164	164							
19	RESOURCES	PROPERTY SERVICES				95	87	86	112	88	88					
20	RESOURCES	REVENUES & EXCHEQUER SERVICES			77	82	88	85								
21	COMMUNICATIONS & REGENERATION	ECONOMIC DEVELOPMENT & CULTURAL SERVICES			103	103	103									
22	COMMUNITY & ENVIRONMENTAL SERVICES	BUSINESS SERVICES								143	143					
23	ADULT SERVICES	ADULT COMMISSIONING PLACEMENTS													77	
68																
69		Sub Total			5,565	6,412	7,152	7,614	5,476	5,473	5,473	-	-	5,897	6,201	5,972
70		Transfer to Earmarked Reserves (note 3)			(878)	(878)	(1,174)	(1,174)	(1,174)	(1,315)	(1,315)	-	-	(1,394)	(1,394)	(1,394)
71		Other General Fund (under) / overspends			(1,343)	(1,569)	(1,920)	(2,102)	(2,269)	(124)	(124)	-	-	(452)	(638)	(548)
72																
73																
74		Total			3,344	3,965	4,058	4,338	2,033	4,034	4,034	-	-	4,051	4,169	4,030
75																
76																
77																
78		Notes:														
79																
80		1. The Executive of 11th February 2004 approved a process whereby services which trip a ceiling for overspending against budget of £75,000 or 1.5% of net budget where														
81		the controllable budget exceeds £5m are required to be highlighted within this monthly budgetary control report. They are required to develop and submit a recovery plan														
82		over a period not exceeding 3 years which is to be approved by the respective Portfolio Holder. The services tripping this threshold are listed above together with their														
83		respective financial performance over a 12-month rolling basis for comparison of progress being made.														
84																
85		2. The Strategic Leisure Assets overspend reflects the in-year position.														
86																
87		3. In accordance with the original decision for this programme by the Executive on 7th February 2011, the projected overspend on Strategic Leisure Assets will be carried forward and transferred to Earmarked Reserves.														
88																

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Blackpool Council - Chief Executive

Revenue summary - budget, actual and forecast:

FUNCTIONS OF THE SERVICE	BUDGET	EXPENDITURE			VARIANCE	2017/18 (UNDER)/OVER SPEND B/FWD £000
	2018/19					
	ADJUSTED CASH LIMITED BUDGET £000	EXPENDITURE APR - AUG £000	PROJECTED SPEND £000	FORECAST OUTTURN £000	F/CAST FULL YEAR VAR. (UNDER) / OVER £000	
CHIEF EXECUTIVE						
NET EXPENDITURE						
CHIEF EXECUTIVE	702	217	485	702	-	-
HUMAN RESOURCES, ORGANISATION AND WORKFORCE DEVELOPMENT	14	(55)	69	14	-	-
CHIEF EXECUTIVE TOTAL	716	162	554	716	-	-
CORPORATE DELIVERY UNIT	11	335	(324)	11	-	-
HOUSING	(126)	1,224	(1,350)	(126)	-	-
ASSISTANT CHIEF EXECUTIVE	(115)	1,559	(1,674)	(115)	-	-
TOTALS	601	1,721	(1,120)	601	-	-

Commentary on the key issues:

Directorate Summary - basis

The Revenue summary (above) lists the outturn projection for each individual service within the Chief Executive's Directorate against their respective, currently approved, revenue budget. Forecast outturns are based upon actual financial performance for the first 5 months of 2018/19 together with predictions of performance, anticipated pressures and efficiencies in the remainder of the financial year.

The Directorate is forecasting a break-even position for 2018/19.

Budget Holder – Mr N Jack, Chief Executive

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Blackpool Council – Governance and Partnership Services

Revenue summary - budget, actual and forecast:

FUNCTIONS OF THE SERVICE	BUDGET	EXPENDITURE			VARIANCE	2017/18 (UNDER)/OVER SPEND B/FWD £000
	2018/19					
	ADJUSTED CASH LIMITED BUDGET £000	EXPENDITURE APR - AUG £000	PROJECTED SPEND £000	FORECAST OUTTURN £000	F/CAST FULL YEAR VAR. (UNDER) / OVER £000	
GOVERNANCE & PARTNERSHIP SERVICES						
NET EXPENDITURE						
DEMOCRATIC GOVERNANCE	2,083	802	1,281	2,083	-	-
CORPORATE LEGAL SERVICES	1	238	(237)	1	-	-
INFORMATION GOVERNANCE	-	(76)	76	-	-	-
LIFE EVENTS & CUSTOMER CARE	(372)	85	(357)	(272)	100	-
GOVERNANCE & PARTNERSHIP SERVICES	1,712	1,049	763	1,812	100	-
WARDS	627	157	313	470	(157)	(312)
TOTALS	2,339	1,206	1,076	2,282	(57)	(312)

Commentary on the key issues:

Directorate Summary - basis

The Revenue summary (above) lists the outturn projection for each individual service within Governance and Partnership Services against their respective, currently approved, revenue budget. Forecast outturns are based upon actual financial performance for the first 5 months of 2018/19 together with predictions of performance, anticipated pressures and efficiencies in the remainder of the financial year, all of which have been agreed with the head of service. Information Governance is a new service created to ensure the compliance with the new general data protection regulations. The Directorate is currently forecasting an underspend of £57k as detailed below.

Democratic Governance Service

The Democratic Governance Service is currently forecasting a break-even position.

Corporate Legal Services

This service is currently forecasting a break-even position.

Information Governance

This service is currently forecasting a break-even position.

Life Events & Customer Care

This service is forecasting a pressure of £100k. This is due to continuing pressure on income from the cremators.

Ward Budgets

Ward budgets are expected to underspend in 2018/19.

Budget Holder - Mr M Towers, Director of Governance and Partnership Services.

Blackpool Council
Ward Budgets
2018/19
Month 5

Wards

Ward	Councillors	Total No. of Requisitions Submitted	No. of Requisitions Approved	No. Awaiting Approval	Total No. of Requisitions Completed	Total 2018-19 Budget	2018-19 Budget Committed to <u>Approved</u> Schemes	Remaining 2018-19 Budget
Anchorsholme Ward BC1001	Cllr. Galley Cllr. A Williams	1	1	0	1	£24,610.24	£3,552.00	£21,058.24
Bispham Ward BC1002	Cllr. Clapham Cllr. Maycock	6	6	0	6	£18,602.61	£2,360.00	£16,242.61
Bloomfield Ward BC1003	Cllr. Cain Cllr. Hobson	6	6	0	5	£26,720.71	£13,891.67	£12,829.04
Brunswick Ward BC1004	Cllr. Blackburn Cllr. G Coleman	7	7	0	6	£49,002.75	£34,458.15	£14,544.60
Claremont Ward BC1005	Cllr. I Taylor Cllr. L Williams	11	11	0	10	£15,886.22	£12,870.14	£3,016.08
Clifton Ward BC1006	Cllr. Hutton Cllr. L Taylor	5	5	0	4	£21,959.25	£1,662.50	£20,296.75
Greenlands Ward BC1007	Cllr. Ryan Cllr. Mrs Wright	4	4	0	4	£42,571.30	£2,768.19	£39,803.11
Hawes Side Ward BC1008	Cllr. D Coleman Cllr. Critchley	5	5	0	4	£33,933.93	£10,816.67	£23,117.26
Highfield Ward BC1009	Cllr. Mrs Henderson MBE Cllr. Hunter	6	6	0	6	£32,282.97	£1,200.00	£31,082.97
Ingthorpe Ward BC1010	Cllr. Cross Cllr. Rowson	7	7	0	7	£15,263.43	£3,676.33	£11,587.10
Layton Ward BC1011	Cllr. Mrs Benson Cllr. Mitchell	7	6	1	6	£20,271.36	£6,335.37	£13,935.99
Marton Ward BC1012	Cllr. Singleton Cllr. Elmes	8	7	1	7	£29,027.62	£12,807.31	£16,220.31
Norbreck Ward BC1013	Cllr. Callow Cllr. Mrs Callow	5	4	1	4	£15,400.51	£2,300.00	£13,100.51
Park Ward BC1014	Cllr. Campbell Cllr. Kirkland	9	9	0	8	£37,143.35	£12,634.76	£24,508.59
Squires Gate Ward BC1015	Cllr. Cox Cllr. Humphreys	6	6	0	5	£18,805.06	£8,774.17	£10,030.89
Stanley Ward BC1016	Cllr. Roberts Cllr. Stansfield	5	5	0	5	£53,888.62	£15,473.87	£38,414.75
Talbot Ward BC1017	Cllr. I Coleman Cllr. Smith	8	8	0	6	£42,284.85	£23,938.00	£18,346.85
Tyldesley Ward BC1018	Cllr. Collett Cllr. Matthews	12	12	0	7	£45,302.66	£20,854.67	£24,447.99
Victoria Ward BC1019	Cllr. Jackson Cllr. Owen	8	8	0	6	£32,419.00	£28,157.17	£4,261.83
Warbreck Ward BC1020	Cllr. Scott Cllr. Mrs Scott	6	6	0	6	£21,412.45	£12,347.50	£9,064.95
Waterloo Ward BC1021	Cllr. O'Hara Cllr. Robertson BEM	6	5	1	4	£29,536.00	£8,783.23	£20,752.77

Ward Totals	138	134	4	117	£626,324.89	£239,661.70	£386,663.19
Unallocated Budget	-	-	-	-	£0.00	£0.00	£0.00
Income Budget	-	-	-	-	£0.00	£0.00	£0.00
Area Ward Totals	138	134	4	117	£626,324.89	£239,661.70	£386,663.19

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Blackpool Council - Resources

Revenue summary - budget, actual and forecast:

FUNCTIONS OF THE SERVICE	BUDGET	EXPENDITURE			VARIANCE	2017/18 (UNDER)/OVER SPEND B/FWD £000
	2018/19					
	ADJUSTED CASH LIMITED BUDGET £000	EXPENDITURE APR - AUG £000	PROJECTED SPEND £000	FORECAST OUTTURN £000	F/CAST FULL YEAR VAR. (UNDER) / OVER £000	
RESOURCES						
NET EXPENDITURE						
PROCUREMENT & PROJECTS	131	149	(99)	50	(81)	-
BENEFITS	(833)	(2,813)	1,924	(889)	(56)	-
REVENUES & EXCHEQUER SERVICES	1,164	617	541	1,158	(6)	-
CUSTOMER FIRST	15	273	(266)	7	(8)	-
ICT SERVICES	450	763	(310)	453	3	-
ACCOUNTANCY	14	561	(563)	(2)	(16)	-
RISK SERVICES	9	245	(224)	21	12	-
PROPERTY SERVICES (Incl. INVESTMENT PORTFOLIO)	5,308	3,233	2,128	5,361	53	-
TOTALS	6,258	3,028	3,131	6,159	(99)	-

Commentary on the key issues:

Directorate Summary - basis

The Revenue summary (above) lists the outturn projection for each individual service within Resources against their respective, currently approved, revenue budget. Forecast outturns are based upon actual financial performance for the first 5 months of 2018/19 together with predictions of performance, anticipated pressures and efficiencies in the remainder of the financial year, all of which have been agreed with each head of service.

Procurement and Projects

The favourable variance of £81k is due to an over-achievement against the current year's income prediction and a staffing vacancy within the Energy area.

Benefits

The Benefits Service is forecasting an underspend of £56k on a gross budget of £4.1m. Monthly new claims processing figures continue to be good with the average days to process a Housing Benefit claim for August being 21 days. The overall cumulative processing time for new claims for Housing Benefit, new claims for Council Tax Reduction and changes in circumstances notifications for August was 15 days; this is still well within the current target of 19 days.

Revenues and Exchequer Services

Revenues and Exchequer Services are forecasting an underspend of £6k, although 2 vacant posts are yet to be filled. The legacy pressure in the Payroll department has been fully offset by efficiencies in Revenues and additional forecast income expected into the Payroll department is contributing to the underspending position.

Customer First

Customer First is forecasting an underspend of £8k on a gross budget of £1.1m.

ICT Services

ICT is forecasting an overspend of £3k on a gross budget of £4.3m.

Accountancy

Accountancy is forecasting an underspend of £16k on a gross budget of £2m.

Risk Services

Risk Services are forecasting a £12k budget pressure but additional income opportunities are continuously being pursued.

Property Services (incl. Investment Portfolio)

Property Services are forecasting an overspend of £53k on a gross expenditure budget of £17m. The £800k Property Rationalisation target set in 2015/16 has now been achieved.

Summary of the revenue forecast

After 5 months of the financial year Resources are forecasting a £99k underspend. The Directorate continues to operate on the basis of not filling staff vacancies other than in exceptional circumstances.

Budget Holder - Mr S Thompson, Director of Resources

Blackpool Council – Communications & Regeneration

Revenue summary - budget, actual and forecast:

FUNCTIONS OF THE SERVICE	BUDGET	EXPENDITURE			VARIANCE	2017/18 (UNDER)/OVER SPEND £000
	2018/19					
	ADJUSTED CASH LIMITED BUDGET £000	EXPENDITURE APR - AUG £000	PROJECTED SPEND £000	FORECAST OUTTURN £000	F/CAST FULL YEAR VAR. (UNDER) / OVER £000	
COMMUNICATIONS & REGENERATION						
NET EXPENDITURE						
ECONOMIC DEVELOPMENT & CULTURAL SERVICES	503	(2,969)	3,472	503	-	-
GROWING PLACES	882	724	158	882	-	-
VISITOR ECONOMY	3,130	1,452	1,749	3,201	71	-
TOTALS	4,515	(793)	5,379	4,586	71	-

Commentary on the key issues:

Directorate Summary – basis

This Directorate was formerly known as Places. A number of services have moved to other Directorates and Adult Learning has come into the Directorate and is sitting under the Economic Development and Cultural Services area. In period 4, the CCTV service transferred to Public Health Directorate. The Revenue summary (above) lists the outturn projection for each individual service area within the Directorate against their respective, currently approved, revenue budget. The forecast outturn of £71k overspend is based upon actual financial performance for the first 5 months of 2018/19 together with predictions of performance, anticipated pressures and efficiencies in the remainder of the financial year, all of which have been agreed with each head of service.

Economic Development and Cultural Services

This service is expecting a break-even position.

Growing Places

This service is expecting a break-even position.

Visitor Economy

This service is expecting a £71k overspend by the year-end. The Illuminations service is forecasting an overspend of £21k due to the saving put forward regarding additional income from digital advertising which will not now happen in 2018/19. It is hoped that additional income from schemes and sponsorship as well as a staff saving will bring this service to break-even. The remaining balance of £50k relates to Visit Blackpool and is due to increasing event costs.

Budget Holder – Mr A Cavill, Director of Communications & Regeneration

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Blackpool Council – Strategic Leisure Assets

Revenue summary - budget, actual and forecast:

FUNCTIONS OF THE SERVICE	BUDGET	EXPENDITURE			VARIANCE	2017/18 (UNDER)/OVER SPEND B/FWD £000
	2018/19					
	ADJUSTED CASH LIMITED BUDGET £000	EXPENDITURE APR - AUG £000	PROJECTED SPEND £000	FORECAST OUTTURN £000	F/CAST FULL YEAR VAR. (UNDER)/ OVER £000	
STRATEGIC LEISURE ASSETS						
NET EXPENDITURE						
STRATEGIC LEISURE ASSETS	766	(2,065)	4,225	2,160	1,394	-
TOTALS	766	(2,065)	4,225	2,160	1,394	-

Commentary on the key issues:

Directorate Summary - basis

The Revenue summary (above) lists the outturn projection for the Service against its respective, currently approved, revenue budget. The forecast outturn is based upon actual financial performance for the first 5 months of 2018/19 together with predictions of performance, anticipated pressures and efficiencies in the remainder of the financial year, all of which have been agreed with the head of service.

Key Issues

The Leisure Asset portfolio projected outturn for 2018/19 is currently £1,394k, taking the forecast cumulative deficit as at 2018/19 year-end to £8,138k. This position incorporates the increased debt financing costs associated with both the former Tower Lounge development and essential Tower steel structure renewal, together with increased marketing and insurance costs and revised income profile.

The Leisure Asset portfolio is currently forecast to break-even, in-year, during 2021/22.

In accordance with the original decision for this programme by the Executive on 7th February 2011, the projected overspend on Strategic Leisure Assets will be carried forward and transferred to Earmarked Reserves.

Budget Holder – Mr A Cavill, Director of Communications & Regeneration

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Blackpool Council – Community and Environmental Services

Revenue summary - budget, actual and forecast:

FUNCTIONS OF THE SERVICE	BUDGET	EXPENDITURE			VARIANCE	2017/18 (UNDER)/OVER SPEND B/FWD £000
	ADJUSTED CASH LIMITED BUDGET £000	2018/19			F/CAST FULL YEAR VAR. (UNDER) / OVER £000	
		EXPENDITURE APR - AUG £000	PROJECTED SPEND £000	FORECAST OUTTURN £000		
COMMUNITY & ENVIRONMENTAL SERVICES						
NET EXPENDITURE						
BUSINESS SERVICES	471	81	296	377	(94)	-
LEISURE AND CATERING	2,927	1,659	1,454	3,113	186	-
PUBLIC PROTECTION	557	209	321	530	(27)	-
HIGHWAYS AND TRAFFIC MANAGEMENT SERVICES	15,844	(538)	16,381	15,843	(1)	-
STREET CLEANSING AND WASTE	18,677	1,255	17,407	18,662	(15)	-
COASTAL AND ENVIRONMENTAL PARTNERSHIPS	4,589	806	3,773	4,579	(10)	-
INTEGRATED TRANSPORT	640	209	392	601	(39)	-
TOTALS	43,705	3,681	40,024	43,705	-	-

Commentary on the key issues:

Directorate Summary - basis

The Revenue summary (above) lists the outturn projection for each individual service within Community and Environmental Services against their respective, currently approved, revenue budget. Forecast outturns are based upon actual financial performance for the first 5 months of 2018/19 together with predictions of performance, anticipated pressures and efficiencies in the remainder of the financial year, all of which have been agreed with each head of service.

Business Services

There is a £94k surplus due to savings made to assist in funding pressures across the Directorate.

Leisure and Catering

There is a forecast pressure of £186k. £32k of this pressure relates to Breakfast provisions. The balance is income pressures.

Public Protection

There is a forecast surplus of £27k due to an improvement in income and vacancies.

Highways and Traffic Management Services

There is a £1k surplus due to scheme income.

Street Cleansing and Waste

Street Cleansing and Waste has a surplus of £15k due to savings on service contracts and income.

The £856k PFI Grant is no longer available and is being considered along with Lancashire County Council in the review of the operation of the recycling plants, with the risk being covered against the specific Waste PFI reserve in 2018/19.

Coastal and Environmental Partnerships

There is a surplus of £10k due to savings made to assist in funding pressures across the Directorate.

Integrated Transport

There is a net surplus of £39k due to income.

Conclusion – Community and Environmental Services financial position

As at the end of month 5 the Community and Environmental Services Directorate is forecasting a break-even position for the financial year to March 2019 as detailed above. The pressure due to the loss of the Waste PFI grant has been offset against reserves in 2018/19.

Budget Holder - Mr J Blackledge, Director of Community and Environmental Services

Blackpool Council - Adult Services

Revenue summary - budget, actual and forecast:

FUNCTIONS OF THE SERVICE	BUDGET	EXPENDITURE			VARIANCE	2017/18 (UNDER)/OVER SPEND B/FWD £000
	2018/19					
	ADJUSTED CASH LIMITED BUDGET £000	EXPENDITURE APR - AUG £000	PROJECTED SPEND £000	FORECAST OUTTURN £000	F/CAST FULL YEAR VAR. (UNDER) / OVER £000	
ADULT SERVICES						
ADULT SOCIAL CARE	5,924	3,074	2,757	5,831	(93)	-
CARE & SUPPORT	4,758	3,772	1,016	4,788	30	-
COMMISSIONING & CONTRACTS TEAM	437	76	381	457	20	-
ADULT COMMISSIONING PLACEMENTS	40,780	11,685	29,137	40,822	42	-
ADULT SAFEGUARDING	702	87	593	680	(22)	-
TOTALS	52,601	18,694	33,884	52,578	(23)	-

Commentary on the key issues:

Directorate Summary – basis

The Revenue summary (above) lists the latest outturn projection for each individual service within the Adult Services Directorate against their respective, currently approved, revenue budget. Forecast outturns are based upon actual financial performance for the first 5 months of 2018/19 together with predictions of performance, anticipated pressures and efficiencies in the remainder of the financial year, all of which have been agreed with each head of service.

Better Care Fund

The Better Care Fund Schedule of Schemes for 2018/19 has now been finalised and the plan is to produce a budget monitoring report for the next Health & Wellbeing Board in October.

Adult Commissioning Placements (Social Care Packages)

The Adult Commissioning Placements Budget is forecasting an £42k overspend on £55m gross expenditure budget.

Commissioning & Contracts Team

Commissioning & Contracts is currently forecast to overspend by £20k.

Care & Support

Care & Support is currently forecast to overspend by £30k on a gross budget of £12m.

Adult Social Care

Adult Social Care is currently forecast to be £93k underspent due to vacant posts within the service.

Adult Safeguarding

The Adult Safeguarding Division is forecast to underspend by £22k on their staffing budget due to the vacant Principal Social Worker post.

Summary of the Adult Services financial position

As at the end of August 2018 the Adult Services Directorate is forecasting an overall underspend of £23k for the financial year to March 2019 on a gross budget of £77m.

Budget Holder – K Smith, Director of Adult Services

Blackpool Council – Children’s Services

Revenue summary - budget, actual and forecast:

FUNCTIONS OF THE SERVICE	BUDGET	EXPENDITURE			VARIANCE	2017/18 (UNDER)/OVER SPEND B/FWD £000
	2018/19					
	ADJUSTED CASH LIMITED BUDGET £000	EXPENDITURE APR - AUG £000	PROJECTED SPEND £000	FORECAST OUTTURN £000	F/CAST FULL YEAR VAR. (UNDER) / OVER £000	
CHILDREN'S SERVICES						
NET EXPENDITURE						
LOCAL SCHOOLS BUDGET - ISB	18,415	7,362	11,053	18,415	-	-
LOCAL SCHOOLS BUDGET - NON DELEGATED	438	97	341	438	-	-
EDUCATION	16,820	6,101	11,218	17,319	499	-
EARLY HELP FOR CHILDREN AND FAMILIES	142	59	83	142	-	-
BUSINESS SUPPORT AND RESOURCES	9,055	3,844	5,301	9,145	90	-
DEDICATED SCHOOL GRANT	(45,470)	(20,036)	(25,519)	(45,555)	(85)	-
CARRY FORWARD OF DSG UNDER/(OVER) SPEND	(400)	-	(904)	(904)	(504)	-
TOTAL DSG FUNDED SERVICES	(1,000)	(2,573)	1,573	(1,000)	-	-
CHILDREN'S SERVICES DEPRECIATION	2,011	-	2,011	2,011	-	-
EDUCATION	3,041	856	2,998	3,854	813	-
EARLY HELP FOR CHILDREN AND FAMILIES	5,150	(265)	5,392	5,127	(23)	-
CHILDREN'S SOCIAL CARE	28,271	12,540	19,210	31,750	3,479	-
BUSINESS SUPPORT AND RESOURCES	827	550	274	824	(3)	-
LOCAL SERVICES SUPPORT GRANT	-	(7)	(13)	(20)	(20)	-
SCHOOL IMPROVEMENT GRANT	(50)	-	(50)	(50)	-	-
TOTAL COUNCIL FUNDED SERVICES	39,250	13,674	29,822	43,496	4,246	-
TOTALS	38,250	11,101	31,395	42,496	4,246	-

Commentary on the key issues:

Directorate Summary – basis

The Revenue summary (above) lists the latest outturn projection for each individual service within the Children’s Services Directorate against their respective, currently approved, revenue budget. Forecast outturns are based upon actual financial performance for the first 5 months of 2018/19 together with predictions of performance, anticipated pressures and efficiencies in the remainder of the financial year, all of which have been agreed with each head of service.

Children’s Social Care

Children’s Social Care is forecasting an overspend of £3,479k due to ongoing demand pressures relating to Looked After Children (LAC) numbers.

When budgets were set, LAC numbers were around 530. Early in the financial year a review of each individual LAC placement was carried out and a plan put in place for every child, which included stepping young people down into lower cost placements, and discharging them from care to be resettled at home with their families, wherever this was appropriate and safe. These plans were reflected in detailed budget forecasts which resulted in an anticipated overspend at the beginning of the financial year of £2.2m.

During the first four months of the financial year, LAC numbers increased. Although there has been a slight decrease during August, they remain high at 561. This overall increase has undoubtedly placed the budget under further pressure, but the breakdown of a number of existing placements has also contributed significantly to the higher forecast overspend. Additional costs for the financial year attributable to children with complex needs being moved into more expensive placement categories, requiring additional support or being unable to step down as early as planned, amount to more than £1.1m.

Work is ongoing to reduce both LAC numbers and placement costs. All new admissions into care require Senior Service Manager approval. There is now a Commissioning role in place, the purpose of which is to scrutinise and challenge the cost of the most expensive external placements, and work is underway to review the sufficiency of placement provision across the town, which is monitored through a monthly meeting chaired by the Director of Children's Services. Since the start of the financial year, savings of almost £1m have been achieved as a result of children being successfully discharged from care, or stepped down into a less costly placement.

For the first time this month, the savings achieved have exceeded the increase in costs, resulting in an improvement in the forecast out-turn position.

The current overspend forecast does not anticipate any further increase in LAC numbers. Although some new admissions into care are inevitable, the assumption is that the management measures being put in place will enable the service to maintain numbers at or below current levels for the remainder of the financial year.

Dedicated Schools Grant Funded Services

The Dedicated Schools Grant (DSG) is the funding stream that supports the Schools Budget, which includes amounts that are devolved through the Individual School Budget (ISB), together with centrally-retained pupil-related services as listed in the revenue summary. Any under or overspends against services funded by the DSG will be carried forward to 2019/20 and, in the case of overspends, become the first call on the grant in that year.

Education

The overspend in the Education division relates primarily to the Special Educational Needs (SEN) Transport service and is partly due to demand pressures and partly due to the savings target of £320k that was applied in 2017/18 but not achieved.

Summary of the Children's Services financial position

As at the end of August 2018 the Children's Services Directorate is forecasting an overspend of £4.246m for the financial year to March 2019.

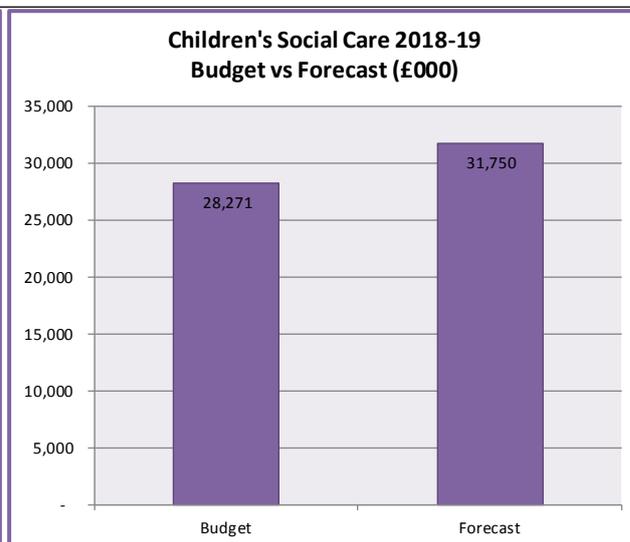
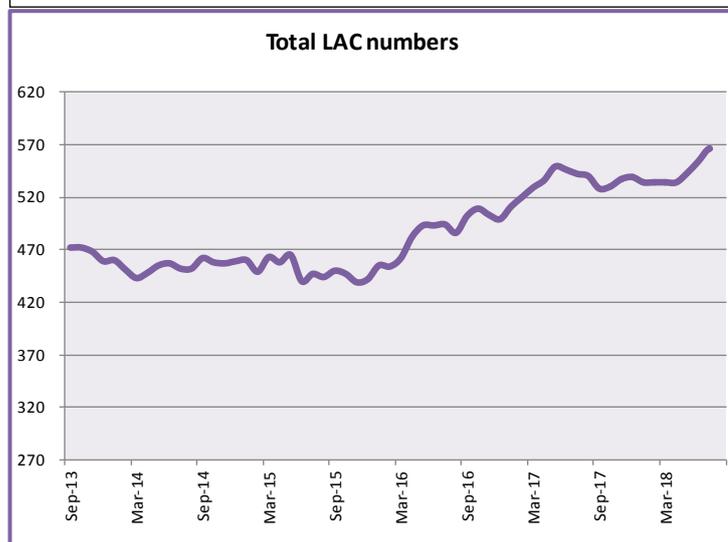
Budget Holder – Mrs D Booth, Director of Children's Services

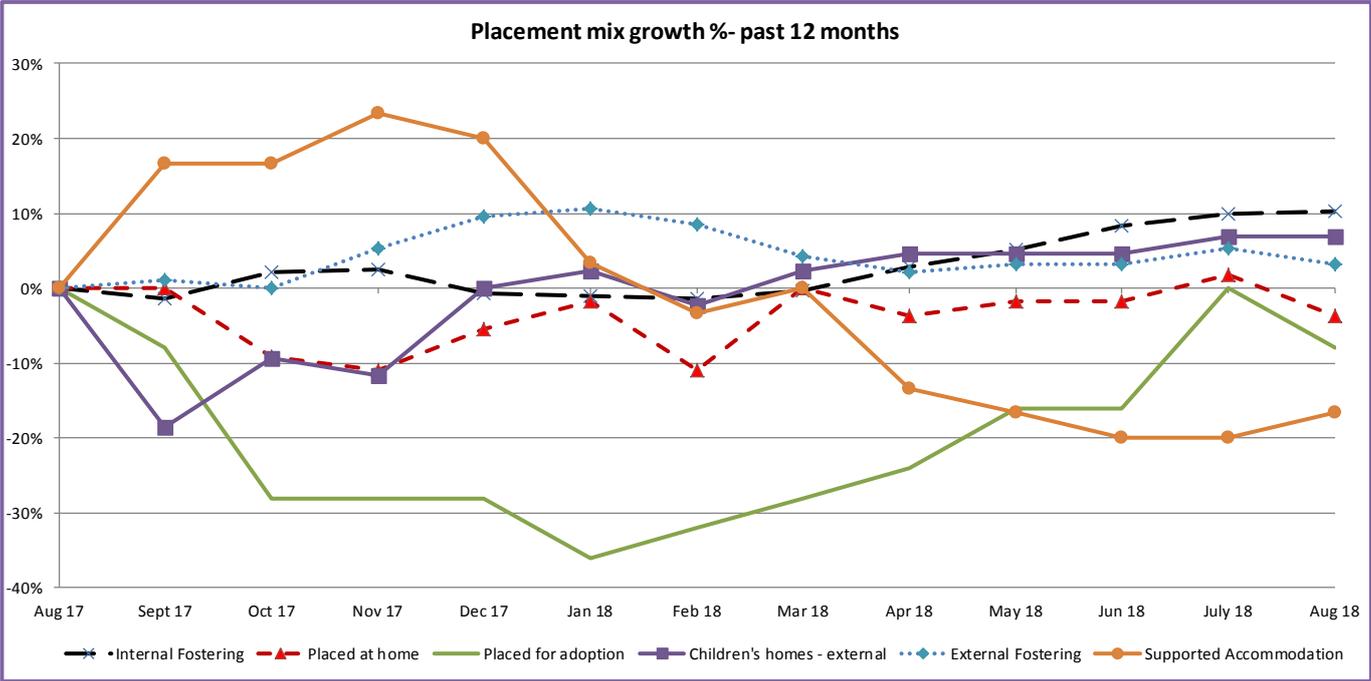
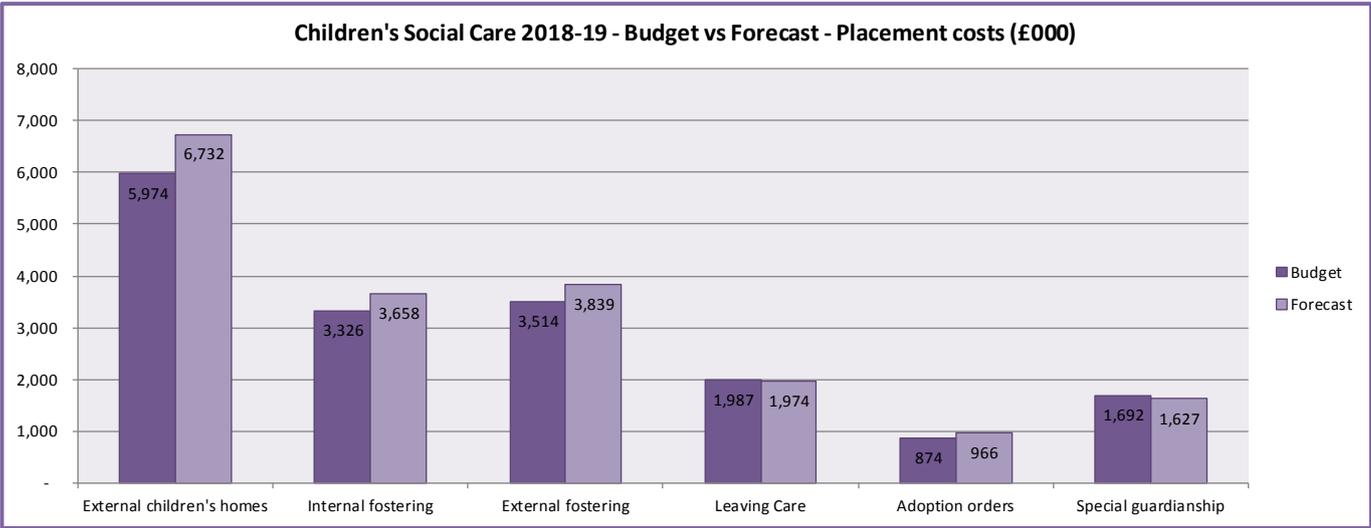
Children's Social Care Trends

Date	External Placements Projection						Supported Accommodation			Internal Fostering			LAC numbers
	Fostering			Residential			Number	% of LAC	£ per placement	Number	% of LAC	£ per placement	No.
	Number	% of LAC	£ per placement	Number	% of LAC	£ per placement							
Jun-13	72	15%	36,202	41	8%	111,596	16	3%	no data	263	53%	11,887	492
Sep-13	66	14%	35,667	33	7%	111,523	17	4%	no data	272	58%	11,908	472
Dec-13	69	15%	36,560	30	7%	117,073	17	4%	no data	260	57%	11,828	459
Mar-14	64	14%	34,058	27	6%	118,473	15	3%	no data	248	56%	11,757	443
Jun-14	74	16%	35,928	25	5%	102,561	18	4%	no data	250	55%	12,833	457
Sep-14	75	16%	37,655	21	5%	121,210	27	6%	no data	237	51%	12,570	462
Dec-14	70	15%	38,760	18	4%	124,281	23	5%	no data	243	53%	12,474	459
Mar-15	73	16%	40,155	23	5%	128,868	19	4%	no data	244	53%	12,374	463
Jun-15	74	17%	40,625	25	6%	147,777	20	5%	no data	219	50%	12,541	440
Sep-15	73	16%	40,040	25	6%	142,934	16	4%	no data	225	50%	12,549	450
Dec-15	70	16%	41,243	27	6%	145,196	17	4%	no data	217	49%	12,428	442
Mar-16	69	15%	42,215	29	6%	146,120	22	5%	no data	257	56%	12,453	462
Jun-16	77	16%	42,145	34	7%	157,136	28	6%	38,608	259	53%	12,630	493
Sep-16	84	17%	42,750	32	6%	169,996	27	5%	41,376	254	51%	12,688	502
Dec-16	89	18%	43,038	36	7%	175,954	28	6%	41,037	258	52%	12,857	499
Mar-17	103	19%	43,502	44	8%	179,669	26	5%	42,416	269	51%	12,872	529
Jun-17	100	18%	40,933	49	9%	151,450	26	5%	60,946	272	50%	13,227	546
Sep-17	95	18%	40,991	35	7%	161,487	36	7%	57,928	270	51%	13,213	528
Dec-17	103	19%	41,277	43	8%	162,623	36	7%	58,358	272	50%	13,169	539
Mar-18	98	18%	41,099	44	8%	165,935	30	6%	55,728	273	51%	13,116	534
May-18	97	18%	41,186	45	8%	162,220	25	5%	42,496	288	53%	13,767	543
Jun-18	97	18%	40,083	45	8%	164,794	24	4%	48,006	297	54%	13,403	554
Jul-18	99	17%	40,094	46	8%	162,932	24	4%	46,392	301	53%	13,485	566
Aug-18	97	17%	40,257	46	8%	161,757	25	4%	46,026	302	54%	13,455	561

Note:

The variance between the current total number of Looked After Children (561) and the total internal fostering and external placement numbers (470) is children with care orders, adoption placements etc. They are still classed as LAC but do not incur any commissioned costs.





Blackpool Council – Public Health

Revenue summary - budget, actual and forecast:

FUNCTIONS OF THE SERVICE	BUDGET	EXPENDITURE			VARIANCE	2017/18 (UNDER)/OVER SPEND B/FWD £000
	2018/19					
	ADJUSTED CASH LIMITED BUDGET £000	EXPENDITURE APR - AUG £000	PROJECTED SPEND £000	FORECAST OUTTURN £000	F/CAST FULL YEAR VAR. (UNDER) / OVER £000	
PUBLIC HEALTH						
NET EXPENDITURE						
MANAGEMENT AND OVERHEADS	1,034	672	362	1,034	-	-
HEALTHCARE AND HEALTH IMPROVEMENT	145	5	140	145	-	-
CHILDREN (5-19) - PUBLIC HEALTH PROGRAMMES	600	600	-	600	-	-
CHILDREN'S 0-5 SERVICES	2,454	2,435	19	2,454	-	-
HEALTH PROTECTION-MANDATED AND LICENCES	21	4	17	21	-	-
TOBACCO CONTROL	383	20	363	383	-	-
MENTAL HEALTH AND WELLBEING	-	(1)	1	-	-	-
SEXUAL HEALTH SERVICES - MANDATED	2,165	1,647	518	2,165	-	-
SUBSTANCE MISUSE (DRUGS AND ALCOHOL)	2,675	1,076	1,599	2,675	-	-
HARM REDUCTION (SEXUAL HEALTH, DRUGS AND ALCOHOL)	860	232	628	860	-	-
HEALTHY WEIGHT/WEIGHT MANAGEMENT	78	-	78	78	-	-
MISCELLANEOUS PUBLIC HEALTH SERVICES	8,036	(1,063)	9,099	8,036	-	-
GRANT	(18,428)	(9,214)	(9,214)	(18,428)	-	-
COMMUNITY SAFETY	99	(123)	213	90	(9)	-
CCTV	(15)	79	(58)	21	36	-
TOTALS	107	(3,631)	3,765	134	27	-

Commentary on the key issues:

Directorate Summary – basis

The Revenue summary (above) lists the latest outturn projection for each individual scheme against their respective, currently approved, revenue budget. Forecast outturns are based upon actual financial performance for the first 5 months of 2018/19 together with predictions of performance, anticipated pressures and efficiencies in the remainder of the financial year, all of which have been agreed with the service leads.

Public Health Grant

The Public Health Grant is a central government grant which is ring-fenced. The ring-fencing has now been extended from March 2018 to March 2020.

The grant conditions require quarterly financial reporting of spend against a prescribed set of headings and spend of the grant must link explicitly to the Health and Wellbeing Strategy, Public Health Outcomes Framework and Joint Strategic Needs Assessment.

The Public Health Directorate are forecasting an overall spend of the full grant, £18,428,000, for the financial year to March 2019.

Payment by Results (PbR)/ Activity-based Commissioning

A number of Public Health schemes' payments are linked to activity. The aim of Payment by Results (PbR) is to provide a transparent, rules-based system for payment. It rewards outputs, outcomes and supports patient choice and diversity. Payment will be linked to activity. This does, however, raise a number of challenges when determining accurate budgetary spend/forecast spend.

Community Safety

This service is expecting an underspend of £9k relating to staff vacancies.

CCTV

The service has transferred from Communications & Regeneration and is expecting an overspend of £36k by year-end. This is due to the increasing costs of monitoring and reducing income levels. A business case is underway regarding the relocation of the CCTV service to Bickerstaffe house, which will also look to address the pressure against the CCTV revenue budget.

Summary of the Public Health Directorate financial position

As at the end of August 2018, the Public Health Directorate is forecasting an overspend of £27k for the financial year to March 2019.

Budget Holder – Dr Arif Rajpura, Director of Public Health

Blackpool Council – Budgets Outside the Cash Limit

Revenue summary - budget, actual and forecast:

FUNCTIONS OF THE SERVICE	BUDGET	EXPENDITURE			VARIANCE	2017/18 (UNDER)/OVER SPEND B/FWD £000
	2018/19					
	ADJUSTED CASH LIMITED BUDGET £000	EXPENDITURE APR - AUG £000	PROJECTED SPEND £000	FORECAST OUTTURN £000	F/CAST FULL YEAR VAR. (UNDER)/ OVER £000	
BUDGETS OUTSIDE THE CASH LIMIT						
NET EXPENDITURE						
TREASURY MANAGEMENT	9,829	4,036	5,650	9,686	(143)	-
PARKING SERVICES	(4,799)	(2,164)	(2,048)	(4,212)	587	-
CORPORATE SUBSCRIPTIONS	152	77	75	152	-	-
HOUSING BENEFITS	1,384	545	839	1,384	-	-
COUNCIL TAX & NNDR COST OF COLLECTION	1,103	455	648	1,103	-	-
SUBSIDIARY COMPANIES	(1,013)	(183)	(1,009)	(1,192)	(179)	-
LAND CHARGES	(51)	(76)	25	(51)	-	-
CONCESSIONARY FARES	4,266	623	3,643	4,266	-	-
EMPLOYERS PREVIOUS YEARS' PENSION LIABILITY	2,890	1,204	1,686	2,890	-	-
NEW HOMES BONUS	(465)	(232)	(233)	(465)	-	-
TOTALS	13,296	4,285	9,276	13,561	265	-

Commentary on the key issues:

Directorate Summary - basis

The Revenue summary (above) lists the latest outturn projection for each individual service categorised as falling 'outside the cash limit' and thereby exempt from the cash limited budget regime. Forecast outturns are based upon actual financial performance for the first 5 months of 2018/19 together with predictions of performance, anticipated pressures and savings in the remainder of the financial year, which have been agreed by each designated budget manager.

Treasury Management

Treasury Management is forecasting an underspend of £143k. The Council is currently using temporary and long-term borrowing to finance Prudentially-funded capital expenditure. While temporary investment rates and temporary borrowing rates are low the Treasury team will continue to use a mix of both temporary and long-term borrowing to fund planned capital expenditure. This offsets the Business Loans Fund which now has a savings target of £2,250k.

Parking Services

This service is forecasting a pressure of £587k; this pressure is mainly due to 'on-street parking' schemes not being feasible, loss of parking spaces, prudential borrowing costs, increased business rates and reduced income from staff parking. As at Week 24 (w/e 9th September) parking income is at £3.2m with patronage at 664,846. Car park patronage is up by 6,818 and income is up by £147,807 on 2017/18. On-Street Pay and Display is down on patronage by 32,165 and income is down by £35,230.

Subsidiary Companies

This service is now forecasting a favourable variance of £179k. This is due to the reducing balance payback of Prudentially-borrowed schemes.

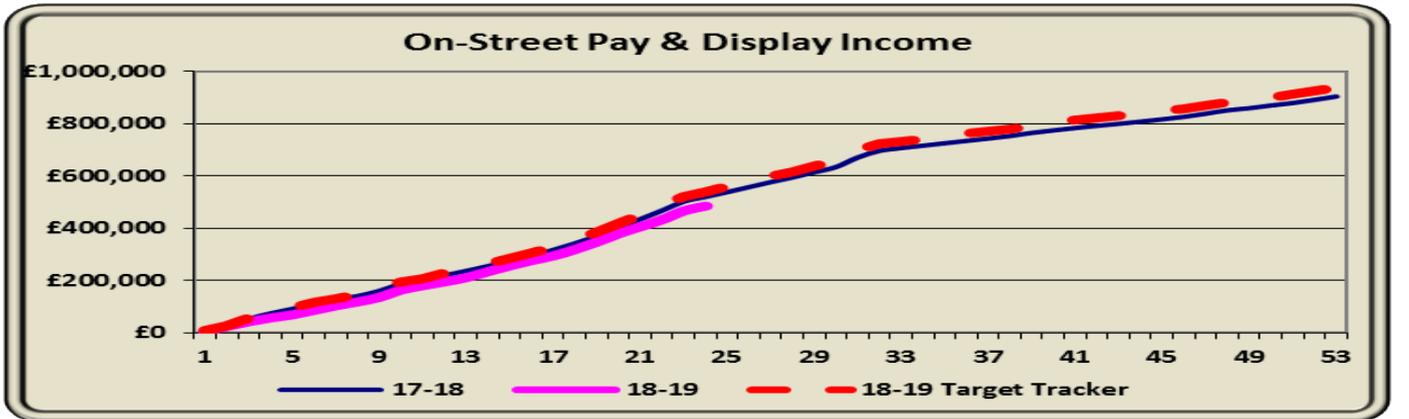
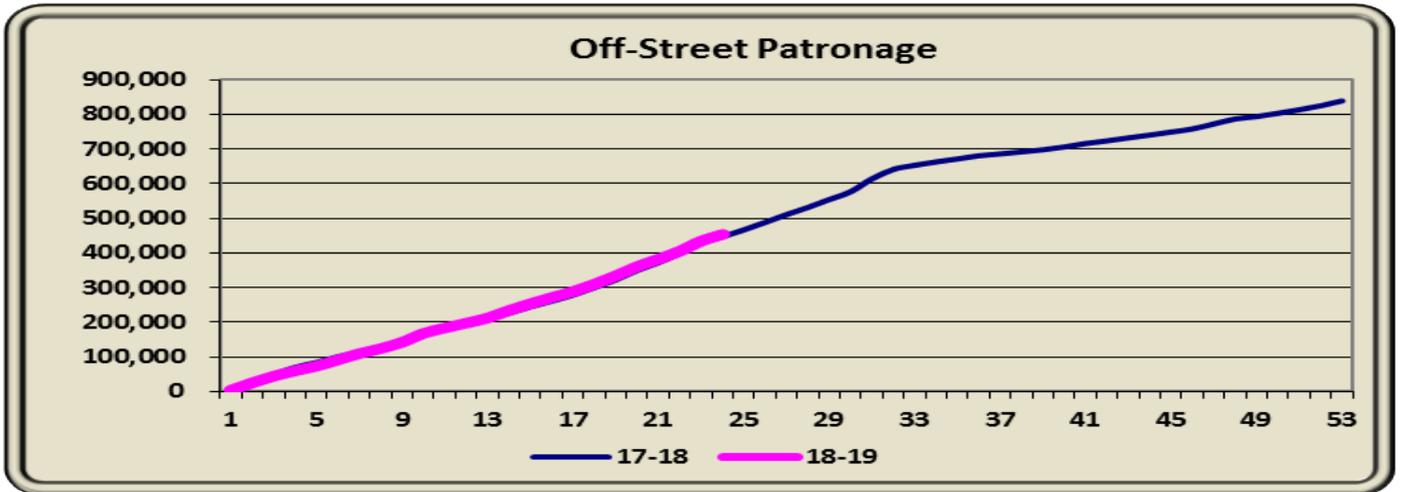
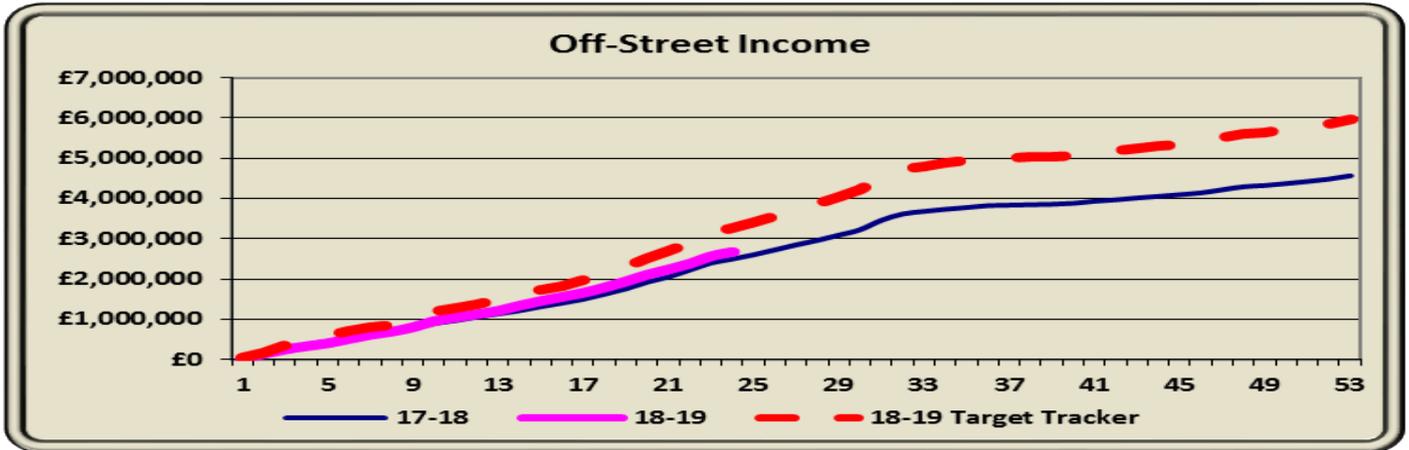
Land Charges

This service is forecasting a break-even position for 2018/19.

Summary of the revenue forecasts

After 5 months of the financial year, the Budgets Outside the Cash Limit services are forecasting a £265k overspend.

Car Parking Trends



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**2018/19 CAPITAL MONITORING
MONTH 5**

	Total Scheme Budget	Spend as at 31/3/18	Budget Brought Forward 2017/18	Capital Programme 2018/19	Total Available Budget 2018/19	Spend to Date April -Aug	Forecast to Year End	Forecast Variance	Notes
	£000	£000	£000	£000	£000	£000	£000	£000	
Director Responsible for Resources									
Property and Asset Management									
Central Business District Phase 1	40,432	38,120	2,312	-	2,312	-	-	-	
Office Accommodation Strategy	1,408	1,408	-	-	-	-	-	-	
ICT Refresh	2,450	1,583	67	800	867	311	556	-	
CLC Remodelling scheme	859	705	154	-	154	(3)	157	-	
Municipal Building Works	2,668	2,908	(240)	-	(240)	(11)	-	-	
Other Resources Schemes	1,442	913	279	250	529	4	525	-	
Total Resources	49,259	45,637	2,572	1,050	3,622	301	1,238	-	
Director Responsible for Adult Services									
Support to Vulnerable Adults - Grants	5,963	4,292	38	1,633	1,671	517	1,154	-	
Other Adult Services Schemes	4,494	3,284	770	440	1,210	128	1,082	-	
Total Adult Services	10,457	7,576	808	2,073	2,881	645	2,236	-	
Director Responsible for Community and Environmental Services									
Anchorsholme Seawall	27,515	25,171	2,344	-	2,344	75	-	-	
Coastal Protection Studies	1,759	1,423	40	296	336	33	303	-	
Marton Mere Pumping Station & Spillway	415	372	43	-	43	-	-	-	
Marton Mere HLF	360	332	28	-	28	-	-	-	
Transport									
Blackpool/Fleetwood Tramway	99,990	93,057	6,933	-	6,933	236	2,352	-	
Tramway Extension	16,400	7,352	-	6,633	6,633	2,198	4,435	-	
Sintropher	1,903	2,779	(876)	-	(876)	-	-	-	
Bridges	11,365	9,897	269	1,199	1,468	553	915	-	
Total Community and Environmental Services	159,707	140,383	8,781	8,128	16,909	3,095	8,005	-	

**2018/19 CAPITAL MONITORING
MONTH 5**

Appendix 08(d)

	Total Scheme Budget	Spend as at 31/3/18	Budget Brought Forward 2017/18	Capital Programme 2018/19	Total Available Budget 2018/19	Spend to Date April -Aug	Forecast to Year End	Forecast Variance	Notes
	£000	£000	£000	£000	£000	£000	£000	£000	
Director Responsible for Governance & Partnership Services									
Carleton Crematorium Works 2018-20	1,860	-	-	1,860	1,860	50	1,810	-	
Carleton Crematorium Café	30	-	-	30	30	41	-	-	
Total Governance & Partnership Services	1,890	-	-	1,890	1,890	91	1,810	-	
Chief Executive									
Housing									
Foxhall Village	12,500	12,276	224	-	224	52	172	-	
Work towards Decent Homes Standard	3,695	-	-	3,695	3,695	532	3,163	-	
Queens Park Redevelopment Ph2	12,708	9,557	-	3,151	3,151	1,268	1,883	-	
Troutbeck Redevelopment	-	-	-	-	-	52	-	-	
Total Chief Executive	28,903	21,833	224	6,846	7,070	1,904	5,218	-	

**2018/19 CAPITAL MONITORING
MONTH 5**

	Total Scheme Budget	Spend as at 31/3/18	Budget Brought Forward 2017/18	Capital Programme 2018/19	Total Available Budget 2018/19	Spend to Date April -Aug	Forecast to Year End	Forecast Variance	Notes
	£000	£000	£000	£000	£000	£000	£000	£000	
Director Responsible for Communication and Regeneration									
Regeneration									
College Relocation/Illumination Depot	13,005	13,924	(1,019)	100	(919)	-	-	-	
Leisure Assets	62,099	61,414	685	-	685	635	50	-	
Conference Centre	26,600	2,203	5,797	12,036	17,833	4,002	13,831	-	
Leopold Grove	557	503	54	-	54	-	54	-	
Spanish Hall roof & façade	1,995	164	1,831	-	1,831	481	1,350	-	
CBD Phase 2 - Hotel	24,500	1,178	3,943	2,581	6,524	29	6,495	-	
Other	808	667	141	-	141	44	97	-	
Transport									
Local Transport Plan 2016/17	860	824	36	-	36	36	-	-	
Local Transport Plan Project 30 2016/17	583	583	-	-	-	-	-	-	
Local Transport Plan Quality Corridor 2016/17	82	82	-	-	-	-	-	-	
Local Transport Plan ITM 2016/17	165	165	-	-	-	-	-	-	
Local Transport Plan 2017/18	1,304	558	746	-	746	78	668	-	
Local Transport Plan Project 30 2017/18	523	523	-	-	-	-	-	-	
Local Transport Plan Quality Corridor 2017/18	200	160	40	-	40	-	40	-	
Local Transport Plan 2018/19	1,764	-	-	1,764	1,764	110	1,654	-	
Local Transport Plan Project 30 2018/19	483	-	-	483	483	-	483	-	
Local Transport Plan Quality Corridor 2018/19	279	-	-	279	279	-	279	-	
Quality Corridor	6,600	1,956	302	2,478	2,780	510	2,270	-	
Intelligent Traffic Management	1,510	1,526	(16)	-	(16)	(16)	-	-	
Total Communication and Regeneration	143,917	86,430	12,540	19,721	32,261	5,909	27,271	-	

**2018/19 CAPITAL MONITORING
MONTH 5**

Appendix 08(d)

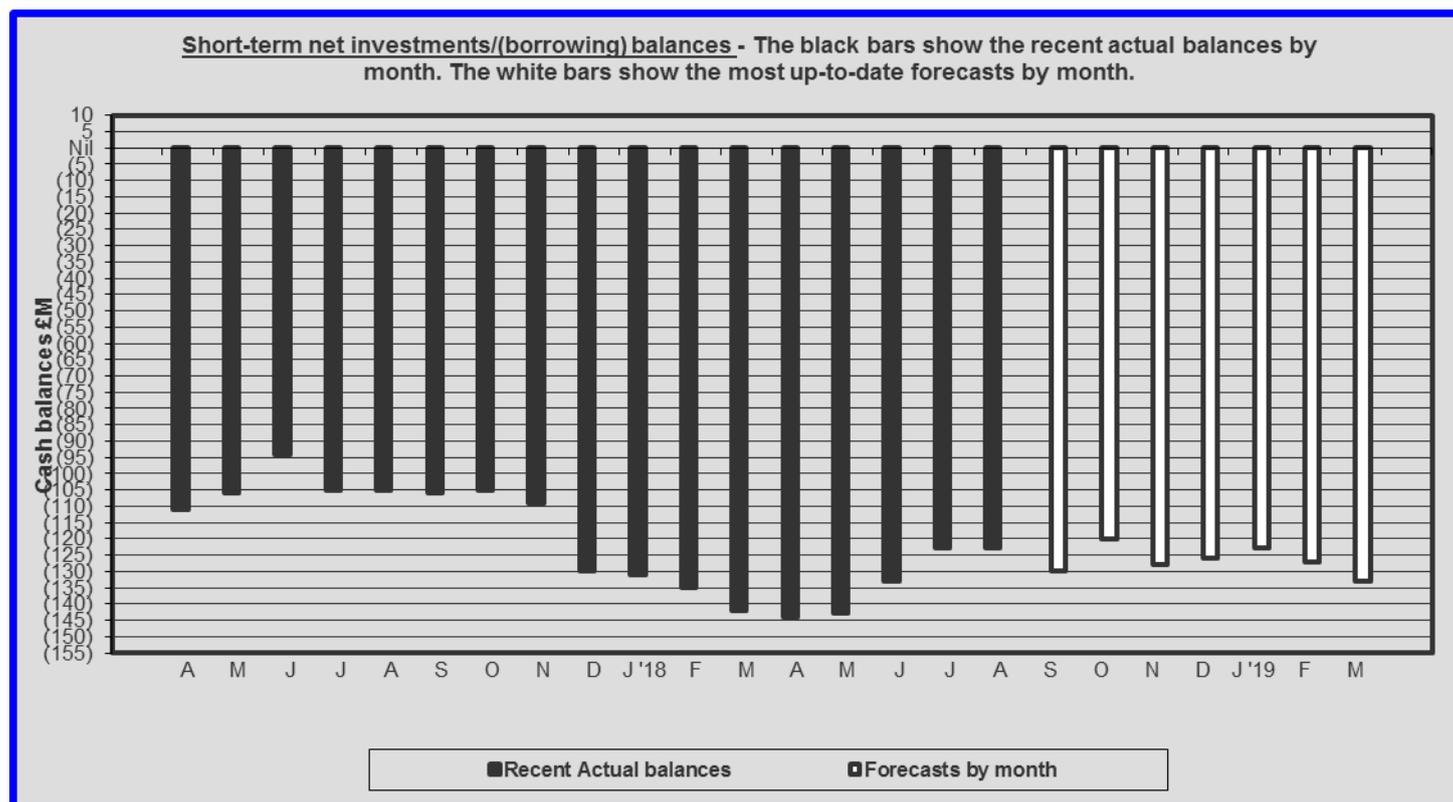
	Total Scheme Budget	Spend as at 31/3/18	Budget Brought Forward 2017/18	Capital Programme 2018/19	Total Available Budget 2018/19	Spend to Date April -Aug	Forecast to Year End	Forecast Variance	Notes
	£000	£000	£000	£000	£000	£000	£000	£000	
Director Responsible for Children's Services									
Devolved Capital to Schools	344	196	148	-	148	11	137	-	
Woodlands Development Scheme	1,700	991	254	455	709	646	63	-	
Demolition Aspire	440	409	31	-	31	20	11	-	
Basic Need	5,495	660	722	4,113	4,835	159	835	-	
Condition	649	31	260	357	617	-	617	-	
Other Children's Schemes	625	554	71	-	71	-	71	-	
Total Children's Services	9,253	2,841	1,486	4,925	6,411	836	1,734	-	
CAPITAL TOTAL	403,386	304,700	26,411	44,633	71,044	12,781	47,512	-	

Blackpool Council

Cash summary - budget, actual and forecast:

CASH FLOW - SUMMARY - 18/19							
FULL YEAR CASH FLOW ORIGINAL BUDGET (*)	APR - AUG CASH FLOW ORIGINAL BUDGET (*)	APR - AUG CASH FLOW ACTUAL	SEP - MAR CASH FLOW FORECAST	(*) THE CASH FLOW BUDGET IS CONSISTENT WITH THE REVENUE BUDGET AND THE CAPITAL PROGRAMME IN TOTAL. THE BUDGETED CASH FLOW PHASING IS BASED ON DETAILED EXPECTATIONS AND PAST EXPERIENCE	APR - AUG MORE / (LESS) CASH ACTUAL vs ORIGINAL BUDGET	SEP - MAR MORE / (LESS) CASH FORECAST vs ORIGINAL BUDGET	FULL YEAR MORE / (LESS) AS NOW FORECAST vs ORIGINAL BUDGET
£M	£M	£M	£M		£M	£M	£M
74	31	34	43	RECEIPTS			
106	48	43	56	Housing Benefit & Subsidy	3	-	3
12	5	8	6	Council tax and NNDR	(5)	(2)	(7)
30	13	16	13	VAT	3	(1)	2
99	44	60	61	RSG & BRR	3	(4)	(1)
100	42	48	58	Other Grants	16	6	22
-	-	143	9	Other Income	6	-	6
25	25	51	64	Money Market Transactions Received	143	9	152
				Receipt of Loans	26	64	90
446	208	403	310	RECEIPTS - NORMAL ACTIVITIES	195	72	267
9	4	4	5	PAYMENTS			
249	101	125	179	Police & Fire	-	-	-
-	-	-	-	General Creditors	(24)	(31)	(55)
109	45	40	55	RSG & BRR	-	-	-
65	27	26	38	Salaries & wages	5	9	14
172	87	207	149	Housing Benefits	1	-	1
604	264	402	426	Money Market Transactions Paid Out	(120)	(64)	(184)
				PAYMENTS - NORMAL ACTIVITIES	(138)	(86)	(224)
(158)	(56)	1	(116)	NET CASH FLOW IN/(OUT)	57	(14)	43
A	B	C	D		= C less B	= D less (A-B)	

Cash - short-term net investments/(borrowing) balances:



Commentary on Cash Movements during the year:

The summary on the previous page provides a comparison of the actual cash receipts and payments compared to the forecasted cash receipts and payments.

During the first 5 months of the year the Council's net cashflow has resulted in fluctuations in short-term net investment/borrowing balances. However, overall temporary borrowing has decreased since 31st March 2018 due to the receipt of grant income from central government in advance of expenditure. The Council is predominantly using temporary borrowing to finance Prudentially-funded capital expenditure, though is switching to fixed Public Works Loan Board loans as and when opportune to do so (including £8m on loans made to Blackpool Transport Services in order to refresh the bus fleet) and exploring the soon-to-launch first bond issue of the Municipal Bonds Agency. The take-up of loans from the Business Loans Fund is expected to continue steadily during 2018/19.

The chart of actual and forecast month-end balances shows temporary investment and borrowing levels throughout the year. The forecast shows the level of borrowing that may be required to cover planned capital expenditure up to 31st March 2019.

Blackpool Council

Balance Sheet / Working capital:

BALANCE SHEET 2018/2019				
LAST Y/END		CURRENT	CHANGE	NEXT Y/END
31 Mar 18		31 Aug 18	Movement since	31 Mar 19
£000s		Actual	31 Mar 18	Forecast
		£000s	£000s	£000s
768,815	Property, Plant and Equipment	781,596	12,781	816,327
62,281	Long-term Assets	71,479	9,198	96,781
	Current Assets			
51,094	Debtors	49,500	(1,594)	55,000
416	Inventories	468	52	400
9,366	Cash and cash equivalents	11,793	2,427	9,500
891,972	Total Assets	914,836	22,864	978,008
	Current Liabilities			
(153,776)	Borrowing Repayable within 12 months	(130,500)	23,276	(161,531)
(59,526)	Creditors	(58,300)	1,226	(52,000)
	Long-term Liabilities			
(90,343)	Borrowing Repayable in excess of 12 months	(98,343)	(8,000)	(91,874)
(13,197)	Capital Grants in Advance	(13,197)	-	(13,000)
(15,151)	Provisions	(16,149)	(998)	(15,000)
(319,769)	Other Long-term Liabilities	(319,769)	-	(320,000)
240,210	Total Assets less Liabilities	278,578	38,368	324,603
	Reserves			
(57,805)	Usable Reserves	(56,013)	1,792	(47,013)
(182,405)	Unusable Reserves	(222,565)	(40,160)	(277,590)
(240,210)	Total Reserves	(278,578)	(38,368)	(324,603)

Commentary on the key issues:

In order to provide a complete picture of the Council's financial performance, the above table provides a snapshot of the General Fund balance sheet as at the end of month 5. The key areas of focus are any significant movements in debtors, cash and cash equivalents, bank overdraft and creditors as these impact upon the Council's performance in the critical areas of debt recovery, treasury management and Public Sector Payment Policy.

The balance sheet has been prepared under International Financial Reporting Standards (IFRSs). Temporary investments are included within cash and cash equivalents along with bank balance and cash in hand. Usable reserves include unallocated General Fund reserves and earmarked revenue reserves. Unusable reserves are those that the Council is not able to use to provide services. This category includes reserves that hold unrealised gains and losses (for example the Revaluation Reserve), where amounts would only become available to provide services if the assets were sold.

Over the 5-month period there has been a decrease in short-term borrowing of £23.3m and an increase in cash and cash equivalents of £2.4m which mainly reflects the phasing of capital grants received in advance to fund the capital expenditure on Property, Plant and Equipment (£12.8m) and Long-term Assets (£9.2m).

Report to:	TOURISM, ECONOMY & RESOURCES SCRUTINY COMMITTEE
Relevant Officer:	Steve Thompson, Director of Resources
Date of Decision/ Meeting:	14 November 2018

REPORTING THE USE OF EXTERNAL CONSULTANTS 2017/2018

1.0 Purpose of the report:

1.1 To consider the annual report, detailing consultancy spend across all Council services during the 2017/2018 financial year.

2.0 Recommendation(s):

2.1 To note the annual spend paid to external consultants during 2017/2018.

3.0 Reasons for recommendation(s):

3.1 To provide a level of understanding of third party spend paid to external consultants during 2017/2018.

3.2a Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

3.2b Is the recommendation in accordance with the Council's approved budget? Yes

3.3 Other alternative options to be considered:

The report is for information only.

4.0 Council Priority:

4.1 The relevant Council Priority is creating stronger communities and increasing resilience.

5.0 Background Information

5.1 At their meeting on 15 December 2016 the Tourism, Economy and Resources Scrutiny Committee confirmed their approval to a revised approach for the reporting of consultancy spend. This annual report sets out details of payments made to

external consultants across the whole Council in 2017/2018 relating to both business and technical services.

5.1.1 The report indicates that a total of **£1,612,199.29** was spent across the Council with external consultants during 2017/18. A detailed analysis is provided at Appendix A.

5.1.2 Compared with the 2016/17 figure of **£2,328,226.07**, the above figure shows a decrease in spend with external consultants.

Does the information submitted include any exempt information? No

5.2 List of Appendices:

Appendix 9(a) – External Consultants Spend Analysis 2017/18

6.0 Legal considerations:

6.1 All Council expenditure over £250 is already published as part of Transparency Code requirements and therefore the provision of the data in this format should not breach any data protection requirements.

7.0 Human Resources considerations:

7.1 None

8.0 Equalities considerations:

8.1 None

9.0 Financial considerations:

9.1 The consultancy spend was contained within the 2017/2018 approved budget and in some cases subject to external grant funding.

10.0 Risk management considerations:

10.1 Due to limited resources and capacity, the Council would be unable to fulfil all of its statutory requirements and deliver its capital programme without the advice and support from external consultants.

10.2 For some projects, the use of consultants is critical, taking the Museum and the Tramway Extension as examples. In both cases, the funding we have received from external agencies requires us to appoint certain experts to ensure the security of the funding. These may be specialists that are recommended by the funders as having

specific skills such as a Heritage Architect or a Heritage Structural Engineer. Because these services are project specific, demand is not constant; employing these experts on a full-time basis would not be cost effective.

11.0 Ethical considerations:

11.1 None

12.0 Internal/ External Consultation undertaken:

12.1 This report has been produced jointly by Internal Audit and the Corporate Procurement and Projects Team.

13.0 Background papers:

13.1 Tourism, Economy & Resources Scrutiny Committee – Reporting the Use of External Consultants – December 2016

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Title/Subject	Consultant	Directorate	Description	Spend in 17/18 (ex VAT)	Business or Technical?	On Contracts Register?
Museum						
Museum - Professional Fees	Amion Consulting Limited	Communications & Regeneration	Fees relating to business plan and bid support for Heritage Lottery Funding and Growth Deal, and additional work relating to the project budget	£8,200.00	Business	Yes
Museum - Professional Fees	Annie Lord	Communications & Regeneration	Consultancy fees in relation to the museum for December 2017 - 2 days @ £350 per day	£700.00	Business	No
Museum - Professional Fees	Appleyard & Trew LLP	Communications & Regeneration	Fees in relation to professional quantity surveying services	£6,000.00	Business	No
Museum - Professional Fees	Buttress Architects	Communications & Regeneration	Professional fees relating to the provision of architectural services, RIBA stage 1, completion of RIBA Stage 3, a Plaster Survey, design team fees and additional printing costs	£52,144.58	Business	No
Museum - Professional Fees	Casson Mann	Communications & Regeneration	Additional costs for an access consultant - Stage 3 RERUN/Developed design	£800.00	Business	No
Museum - Public Engagement & Co	Curiosity Creative CIC	Communications & Regeneration	3 day refresher course of digital storytelling	£1,435.00	Business	No
Museum - Professional Fees	DCA Consultancy Ltd	Communications & Regeneration	Final payment to DCA for the provision of governance and management consultancy in relation to the museum project	£6,593.75	Business	Yes
Museum - Other Costs	Dr Vanessa Toulmin	Communications & Regeneration	Provision of statement of significance for WG pavilion and horseshoe	£2,000.00	Business	No
Museum - Professional Fees	DWF LLP	Communications & Regeneration	Professional fees in relation to the Blackpool Museum Heritage Lottery Fund project	£3,830.00	Business	No
Museum - Organisational Development	Impact Fundraising	Communications & Regeneration	Summary of charges - fundraising support Blackpool Museum Project	£5,747.89	Business	No
Museum - Professional Fees	Impact Fundraising	Communications & Regeneration	Summary of charges - fundraising support Blackpool Museum Project INSTALLMENT 2	£9,652.50	Business	No
Museum Collections & Content	Lancashire County Council	Communications & Regeneration	Fees in relation to the provision of an object conservation survey	£553.00	Business	No
Museum - Other Costs	Mark Price	Communications & Regeneration	Provision of a Statement of Significance for the Pavilion Theatre within Blackpool Winter Gardens	£1,250.00	Business	No
Museum - Professional Fees	PRT Social Enterprise	Communications & Regeneration	Provision of Project Management Services in relation to the delivery of the Museum Project	£15,324.00	Business	No
Total				£114,230.72		

Tramway						
Blackpool to Fleetwood Tramway Upgrade	Bircham Dyson Bell LLC	Communications & Regeneration	For the continued provision of legal services of parliamentary agent as outlined in Blackpool Council's letter of appointment and in Bircham Dyson Bell's TWAO programme and fee proposal	£9,137.36	Technical	Yes
Blackpool to Fleetwood Tramway Upgrade	Dr Michael Clarke	Communications & Regeneration	Professional fees in relation to the investigation of corrosion of Starr Gate Tram Depot	£24,873.02	Technical	No
Blackpool to Fleetwood Tramway Upgrade	Equis Associates Ltd	Communications & Regeneration	Professional fees relating to the provision of consultancy services for the extension of the tramway from North Pier to North Station	£162,000.00	Technical	Yes
Blackpool to Fleetwood Tramway Upgrade	KKC Engineering Consultants	Communications & Regeneration	Provision of professional services over a 40 week period in relation to the tramway extension	£96,350.00	Technical	Yes
Blackpool to Fleetwood Tramway Upgrade	Kompetenz Fur Schienengebundene Verkehre GMBH	Communications & Regeneration	Provision of various inspections including body shell painting and welding, cab welding and tramcars	£12,092.58	Technical	No
Blackpool to Fleetwood Tramway Upgrade	Morson Human Resources	Communications & Regeneration	Professional surveys payable to the Clerk of Works (5 days at £330 per day)	£1,650.00	Technical	No
Blackpool to Fleetwood Tramway Upgrade	Mott Macdonald	Communications & Regeneration	Professional fees in relation to the Blackpool North Station Extension project (technical and economic support)	£44,354.27	Technical	Yes

Blackpool to Fleetwood Tramway Upgrade	Pell Frischmann	Communications & Regeneration	Professional services delivered by Pell Frischmann in relation to the design of tram/highway signalling	£16,541.05	Technical	No
Blackpool to Fleetwood Tramway Upgrade	Soil Engineering Geoservices	Communications & Regeneration	To cover the cost of further works undertaken in accordance with Certificate 2 in relation to the tramway extension	£477.45	Technical	No
Blackpool to Fleetwood Tramway Upgrade	Squire Patton Boggs	Communications & Regeneration	Professional fees in relation to the Blackpool Tramway dispute	£298,171.81	Technical	No
Blackpool to Fleetwood Tramway Upgrade	Steer Davies Gleave	Communications & Regeneration	Blackpool North Extension TWAO Support - fees in relation to the provision of a professional team	£59,239.90	Technical	No
Blackpool to Fleetwood Tramway Upgrade	Wilde Recruitment	Communications & Regeneration	Provision of PA services	£341.84	Technical	No
Blackpool to Fleetwood Tramway Upgrade	William J Marshall	Communications & Regeneration	Fees in relation to the provision of technical staff to provide consultancy services for the tramway extension project	£13,801.50	Technical	No
Total				£739,030.78		

Other commissions above £25k						
Sand Dunes Environmental Work	The Lancashire Wildlife Trust	Community & Environmental	Fees in relation to the sand dune management works - LWT costs	£80,750.24	Technical	No
Enterprise Zone - Airport	Mott Macdonald	Communications & Regeneration	Fees in relation to the development of the Blackpool Airport EZ Masterplan	£52,686.00	Business	Yes
Corporate Finance	Pricewaterhousecoopers	Resources	Fees for professional services in relation to Phase 2 of the Cultural Exemption project	£35,000.00	Business	Yes
Private Sector Housing - Tyldesley/Rigby Road Redevelopment	Royal Haskoning	Communications & Regeneration	Fees in relation to site supervision and design uplift of Rigby Road Blackpool	£27,000.00	Technical	No
Head of Adult Social Care	DWF LLP	Adults	Professional fees in relation to advice provided in relation to the client	£25,254.05	Business	No
Total				£220,690.29		

Other commissions below £25,000						
Various commissions BELOW £25,000	Various	Various	Various	£538,247.50	Various	Various
Total				£538,247.50		

Grand Total				£1,612,199.29		
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Report to: **TOURISM, ECONOMY AND RESOURCES
SCRUTINY COMMITTEE**

Relevant Officer: Philip Welsh, Head of Visitor Economy

Date of Meeting: 14 November 2018

TOURISM PERFORMANCE DATA

1.0 Purpose of the report

1.1 To provide information on tourism performance and trends using various indicators including number of visits; the value of the visitor economy and number of jobs supported; footfall on the Promenade and town centre; car parking; tram usage; and satisfaction ratings. There is additional information on sales of the Blackpool Resort Pass and usage of Tourist Information services.

2.0 Recommendation(s):

2.1 To consider the performance of Tourism and associated services and to identify any further areas for scrutiny as appropriate.

3.0 Reasons for recommendation(s):

3.1 To ensure constructive and robust scrutiny of the report, which has been requested by the Committee.

3.2a Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

3.2b Is the recommendation in accordance with the Council's approved budget? Yes

3.3 Other alternative options to be considered

Not applicable

4.0 Council Vision/Priority:

4.1 Tourism performance indicators are aligned to the Council's vision: *"The UK's number one family resort with a thriving economy that supports a happy and healthy community who are proud of this unique town"*.

The relevant Priority in the Council Plan, is Priority 1: *Maximising growth and opportunity across Blackpool*

5.0 Background Information

5.1 This update provides data giving an insight into performance and trends within Blackpool's visitor economy.

The first report provides the full-year results for 2017 drawn from the national STEAM economic impact research. This is the principal research model undertaken by most destinations in the UK.

The second report shows the results of the Omnibus household survey covering the four months between May and August 2018. This information is supplemented by statistical information drawn from the monthly Visitor Economy Performance Indicators and covers items such as tram and car park patronage, Resort Pass sales, footfall and use of tourist information services.

Note that the principal difference between STEAM and Omnibus is that STEAM provides a summary of ALL visits (adults and children) whereas Omnibus only measures adult visits.

The third part of this update provides a summary of initial results from the 2018 Blackpool Has It All destination marketing campaign, co-funded by VisitBlackpool, Merlin Entertainments, Pleasure Beach, Winter Gardens, Blackpool Transport, Sandcastle Waterpark and other operators within the visitor economy.

5.2 The table below sets out the headline figures for 2017, drawn from the national STEAM research. This is essentially an economic impact model used by many destinations in the UK to measure trends within the visitor economy.

Year	2017	2016	2015	2014
Visitor Numbers (millions)	18.05	18.03	17.05	16.82
Day Visitors (millions)	14.6	14.56	13.69	13.42
Staying Visitors (millions)	3.44	3.47	3.36	3.40
Total Economic Impact (£bn)	1.52	1.44	1.37	1.33
FTE Tourism Jobs Supported	25,106	25,120	24,623	23,949

The STEAM data shows that Blackpool's visitor economy has been on an upward growth trajectory for the past four years. Although the volume of visitors shows only marginal growth between 2016 and 2017 (0.1%), the economic impact has grown by almost 2% from £1.44billion to £1.52billion.

Tourism in Blackpool accounts for 27% of all visits to the wider county of Lancashire. Note that the value of day visitors compared to staying visitors is significant. The 14.6m day visitors generated an estimated £500m in 2017 compared to the £1bn generated by 3.4m staying visitors. This emphasises the value of converting more day visitors into staying visitors.

The 2017 data shows that Blackpool's bed-stock has fallen marginally from 67,674 in 2016 to 67021 in 2017.

5.3 The second set of data is drawn from the Blackpool Omnibus Survey and the monthly Visitor Economy Performance Indicators. Omnibus is a national household survey which takes place three times a year over spring, summer and autumn. Sample size is usually around 4,000 respondents aged 16 and over, interviewed face-to-face. The four main questions asks respondents about the number of visits to Blackpool; the month their trip took place; the motivation for their trip; and overall satisfaction with their visit.

Omnibus Headline Results, May to August 2018

Table 1: Visits to Blackpool - Summer Season

<u>(Millions)</u>	<u>2018</u>	<u>2017</u>	<u>2016</u>
Total Adult Visits	2.82	3.23	2.75
Unique Adult Visitors	2.10	2.33	2.15

Table 2: Types of visit to Blackpool - Summer Season

<u>(Millions)</u>	<u>2018</u>	<u>2017</u>	<u>2016</u>		<u>2018</u>	<u>2017</u>	<u>2016</u>
Overnight Stay	1.46	1.46	1.20	A day trip	1.32	1.71	1.39
Holiday/Leisure	0.93	1.04	0.72	Holiday/Leisure	0.84	1.19	1.24
Specific Leisure				Specific Leisure			
Event	0.10	0.13	0.13	Event	0.06	0.13	0.03
Specific Business				Specific			
Event	0.01	0.00	0.00	Business Event	0.00	0.03	0.00
Business or				Business or			
Education	0.12	0.04	0.06	Education	0.11	0.06	0.10
Non-leisure	0.01	0.00	0.00	Non-leisure	0.01	0.05	0.01
Visit Friends	0.30	0.25	0.30	Visit Friends	0.30	0.25	0.01

Table 3: Timing of visit - Summer Season

	<u>2018</u>	<u>2017</u>	<u>2016</u>
May	0.55	0.72	0.59
June	0.71	0.60	0.70
July	0.51	0.64	0.49
August	1.00	1.19	0.87

The tables above show that while the number of overnight stays stayed strong compared to previous year (and significantly ahead of 2016), the volume of day visits fell by almost 400,000 compared to 2017.

Day trips tend to be more volatile in that they can be easily influenced by external factors. During this particular period, May to August, the resort suffered unprecedented disruption on its rail services and it is hard not to draw the conclusion that this has had a significant adverse effect on the visitor market.

During that four-month period, the resort was affected by a catalogue of cancellations and delays caused initially by timetabling issues across the Northern Rail network, followed by closures on key routes including Manchester and Liverpool, and further exacerbated by strike action targeted at major events and key weekends, including the Air Show weekend.

The Omnibus survey shows that the total number of adult visits fell from 3.2m in 2017 to 2.8m in 2018. Overnight stays accounted for 1.46m visits, the same as previous year, but day trips fell from 1.7m to 1.3m.

The biggest falls came in May, when the introduction of new timetables created chaos on the Northern network. The attempts to resolve these issues resulted in Blackpool and the Lake District bearing the brunt of the subsequent cancellations.

In August, Blackpool’s services were repeatedly affected by a mixture of strike action and cancellations on key routes.

As the summer progressed it became clear that many potential visitors had lost all faith in the rail services as a means of getting to and from Blackpool.

Over that same four-month period, the volume of inbound travellers coming into Blackpool by rail fell by an average of 5% and peaking at a deficit of 10% in August. Year to date, inbound rail travel is more than 15% down.

Table 4: Single-most important aspect of visit - Summer Season		
	2018	2017
The Coastal Location	22%	20%
The Pleasure Beach	22%	25%
Family Friendly Attractions	15%	17%
Visiting Friends and Relatives	12%	11%
Entertainment / Night Life	9%	7%
Events Offer	5%	3%
Sporting Activities	3%	2%
Other / Don't Know	11%	15%
Total	100%	100%

Table 5: Events attended	
Blackpool Illuminations Switch On	6%

Blackpool Air Show	5%
Ride the Lights	5%
Dance Festivals	3%

Table 6: Perceptions of visit to Blackpool

	<u>2018</u>	<u>2017</u>
Satisfied	88%	88%
Not Satisfied	12%	12%

Additional Information: Visitor Economy Performance Indicators, May to August 2018

Town Centre: Monthly Footfall (24hr)

Month	2018	2017
May	2,042,641	1,817,313
June	1,926,289	1,965,484
July	2,245,067	2,408,926
August	2,787,874	3,208,774
Total	9,001,872	9,400,497

Promenade: Monthly Footfall (24hr)

Month	2018	2017
May	574,414	450,517
June	496,305	513,024
July	686,856	710,383
August	968,271	1,083,069
Total	2,725,846	2,756,993

Council Car Parks: Monthly Ticket Sales

Month	2018	2017
May	105,805	91,408
June	94,791	87,196
July	101,521	107,305
August	126,067	133,861
Total	428,184	419,770

Monthly Tram Passengers

Month	2018	2017
May	467,023	409,409

June	472,253	417,903
July	604,211	595,015
August	673,508	705,181
Total	2,216,995	2,127,508

Tourist Information Centre: Monthly Visits

Month	2018	2017
May	5,121	4,783
June	5,846	4,296
July	12,391	12,771
August	26,241	30,850
Total	49,599	52,700

VisitBlackpool.com: Unique Monthly Website Visits

Month	2018	2017
May	110,244	105,397
June	130,781	115,567
July	183,533	172,382
August	270,534	292,451
Total	695,092	685,797

Resort Pass: Monthly Sales

Month	2018	2017
May	1,155	1,338
June	1,852	1,369
July	4,061	3,596
August	4,272	3,330
Total	11,340	9,633

The May to August period saw exceptional sales of the Resort Pass, which year to date is more than 2,000 sales ahead of last year. The pass is only of value to people staying for two or more days and is an effective method of promoting overnight stays as opposed to day trips.

5.4 **Destination Marketing**

The Blackpool Has It All destination marketing campaign for 2018 ran from Easter to October half-term incorporating a mixture of TV advertising, digital activity and PR.

This year, for the first time, the PR activity was split – with bespoke activity in Scotland and England. The results to date are impressive:

We have had eight pieces featured on TV during the period (compared to one in 2017) with items on BBC Breakfast, This Morning, Blue Peter, North West

Tonight and STV in Scotland.

We organised a total of 17 individual press trips into resort and this has resulted in positive coverage across 19 national and more than 100 regional print and online publications. A total of 28 pieces appeared in Scottish media.

Digital activity was primarily aimed at driving sales of the Resort Pass and the success of that is illustrated by the high volume of sales.

The full results of the TV activity will not be known until the end of the year. But an initial awareness campaign has been undertaken and this shows

6.0 Legal considerations:

6.1 None

7.0 Human Resources considerations:

7.1 None

8.0 Equalities considerations:

8.1 None

9.0 Financial considerations:

9.1 None

10.0 Risk management considerations:

10.1 None

11.0 Ethical considerations:

11.1 None

12.0 Internal/ External Consultation undertaken:

12.1 Not applicable

13.0 Background papers:

13.1 None

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Report to:	TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE
Relevant Officer:	Ruth Henshaw, Delivery Development Officer
Date of Meeting:	14 November 2018

ANNUAL CUSTOMER FEEDBACK REPORT 2017/2018

1.0 Purpose of the report:

- 1.1 To consider the Annual Customer Feedback Report covering the period 1 April 2017 to 31 March 2018.

2.0 Recommendation(s):

- 2.1 Scrutinise the content of the report and highlight any areas for further consideration.

3.0 Reasons for recommendation(s):

- 3.1 To ensure constructive and robust scrutiny of the report.

- 3.2a Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

- 3.2b Is the recommendation in accordance with the Council's approved budget? N/A

- 3.3 Other alternative options to be considered:

Not Applicable

4.0 Council Priority:

- 4.1 The relevant Council Priorities are:

- Economy – maximise growth and opportunity across Blackpool
- Communities – create stronger communities and increase resilience

5.0 Background information

- 5.1 Information on the customer feedback received by the Council is reported to CLT and the Tourism, Economy and Resources Scrutiny Committee on an annual basis.

6.0 Overview

6.1 The report includes a breakdown of the comments, compliments and complaints received by the Council between 1 April 2017 and 31 March 2018. It summarises the Council's performance in dealing with complaints, explores the themes within customer feedback, and includes an overview of complaints made to the Local Government Ombudsman.

6.2 Key headlines from the annual report include:

- 1,895 feedback items were received in 2017/2018 - 603 compliments, 475 comments and 817 complaints.
- Majority of complaints related to Quality of Service and Staff Conduct / Treatment of Customer.
- Proportion of complaints responded to within timescale has increased.
- Proportion of complaints upheld or partially upheld has increased.
- Proportion of complaints where learning has been recorded has increased.
- The number of complaints received by the Local Government Ombudsman (LGO) has decreased (36).
- Only 7 complaints progressed to the formal investigation stage; however the majority these were upheld LGO.

6.3 The report also identifies a number of actions that can be taken to improve the way we deal with customer feedback and to increase our understanding of the causes of complaints.

Does the information submitted include any exempt information?

No

List of Appendices:

Appendix 11(a): Annual Customer Feedback Report 2017/18

7.0 Legal considerations:

7.1 None

8.0 Human Resources considerations:

8.1 None

9.0 Equalities considerations:

9.1 None

10.0 Financial considerations:

10.1 None

11.0 Risk management considerations:

11.1 None

12.0 Ethical considerations:

12.1 None

13.0 Internal/ External Consultation undertaken:

13.1 N/A

14.0 Background papers:

14.1 None

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Annual Customer Feedback Report 2017/18

Blackpool Council



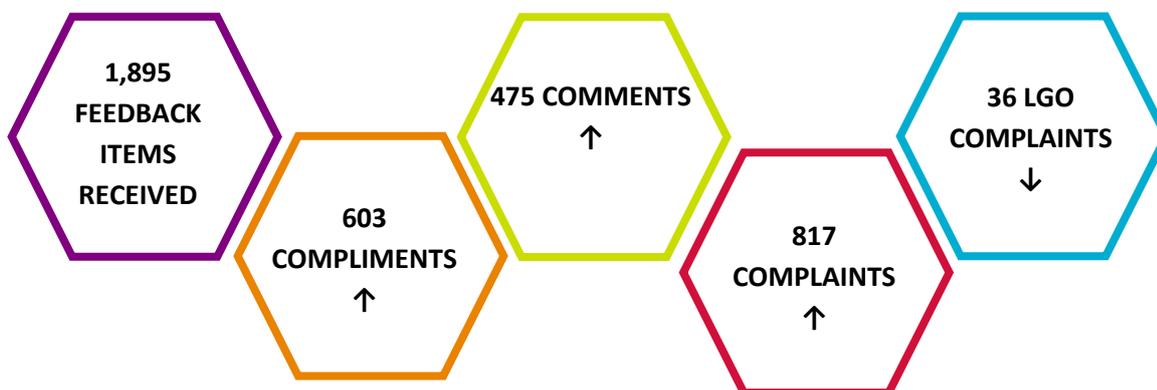
Annual Customer Feedback Report 2017/18

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Annual Customer Feedback Report 2017/18

1. KEY HEADLINES



30% increase in compliments received compared with 2016/17

41% increase in comments received compared with 2016/17

5.5% increase in complaints compared with 2016/17

Directorate with the highest proportion of complaints was Community & Environmental Services

Majority of complaints related to Quality of Service and Staff Conduct / Treatment of Customer

73% of complaints were responded to within timescale

33% of complaints were upheld or partially upheld

Lessons learned captured for 26% of complaints

Number of complaints received by LGO has decreased compared with 2016/17

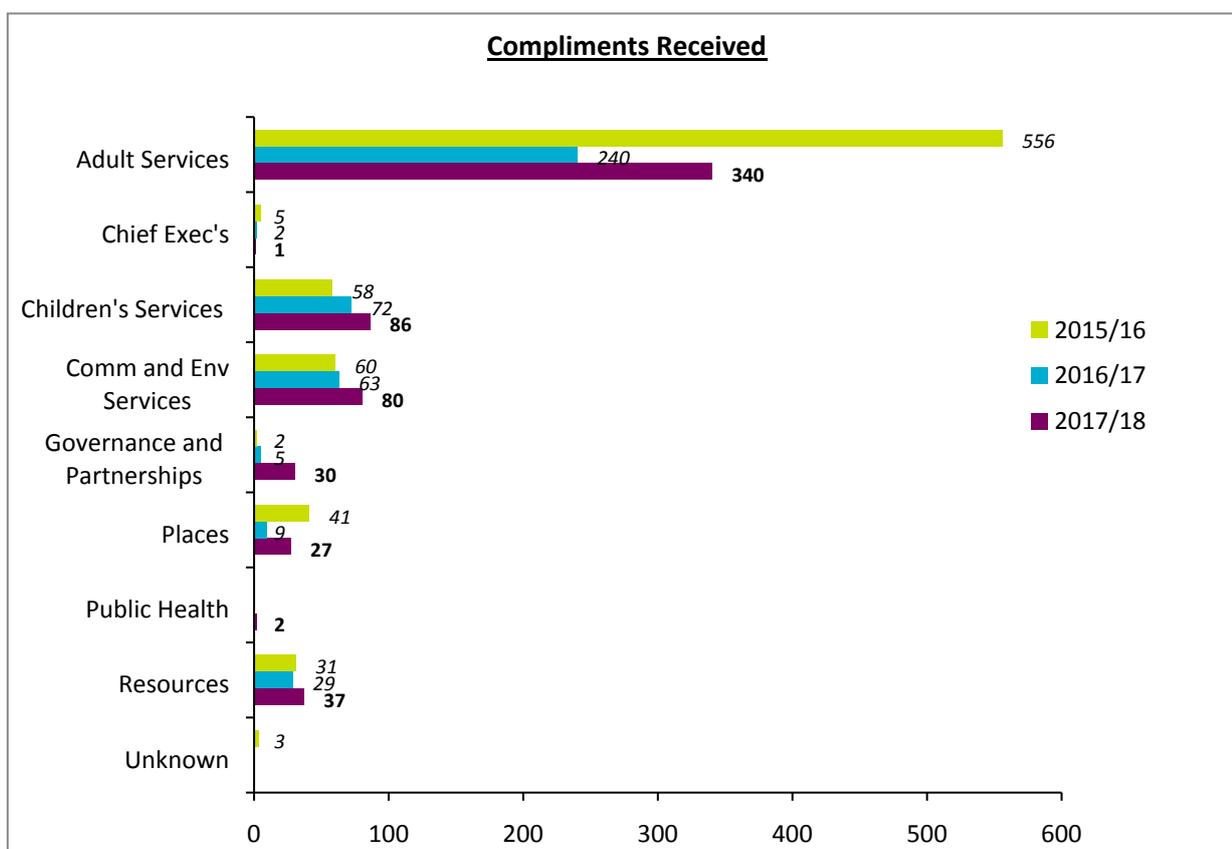
7 LGO complaints progressed to formal investigation stage

6 complaints formally investigated by the LGO were upheld

Annual Customer Feedback Report 2017/18

2. COMPLIMENTS

Compliments are extremely important and help to highlight the areas we are improving in or maintaining levels of high quality service. Therefore, all compliments are passed on to the relevant staff member(s) and service manager to ensure that good practice is commended and to help boost staff morale. In total, 603 compliments were received in 2017/18. The graph below shows a breakdown of the compliments received by directorate:



The number of compliments received has increased considerably compared with 2016/17. Over half of the compliments received during the year were for Adult Services (56%). Across the rest of the Council, Children's Services and Community & Environmental Services received the most compliments.

Feedback for Adult and Children's Services is dealt with by the Customer Relations Team which has ensured that positive feedback from service users is captured and reported on a regular basis. Combine this with the nature of the services provided and this leads to a much higher number of compliments than for other departments.

The lower level of compliments for other departments is not necessarily representative of poor quality service in these areas. Certain teams remain very good at recording compliments received; however, there are services that rarely pass on compliment data for reporting purposes. The reported figures may therefore not

Annual Customer Feedback Report 2017/18

be a true reflection of compliments received by Council services and can only show the number of compliments that have been officially recorded. Below are some examples of compliments received during this period:

*I write to thank you for your recent support with the discharge of X. Not only did you agree to take this case outside of your usual team activity, I am convinced that your particular style of calm, knowledgeable and supportive professionalism has contributed hugely towards the smooth transition of care we have achieved for this lady and her family **(Adult Social Care)***

*I would like to compliment the caring attitudes of the members of staff that attended my property regarding issues with my neighbours. They were very informative as to our rights and we found their presence to be both calming and reassuring **(Public Protection)***

*Please thank M on the Council Tax telephones for the charming and efficient way she handled my query. It was much appreciated. On a side note I was impressed with how quickly my call was answered and this young ladies professional style. I am assuming the training for this job is very good **(Customer First)***

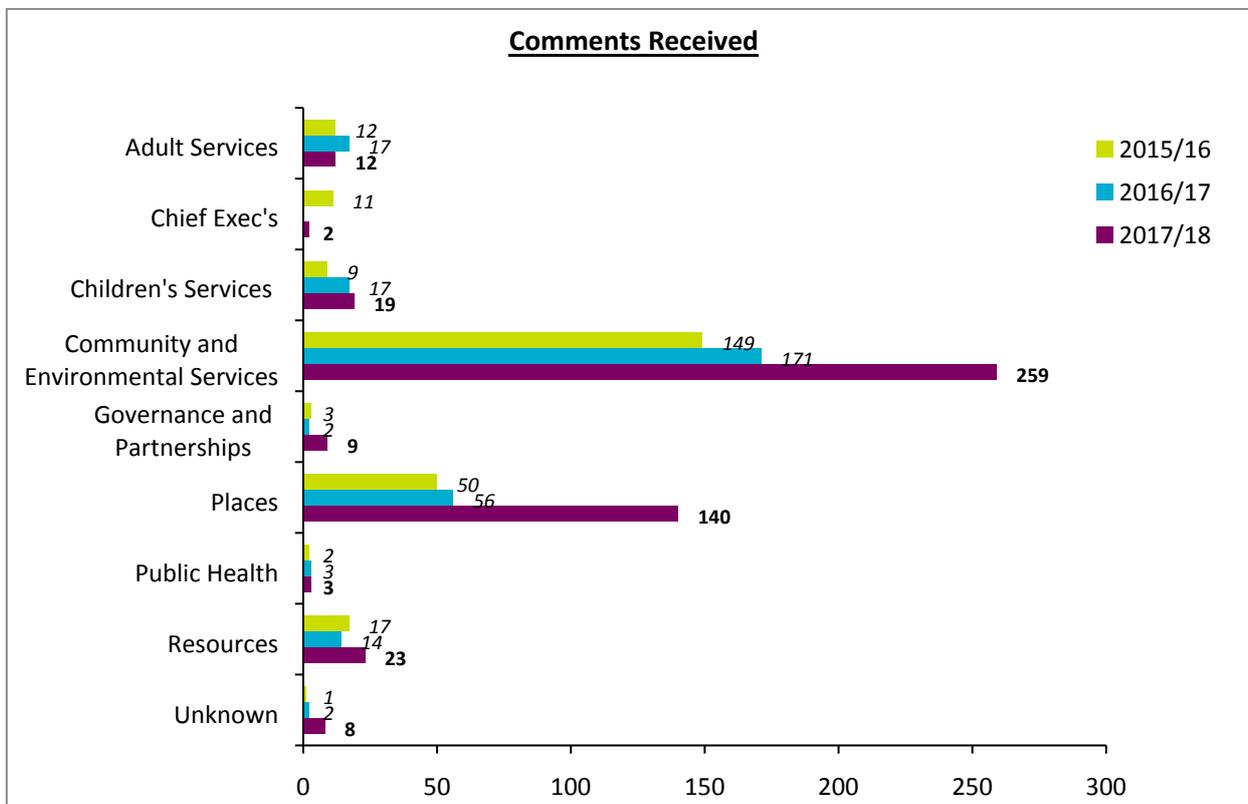
*I recently had cause to contact Crematorium and Cemetery Service. I wish to put on record my appreciation of the excellent customer service I was given by the staff who answered my query. The empathy and sympathetic way my query was dealt with by your staff was first class. Also as my query was in connection with Commonwealth war graves, and they showed exceptional knowledge of the history of Carleton **(Cemeteries and Crematorium)***

*I have today attended a delightful Coffee Morning at Anchorsholme Library. I want to thank you (and compliment A and her volunteers) for initiating this. It was like Camerados....only more geared to the "older" residents of this area. Thank you...this is a much needed and valuable service. Long may it continue! **(Libraries)***

3. COMMENTS

Comments are equally as important as complaints as they can help to shape and improve the quality of the services we provide. In total, 475 comments were received in 2017/18. The graph below shows the breakdown of the comments received by directorate:

Annual Customer Feedback Report 2017/18



There has been a significant increase in the number of comments received during 2017/18. The department that received the most comments during the period was Community & Environmental Services. This was due to a large number of comments received relating to the town centre roadworks and bridge repair works.

Comments are usually received via the online feedback form directly from service users. Services do not always pass comments on to be logged therefore the figures may not be a true reflection of all comments received by Council services and can only highlight the number of comments that have been formally recorded.

The main themes across all comments received were Miscellaneous (26%), Council Action (19%), Request for Service (14%) and Quality of Service (12%). Below are some examples of comments received during the year:

*I love Blackpool and I see the council is not afraid of spending some money, but can I suggest that the front of the prom has one universal colour? This does not stop traders selling their wares but tidies up the frontage immensely. Think Llandudno and places like that. A colour or a base of colours linked kindly look so much better. I think also when shops close down only a limited amount of time should be allowed for landlords to sit on their properties, otherwise compulsory orders for the council to buy for sea front flats as on the Spanish coasts (**Growth and Prosperity**)*

Annual Customer Feedback Report 2017/18

*I would like to discuss with a member of staff the waiting times in getting through to Customer First. I would like to ask that when people contact the Council it tells them what number they are in the queue as I had to wait 9 minutes to get through **(Customer First)***

*I would like to suggest that at Christmas time Stanley Park could be utilised for a Christmas Market event to match others i.e. Berlin. This could consist of the wooden hut type stalls seen in other Christmas markets (or marquees) a winter wonderland type thing to include a Santa's grotto, ice rink, Christmas lighting using the trees - for example the main entrance trees could be decorated creating a pathway to it all - there is already Christmas carols planned - which could also form part of this event - I hope that this could be considered and would hopefully benefit the town and residents **(Parks and Open Spaces)***

4. COMPLAINTS

4.1 Types of Complaint

The Council has a three stage process for dealing with corporate complaints:

- Stage 1** Investigation by the service
- Stage 2** Review by the relevant Director / Assistant Director
- Stage 3** Review by the Complaints Panel on behalf of the Chief Executive

The table below shows the number of complaints logged for each stage during the period.

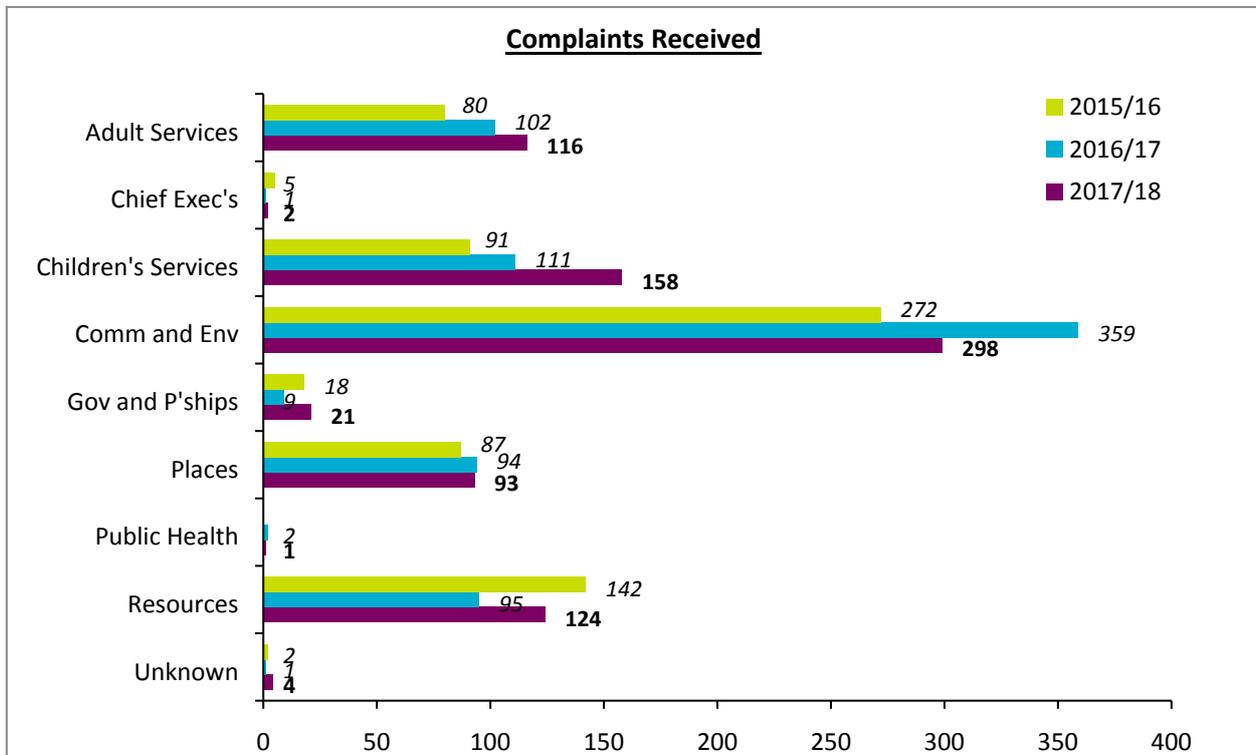
Stage	Q1	Q2	Q3	Q4	Total	
Stage 1	143	111	122	147	523	96%
Stage 2	4	5	3	4	16	3%
Stage 3	2	1	1	0	4	1%
	149	117	126	151	543	

The low number of Stage 2 and Stage 3 complaints received suggests that the majority of Stage 1 complaints are dealt with effectively, therefore preventing complaints from escalating. In 2017/18, 274 complaints were received relating to Adult or Children's Social Care. Complaints of this nature are dealt with under separate statutory procedures and are not included in the figures above.

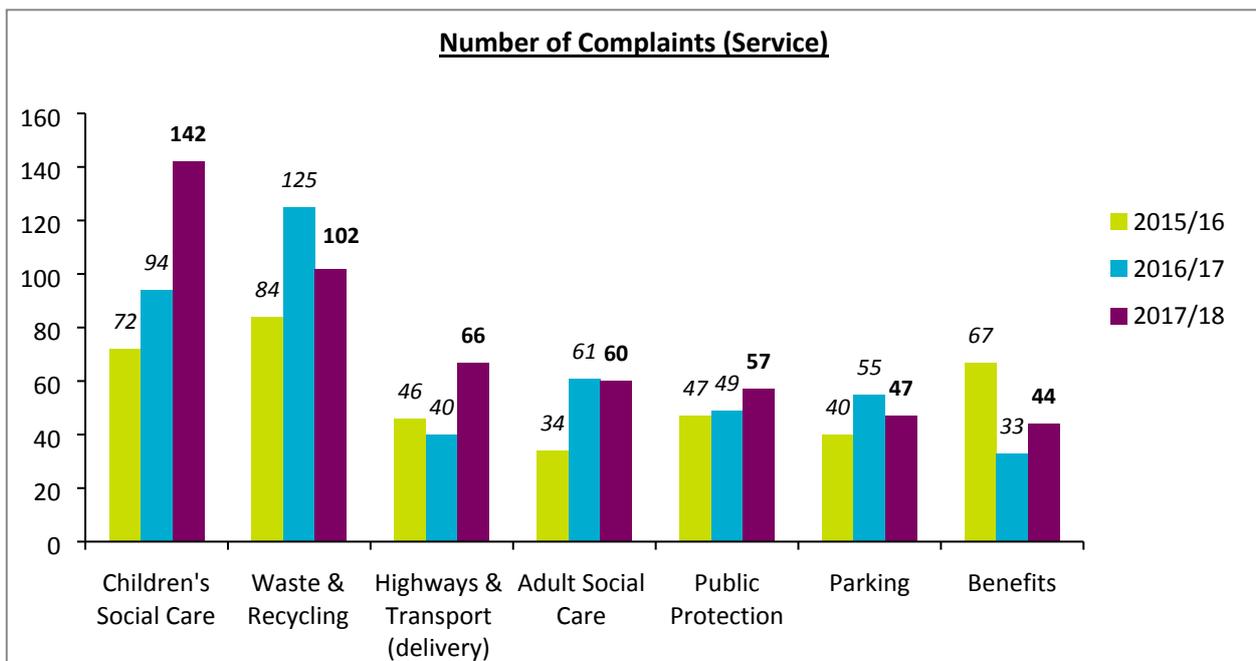
4.2 Directorates and Service Areas

The graph below shows the breakdown of the complaints received by directorate during 2017/18:

Annual Customer Feedback Report 2017/18



Over half of all complaints received (63.5%) during this period relate to seven service areas.



There has been an increase in complaints in a number of service areas during 2017/18, most notably:

- **Children's Social Care** – there is no clear reason for the increase in complaints in this area.

Annual Customer Feedback Report 2017/18

- **Highways and Transport (delivery)** - the increase in complaints can be attributed to the increased number of roadworks that have been undertaken across Blackpool, particularly in the town centre.
- **Customer First** – there has been a general increase in complaints relating wait times at the counter and telephones, the quality of service received and Council Tax queries. Complaints are regularly reviewed to ascertain if lessons can be learned and whether changes can be implemented to assist customers in the future.
- **Benefits** - the increase in complaints can be attributed to delays in processing due to several members of staff being off sick, which led to backlogs from April – August 2017. Performance in this area gradually improved in the run up to Christmas due to the implementation of process changes within the services.

There was also a significant reduction in complaints relating to Parks and Open Spaces in 2017/18. A further breakdown of the number of complaints received by service area can be found in **Appendix A**.

4.3 Complaint Themes

The table below highlights the main complaint themes. As in 2016/17, the majority of all complaints received (79%) relate to the following four themes:

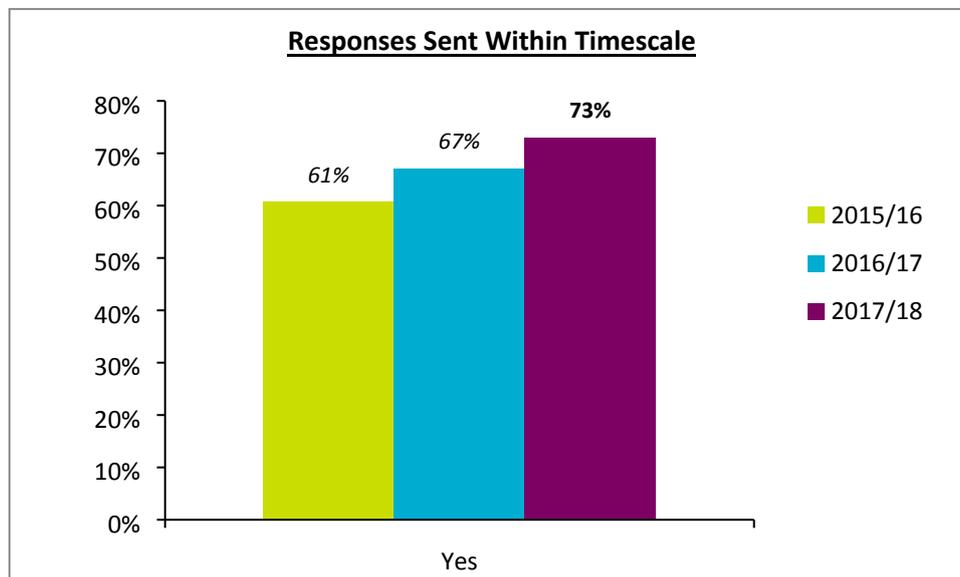
Theme	Total	
Quality of Service	254	↑
Staff Conduct / Treatment of Customer	209	↑
Council Action	107	↑
Lack of Action	73	↓
	643	

By far, the most common complaint theme was Quality of Service. Over half of complaints within this theme relate to the following areas – Waste and Recycling (18.6%), Children’s Social Care (11%), Adult Commissioning (10.2%), Adult Social Care (8.6%), Benefits (6.7%) and Customer First (6.7%). Encouragingly there has been a 45% reduction in complaints about lack of action with 60 fewer complaints being received in 2017/18 than the previous year.

4.4 Response Timescales

We aim to respond to the majority of complaints within 5 working days. Where complaints are relatively easy to resolve this would mean that a full response is issued to the complainant within 5 working days. For more complex complaints which take longer to investigate it is more appropriate to allocate a longer response timescale. Therefore in these instances we aim to contact the complainant within 5 working days to acknowledge their complaint and explain when they can expect a full response. Complaints relating to Adult Social Care and Children’s Social Care are covered by separate statutory legislation and therefore the timescale for responding to these complaints is extended to 15-20 working days.

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The chart above shows that in 73% of cases a response was sent to the complainant within timescale which is a continued improvement on the previous 2 years. General reasons for timescales not being met include:

- Key members of staff being unavailable to respond to complaints due to sickness or annual leave;
- Senior officers availability to respond within relevant timescales;
- Increasing workloads on restricted resources means that it is not always possible to prioritise complaint responding / investigation within some service areas;
- Complex investigation work required, which may include multi-agency communication, can prolong the time it takes to respond to complaints;
- Multiple complaints from the complainant regarding the same or different matters can cause delays in the investigation process; and
- Difficulties in being able to contact complainants using the contact details provided can sometimes mean we are unable to inform them of the outcome of their complaint.

The Customer Relations team regularly chases up outstanding complaints with services to ensure that the majority of complaints are responded to in a timely manner. The team also produces a monthly report for Action Officers and Monitoring Officers which highlights complaints that are out of timescale and require immediate attention. However, further work needs to be undertaken to try and improve compliance with response timescales.

4.5 Outcomes

The table below details the outcomes of the complaints received during this period. It should be noted that the figures in the table do not include complaints which are in progress or have been withdrawn.

Annual Customer Feedback Report 2017/18

Outcome	2017/18		DoT
Upheld	88	12%	↓
Partially Upheld	152	21%	↑
Not Upheld	213	29%	↑
Explanation Provided	284	39%	↓
	737		

In the majority of cases the outcome was to provide an explanation to the complainant of the reasons why the Council has taken a particular action. For example, changes to benefits due to government legislation. The proportion of complaints which were upheld or partially upheld has reduced compared to the previous year which is encouraging. However, this could also be due to incorrect recording of outcomes and is something that will be covered in future staff training.

Some of the general reasons for complaints being upheld over the year are detailed below:

- A lack of action and / or long delays in delivering a service following a request from a customer;
- Errors in service delivery, such as failing to follow correct policies and procedures;
- Failure to communicate with customers, for example, not informing them of a change of policy or action that has been taken in response to a previous request;
- A combination of minor issues, which have overall resulted in a poor experience for the customer; and
- Staff attitude / behaviour towards customers, ranging from poor customer service to the use of rude or abusive language.

4.6 Lessons Learned

Officers are encouraged to identify lessons learned from complaints in order to improve the services we deliver as well as share best practice. It should be noted that not all complaints produce lessons learned, however each case should be reviewed to ensure that any learning points are recorded and actioned where applicable.

Of the complaints received during 2017/18, lessons learned have been logged for 201 complaints (26%). This represents an improvement compared with 2016/17.

Examples of learning obtained from complaints during this period include:

- The importance of keeping customers informed of the stages of their application so that they don't make unnecessary complaints regarding a lack of action.
- Staff in Children's Services have been reminded of the importance of listening to children's views and ensuring that they are heard and recorded.
- Social media policy and code of conduct policy for staff refreshed to ensure staff are aware of the implications of posting inappropriate and / or derogatory comments on social media.

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- NoWcard application form updated to clarify what supporting evidence needs to be supplied.
- Procedural change introduced to provide a further check on vehicle detail accuracy when issuing parking tickets.
- A review of hospital discharge documentation has been undertaken to give better understanding to patients and their carers of the care plan on discharge from hospital and who will be responsible for completing the tasks and activities.
- The importance of responding to complaints in a timely manner to prevent them from escalating to Stage 2 and Stage 3 of the Council's complaints process needs to be reinforced with services.

We will continue to encourage the review of complaints to ensure that we learn from the feedback provided by our customers. However, the ability of services to take the time to review complaints and implement changes to improve services will be continually inhibited by the increasing demand on services and the pressure on existing resources.

5. LOCAL GOVERNMENT OMBUDSMAN (LGO)

5.1 Complaints Received by the LGO

The table below shows the number of complaints received by the LGO in 2017/18 broken down by service area. Overall the number of complaints received by the LGO has continued to decrease.

Complaints & Enquiries Received	2015/16	2016/17	2017/18	DoT*
Adult Care Services	9	14	11	↓
Benefits & Tax	6	4	2	↓
Corporate & Other Services	6	6	1	↓
Education & Children's Services	10	9	9	↔
Environmental Services, Public Protection and Regulation	6	4	4	↔
Highways & Transport	2	2	3	↑
Housing	3	3	3	↔
Planning & Development	5	3	3	↔
	47	45	36	

* Direction of travel compared to 2016/17.

When compared to other unitary authorities in England, the Council received a below average number of LGO complaints in 2017/18 (the average was 67).

5.2 Decisions Made by the LGO

The table below shows a breakdown of the decisions made by the LGO during 2017/18. **Appendix B** contains a definition of the types of decision made.

Annual Customer Feedback Report 2017/18

Decision Type		No. of Complaints		
		2015/16	2016/17	2017/18
Complaints investigated by LGO	Complaint upheld	7	8	6
	Complaint not upheld	9	7	1
Complaints not investigated by LGO	Advice given	0	1	1
	Closed after initial enquiries	12	13	10
	Incomplete / invalid	4	2	4
	Referred back for local resolution	18	16	15
		50	47	37

As in previous years, the majority of complaints received by the Ombudsman were referred back to the Council for local resolution. Of the 37 complaints reviewed by the LGO, only 7 (19%) progressed on to the formal investigation stage. However, the majority of the complaints reaching this stage were upheld.

The LGO has the powers to recommend remedies where a fault or maladministration by the Council has caused injustice to a complainant. Remedies were recommended and implemented for 5 of the upheld complaints in 2017/18:

Service Area	Remedy
Adult Care Services	Apology
Adult Care Services	Financial redress
Education and Children's Services	Training and guidance
Adult Care Services	New appeal/review or reconsidered decision
Adult Care Services	Training and guidance
Adult Care Services	Other remedy

Senior management reviews these cases to explore the reasons why the complaints have been upheld and identify any actions that can be taken to reduce the number of upheld complaints in the future. As the majority of remedies were recommended by the LGO, senior management will explore whether the Council missed opportunities to resolve complaints through the use of remedies at an earlier stage in the complaints process.

6. NEXT STEPS

The Customer Relations Team will provide ongoing guidance and support to all services. The focus will be on improving the handling of complaints and the quality of responses; encouraging learning from complaints and compliments; and ensuring that a robust mechanism is in place for sharing lessons learnt, best practice and potential development.

In addition, the Customer Relations Team will offer continuous support to staff acting as investigating officers to improve the timeliness and quality of responses, whilst aiming to reduce the need for secondary or follow up enquiries. The team is currently working on a training programme for Action and Monitoring Officers which will be rolled out in early 2019.

Annual Customer Feedback Report 2017/18

The team will review existing arrangements for complaints handling within directorates following a number of recent restructures and will explore ways in which insight gained from customer feedback can be used to improve services.

The Customer Feedback Policy is in the process of being updated, to provide clarity to both the public and Council officers on the difference between a complaint which can be investigated through the corporate complaints process and matters which have a separate procedure to follow, such as an appeal or decision challenge.

Services are encouraged to continue to work with the Customer Relations Team, in order:

- To ensure that we acknowledge the importance and value of complaints and all customer feedback.
 - To ensure that complaints are handled in line with the Council's Customer Care Standards and any other relevant legal and policy requirements.
 - To provide and detail a clear route by which customers can raise concerns about the service they have received from the Council.
 - To ensure complaints are dealt with fairly, promptly and sensitively.
 - To learn from our mistakes and use feedback from customers to continuously improve services.
 - To use insight gained from compliments to share best practice.
-

Annual Customer Feedback Report 2017/18

APPENDIX A – BREAKDOWN OF COMPLAINTS BY SERVICE AREA

KEY: ■ Same / Reduction ■ Increase <10 ■ Increase >10

Department	Service	Total	
Adult Services	Adult Social Care	60	
	Business Support & Resources	8	
	Care & Support	10	
	Commissioning	38	
Chief Executive's Office	Exec Support	2	
	HR, Policy & Comms	0	
Children's Services	Children's Social Care	142	
	Early Help for Children & Families	4	
	SEN, Education & Psychology	0	
	School Standards & Effectiveness	8	
	Business Support & Resources	2	
	Lifelong Learning	2	
Community & Environmental Services	Coastal Services	0	
	Facilities Management	0	
	Highways & Transport (delivery)	66	
	Integrated Transport	9	
	Leisure	12	
	Parks & Open Spaces	17	
	Public Protection	57	
	Street Cleansing	35	
	Waste & Recycling	102	
Governance & Partnership Services	Cemeteries & Crematorium	9	
	Coroner Services	1	
	Customer Relations	1	
	Governance Services	5	
	Information Governance	1	
	Legal	0	
	Licensing	0	
	Registrars	4	
Places	Community Safety	8	
	Culture	0	
	Economic Development	3	
	Growth & Prosperity	2	
	Highways & Transport (policy)	0	
	Housing Options	13	
	Learning, Adult & Community	1	

Annual Customer Feedback Report 2017/18

Department	Service	Total	
Places (continued)	Libraries	9	Yellow
	Parking	47	Green
	Planning	5	Yellow
	Tourism	5	Green
Public Health	Public Health	0	Green
	Public Health Commissioned Service	1	Yellow
Resources	Benefits	44	Red
	Business Rates	4	Yellow
	Council Tax	38	Yellow
	Customer First	32	Red
	Debtors & Creditors	1	Yellow
	Finance	0	Green
	ICT	0	Green
	Property & Asset Management	5	Green
	Risk & Insurance	0	Green
Unknown	Unknown	4	Yellow

** Any restructures or service changes which took place during 2017/18 will be reflected in the 2018/19 annual customer feedback report.*

Annual Customer Feedback Report 2017/18

APPENDIX B – DEFINITION OF DECISIONS MADE BY THE LGO

Decision Made	Explanation
Upheld	Where the LGO has decided that the council is at fault in how it acted and that this fault may or may not have caused an injustice to the complainant, or where the council has accepted that it needs to remedy the complaint.
Not upheld	Where the LGO has investigated a complaint and decided that the council was not at fault.
Advice given	Where the LGO advises a complainant that their complaint does not fall within their jurisdiction or where the complaint has already been investigated by the LGO and therefore cannot be investigated again.
Closed after initial enquiries	Where the LGO has made an early decision that they could not or should not investigate a complaint, or where there is little or no injustice to a complainant that would necessitate an LGO investigation of the matter, or where an investigation could not achieve anything, either because the evidence shows at an early stage that the council was not at fault or the outcome a complainant wants is not one the LGO could achieve.
Incomplete / invalid	These are complaints where the complainant has not provided the LGO with enough information to be able to decide what should happen with their complaint, or where the complainant no longer wishes to pursue their complaint.
Referred back for local resolution	These are complaints which have been referred back to the council by the LGO because the council has not had an opportunity to resolve the issues through its own complaints procedure.

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Report to:	TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE
Relevant Officer:	Sharon Davis, Scrutiny Manager
Date of Meeting	14 November 2018

BUDGET SCRUTINY PANEL

1.0 Purpose of the report:

1.1 The Committee to consider the establishment of a Budget Scrutiny Panel.

2.0 Recommendation(s):

2.1 To approve the recommendation to establish a Budget Scrutiny Panel.

3.0 Reasons for recommendation(s):

3.1 The establishment of a Budget Scrutiny Panel would enable improved scrutiny of budget proposals, with a particular focus on the budget savings by directorate and their likely impact.

3.2a Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

3.2b Is the recommendation in accordance with the Council's approved budget? Yes

3.3 Other alternative options to be considered:

To not approve the establishment of a Budget Scrutiny Panel.

4.0 Council Priority:

4.1 The relevant Council Priority is

- The economy: Maximising growth and opportunity across Blackpool.

5.0 Background Information

5.1 For the previous two years the Committee has established a dedicated Budget Scrutiny Panel to undertake an in-depth scrutiny review of the required budget savings and the likely impact on services of any proposals. The establishment of the Panel enabled an improved level of challenge to the Council's budget setting process. It is proposed that a Panel be established again to consider the 2019/2020 budget proposals.

5.2 Proposals and Scope for the Panel

5.2.1 Membership of the Panel will be requested from the membership of all three Scrutiny Committees to try and ensure that there is representation from across Committees as well as across political parties. This will ensure that Members who have acquired specialist knowledge on service areas will be in attendance and able to ask questions regarding the budgets for those service areas.

5.2.2 Following approval of the establishment of the Panel, the Leaders of the three political parties will be requested to nominate representatives from across the Committees: six Labour (proposed to be two from each Committee), three Conservative (proposed to be one from each Committee) and one Blackpool Independent Residents Association.

5.2.3 The aim for the Panel would be to complete the review in one meeting to be held on 18 December 2018, commencing at 6.00pm.

5.2.4 The Panel will work through the budget and savings proposals by directorate with the relevant Cabinet Member/ senior officers in attendance and provide comments and recommendations on the proposals and also consider the impact of any identified savings.

5.2.5 The scrutiny response to the budget will be forwarded to the Executive directly from the Panel, in time for the first Executive budget meeting in February 2018.

5.2.6 The Budget consultation process has been amended for 2019/2020 and as a result the Committee's meeting with the Trade Unions and NNDR will be replaced with an alternative format.

Does the information submitted include any exempt information?

No

List of Appendices:

None.

6.0 Legal considerations:

6.1 None.

7.0 Human Resources considerations:

7.1 None.

8.0 Equalities considerations:

8.1 None.

9.0 Financial considerations:

9.1 None.

10.0 Risk management considerations:

10.1 None.

11.0 Ethical considerations:

11.1 None.

12.0 Internal/ External Consultation undertaken:

12.1 None.

13.0 Background papers:

13.1 None.

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Report to:	TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE
Relevant Officer:	Sharon Davis, Scrutiny Manager
Date of Meeting:	14 November 2018

SCRUTINY WORKPLAN

1.0 Purpose of the report:

- 1.1 The Committee to consider the Workplan and to monitor the implementation of Committee recommendations, together with any suggestions that Members may wish to make for scrutiny review topics.

2.0 Recommendation(s):

- 2.1 To approve the Committee Workplan, taking into account any suggestions for amendment or addition.
- 2.2 To monitor the implementation of the Committee's recommendations/action.

3.0 Reasons for recommendation(s):

- 3.1 To ensure the Workplan is up to date and is an accurate representation of the Committee's work.

3.2a Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

3.2b Is the recommendation in accordance with the Council's approved budget? N/A

3.3 Other alternative options to be considered:

None.

4.0 Council Priority:

4.1 N/A

5.0 Background Information

5.1 Scrutiny Workplan

- 5.1.1 The Scrutiny Committee Workplan is attached at Appendix 13(a). The Workplan is a flexible document that sets out the work that the Committee will undertake over the course of the year.
- 5.1.2 Committee Members are invited, either now or in the future, to suggest topics that might be suitable for scrutiny in order that they be added to the Workplan.

5.2 Monitoring Implementation of Recommendations

- 5.2.1 Details the recommendations that have been made by the Tourism, Economy and Resources Scrutiny Committee and an update for Members as to the implementation of those recommendations.
- 5.2.2 The Committee is recommended to monitor its recommendations over the course of the year.
- 5.2.3 No recommendation are outstanding at this time.

5.3 Scrutiny Review Checklist

- 5.3.1 The Scrutiny Review Checklist is attached at Appendix 13(b). The checklist forms part of the mandatory scrutiny procedure for establishing review panels and must therefore be completed and submitted for consideration by the Committee, prior to a topic being approved for scrutiny.
- 5.3.2 The Committee is recommended to place an emphasis on the priorities and performance of the Council when considering requests for scrutiny reviews.

Does the information submitted include any exempt information?

No

5.4 List of Appendices:

Appendix 13(a) - Tourism, Economy and Resources Scrutiny Committee Workplan
Appendix 13(b) - Scrutiny Review Checklist

6.0 Legal considerations:

6.1 None.

7.0 Human Resources considerations:

7.1 None.

8.0 Equalities considerations:

8.1 None.

9.0 Financial considerations:

9.1 None.

10.0 Risk management considerations:

10.1 None.

11.0 Ethical considerations:

11.1 None.

12.0 Internal/ External Consultation undertaken:

12.1 None.

13.0 Background papers:

13.1 None.

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Tourism, Economy and Resources Scrutiny Committee - Work Programme 2018-2019	
14 Nov 2018	<ol style="list-style-type: none"> 1. Financial Reporting 2. Tourism Performance Update 3. Flooding Report 4. Engagement of Consultants Annual Report 5. Annual Customer Feedback Report 2017/2018 7. Budget Scrutiny 2019 – 2020 (18 December 2018 meeting)
23 January 2019	<ol style="list-style-type: none"> 1. Financial Reporting 2. Town Centre Regeneration Update 3. Single Use Plastic Update 4. Housing Strategy/Options/Performance
19 June 2019	<ol style="list-style-type: none"> 1. Provisional Revenue Outturn 2017/2018 2. Treasury Management Outturn Report 2017/2018 3. Tourism Performance Update 4. Annual Performance of the Blackpool Community Safety Partnership. 5. Annual Council Plan Performance report on whole of Priority One
25 Sept 2019	<ol style="list-style-type: none"> 1. Financial Reporting 2. Car Parking Annual Performance 2018/2019
20 Nov 2018	<ol style="list-style-type: none"> 1. Financial Reporting 2. Tourism Performance Update 3. Engagement of Consultants Annual Report 4. Annual Customer Feedback Report
Items covered during 2017-2018	
13 Dec 2017	<ol style="list-style-type: none"> 1. Financial Reporting 2. Priority One - Key Priority report: Enterprise, Skills, and Economic Inclusion Enterprise, Skills, and Economic Inclusion Overview report 3. Engagement of Consultants Annual Report
9 Feb 2018	<ol style="list-style-type: none"> 1. Budget Consultation Meeting
21 Feb 2018	<ol style="list-style-type: none"> 1. Priority Performance report - Corporate Health Performance 2. Financial Reporting 3. Transience Update and Selective Licensing Evaluation 4. Highways - Findings of LEAN review
25 April 2018	<ol style="list-style-type: none"> 1. S19 Flood Investigation Report 2. Flood Risk Management and Drainage Annual Report 3. Bathing Water Quality Annual Report 4. Financial Reporting 5. Priority One - Key Priority report: Infrastructure and Town Centre Regeneration
6 June 2018	<ol style="list-style-type: none"> 1. Provisional Revenue Outturn 2017/2018 2. Treasury Management Outturn Report 2017/2018 3. Annual Performance of the Blackpool Community Safety Partnership. 4. Annual Council Plan Performance report on whole of Priority One, complete with 'Blackpool

	<p>Outcomes'</p> <p>5. Homelessness Action Plan (moved from 25 April 2018)</p> <p>6. Tourism Performance Update (moved from 25 April 2018)</p>
12 Sept 2018	<p>1. Car parking Performance 2017/2018</p> <p>2. Financial Reporting</p> <p>3. Priority One - Key Priority Reports</p> <p>4. Single Use/Non-Recyclable Plastics Review Report</p>

SCRUTINY SELECTION CHECKLIST**Title of proposed Scrutiny:**

The list is intended to assist the relevant scrutiny committee in deciding whether or not to approve a topic that has been suggested for scrutiny.

Whilst no minimum or maximum number of 'yes' answers are formally required, the relevant scrutiny committee is recommended to place higher priority on topics related to the performance and priorities of the Council.

Please expand on how the proposal will meet each criteria you have answered 'yes' to.

	Yes/No
The review will add value to the Council and/or its partners overall performance:	
The review is in relation to one or more of the Council's priorities:	
The Council or its partners are not performing well in this area:	
It is an area where a number of complaints (or bad press) have been received:	
The issue is strategic and significant:	
There is evidence of public interest in the topic:	
The issue has potential impact for one or more sections of the community:	
Service or policy changes are planned and scrutiny could have a positive input:	
Adequate resources (both members and officers) are available to carry out the scrutiny:	

Please give any further details on the proposed review:

Completed by:

Date: