

Blackpool Council

1 October 2018

To: Councillors Clapham, Critchley, Matthews, I Taylor

The above members are requested to attend the:

SHAREHOLDER'S ADVISORY BOARD

Tuesday, 9 October 2018 at 3.00 pm
in Committee Room B, Blackpool Town Hall

A G E N D A

ADMISSION OF THE PUBLIC TO COMMITTEE MEETINGS

The Head of Democratic Governance has marked with an asterisk (*) those items where the Committee may need to consider whether the public should be excluded from the meeting as the items are likely to disclose exempt information.

The nature of the exempt information is shown in brackets after the item.

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 18 SEPTEMBER 2018 (Pages 1 - 8)

To agree the public and restricted minutes of the last meeting held on 18 September 2018 as a true and correct record.

(This item contains commercially sensitive information which is exempt from publication by virtue of Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972.)

3 * BLACKPOOL TRANSPORT SERVICES LIMITED (Pages 9 - 20)

To provide an update on the recent work of Blackpool Transport Services Limited including a summary of Quarter 1 performance for the period 1 April – 30 June 2018.

(This item contains commercially sensitive information which is exempt from publication by virtue of Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972.)

4 * AIRPORT MANAGEMENT UPDATE

To receive a verbal update on the management of the Airport from Mr Alan Cavill, Director of Communications and Regeneration.

(This item contains commercially sensitive information which is exempt from publication by virtue of Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972.)

5 DATE AND TIME OF NEXT MEETING

To note the date and time of the next meeting as Tuesday 20 November 2018, commencing at 3.00pm.

Venue information:

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

Other information:

For queries regarding this agenda please contact Sharon Davis, Scrutiny Manager, Tel: 01253 477213, e-mail Sharon.Davis@blackpool.gov.uk

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Public Document Pack Agenda Item 2

MINUTES OF SHAREHOLDER'S ADVISORY BOARD MEETING - TUESDAY, 18 SEPTEMBER
2018

Present:

Councillor I Taylor (in the Chair)

Councillors

Critchley Matthews

In Attendance:

Mr Antony Lockley, Director of Strategy and Assistant Chief Executive
Mr Scott Butterfield, Transformation Manager
Mrs Sharon Davis, Scrutiny Manager

Mr John Donnellon, Chief Executive, Blackpool Coastal Housing Ltd (Item 3 only)
Councillor Adrian Hutton, Chairman, Blackpool Coastal Housing Ltd (Item 3 only)
Mr David Galvin, Managing Director, Blackpool Housing Company Ltd (Item 4 only)
Councillor Jim Hobson, Chairman, Blackpool Housing Company Ltd (Item 4 only)

1 DECLARATIONS OF INTEREST

There were no declarations of interest on this occasion.

2 EXCLUSION OF THE PRESS AND PUBLIC

The Advisory Board resolved that under Section 100(A) of the Local Government Act 1097, the public be excluded from the meeting during consideration of the restricted minute within Item 3 'Minutes of the meeting held on 24 July 2018' and the whole of Item 5, 'Blackpool Housing Company', on the grounds that they would involve the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Act.

3 MINUTES OF THE LAST MEETING HELD ON 24 JULY 2018

The Advisory Board considered the minutes of the last meeting held on 17 May 2018, noting that there was a public and restricted version.

The Advisory Board agreed that the minutes be signed by the Chairman as a true and correct record.

4 BLACKPOOL COASTAL HOUSING LIMITED

Mr John Donnellon, Chief Executive, Blackpool Coastal Housing (BCH) Limited provided an update on the recent work of BCH. He reported that £500k had been transferred from the company to the Council's general fund as part of the current year's budget process despite operating on a frozen fee.

He also provided an overview of the ongoing development work, providing updates to the work at the Queens Park development and Grange Park.

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It was reported that following the Council's decision to demolish and redevelop Troutbeck, extensive work had taken place to relocate tenants and deal with leaseholders. In response to questions, Mr Donnellon advised that all tenants had been spoken to on an individual basis regarding the proposals and that there had been very few objections from tenants. He added that a decision would be required in the near future to determine how the site should be redeveloped and that a report would be submitted to the Shareholder's Advisory Board in due course.

The Positive Transitions Service was brought to the Advisory Board's attention. It was reported that the service targeted the provision of stable accommodation and support for care leavers moving into independent living. Mr Donnellon advised that research had demonstrated that without adequate support a number of care leavers had been evicted for poor behaviour. A bid had also been made to the Opportunity Areas fund to provide a one-off service to care leavers aged 18 – 25 who had not benefited from the support currently being provided.

The Advisory Board went on to consider the key performance information relating to BCH. It was noted that 'the percentage of homes empty but not available for letting' was below target. The performance had been affected negatively by a number of properties being deliberately kept empty to enable redevelopment. It was agreed that the figure be divided into two separate indicators for future meetings to give a true reflection of performance. One indicator would show the proportion of empty properties not available for letting excluding planned development, and the other would show the proportion of empty properties not available due to planned development activity.

The current tenant arrears as a percentage of collectable rent was also noted to be performing below target. A number of concerns were raised relating to the roll out of Universal Credit and the subsequent impact on rent collection. In response to concerns raised, Mr Donnellon advised that the IT system operated by BCH identified anomalies in rent collection very quickly allowing the company to put interventions in place as required. The company was also providing support to assist tenants to return to work.

The Advisory Board discussed the roll out of Universal Credit in detail and noted that Blackpool was one of the final areas to be fully moved over to Universal Credit. It was considered that a large amount of research had been undertaken assessing the impact of the introduction of Universal Credit in other areas. It was suggested that the research be considered prior to the next meeting with the company in January 2019 to provide context and commentary to data and identify ways in which the company could best prepare for the potential impact of Universal Credit.

The Advisory Board agreed:

1. To divide the indicator 'percentage of homes which are empty but not available for letting' into two separate indicators to give a true reflection of performance. One would show the proportion of empty properties not available for letting excluding planned development, and the other would show the proportion of empty properties not available due to planned development activity.
2. To consider research from areas that had rolled out Universal Credit prior to the meeting of the Advisory Board in January 2019 to provide context to the rent

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collection of Blackpool Coastal Housing.

5 BLACKPOOL HOUSING COMPANY LIMITED

(The press and public were excluded prior to the consideration of this item as defined in paragraph 3 of Part 1 of Schedule 12A of the Act).

Councillor Jim Hobson, Chairman, Blackpool Housing Company Limited and Mr David Galvin, Managing Director, Blackpool Housing Company (BCH) Limited provided an update on the recent work of BHC including a summary of Quarter 1 performance for the period 1 April 2018 – 30 June 2018.

The Advisory Board discussed the data provided in detail and agreed to note the performance and financial information of the company.

6 DATE AND TIME OF NEXT MEETING

The Advisory Board noted the date and time of the next meeting was Tuesday 9 October 2018.

Chairman

(The meeting ended at 4.50 pm)

Any queries regarding these minutes, please contact:
Sharon Davis, Scrutiny Manager
Tel: 01253 477213
E-mail: Sharon.Davis@blackpool.gov.uk

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Report to:

SHAREHOLDER'S ADVISORY BOARD

Relevant Officer:

Jane Cole, Managing Director, Blackpool Transport

Date of Meeting:

9 October 2018

BLACKPOOL TRANSPORT SERVICES LIMITED

1.0 Purpose of the report:

1.1 To provide an update on the recent work of Blackpool Transport Services Limited including a summary of Quarter 1 performance for the period 1 April – 30 June 2018.

2.0 Recommendation(s):

2.1 The Board is asked to:

- Consider and challenge performance for Quarter 1 2018/2019.

3.0 Reasons for recommendation(s):

3.1 To monitor performance of the wholly owned companies and their contribution to the Council's strategic priorities.

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:

4.0 Council Priorities:

4.1 This contributes to both Council priorities:

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

5.0 Performance Q1 2018/19

5.1 Performance against the suite of key performance indicators (KPI) for Blackpool Transport Services (BTS) can be found in Appendix 3(a) – BTS KPI Dashboard (Q1 2018-2019). Where appropriate, a RAG rating has been used to denote whether performance is improving or deteriorating when compared with previous performance. Additional commentary prepared by the Finance and Commercial Director can also be found in Appendix 3(b) – BTS Financial

and Commercial Performance (September 2018).

5.2 Performance for Quarters 2 and 3 2018/2019 for Blackpool Transport will be presented to the Shareholder's Advisory Board at the meeting on 12 February 2019.

5.3 Appendix 3(b) contains commercially sensitive information which is exempt from publication by virtue of Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

5.4 List of Appendices:

Appendix 3(a): BTS KPI Dashboard (Q1 2018-2019)

Appendix 3(b): BTS Finance and Commercial Performance (September 2018)(exempt from publication)

6.0 Legal considerations:

6.1 None

7.0 Human Resources considerations:

7.1 None

8.0 Equalities considerations:

8.1 The framework makes provision for monitoring access to services by people with disabilities.

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

Appendix 3(a) Blackpool Transport Services - Key Performance Indicator Dashboard

Outcome	Indicators	2017/18	Q1 2018/19	Target 2018/19	Commentary / Questions
Provide an efficient, and effective, quality service	Number of users (buses)	11,493,171	2,872,245	11,529,000	Target to maintain current performance despite National decrease of 3% and impact of rail electrification and significant regeneration. Number of users has decreased by 107,753 compared with the same period in 2017/18.
	Number of users (trams)	5,113,933	1,316,795	5,214,893	Target to see increase of 1% growth. Number of users has increased by 58,843 compared with the same period in 2017/18.
	Percentage of buses running on time	95.96%	93.15%	95%	Target to remain above the Traffic Commissioner guidelines
	Percentage of trams running on time	95%	95%	95%	Target to maintain current performance
	Percentage of residents satisfied with the service (tram)	97%	Annual	97%	In 2018 Blackpool is ranked Number 1 for satisfaction on trams – we set a target to maintain this
	Percentage of residents satisfied with the service (bus)	87%	Annual	90%	Increase in performance expected through driver training and CPC
	Percentage of ticket sales via the BTS app	7%	8.5%	5%	Increase in target expected as the app grows.

Key: Positive Negative Neutral No data

Contribute to improving Blackpool's reputation as the Number One Seaside Resort	Percentage of visitors satisfied with the service	99%	<i>Annual</i>	99%	Target to maintain current performance
	Number of patrons with disabilities				Not currently available to be collected
Company financial indicators	Total profit	£132,000	<i>Annual</i>	£336,725	Pre dividend

Key:  Positive  Negative  Neutral  No data