

Blackpool Council

3 September 2014

To: Councillors Benson, Mrs Callow JP, D Coleman, I Coleman, Doherty, Elmes, Evans, Galley, Mrs Henderson MBE, Hutton, M Mitchell, Smith, Stansfield, Taylor and Mrs Taylor

Church representative: Mr F Kershaw

The above members are requested to attend the:

SCRUTINY COMMITTEE

Thursday, 11 September 2014 at 6.00 pm
in Committee Room A, Townhall, 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; 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 19TH JUNE 2014 (Pages 1 - 6)

To agree the minutes of the last meeting held on Thursday 19th June 2014 as a true and correct record.

3 PUBLIC SPEAKING (Pages 7 - 10)

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

4 EXECUTIVE AND CABINET MEMBER DECISIONS (Pages 11 - 20)

To consider the Executive and Cabinet Member decisions taken since the last meeting of the Scrutiny Committee.

- 5 FORWARD PLAN** (Pages 21 - 26)
- To consider the content of the Council's Forward Plan, issue number 8/2014.
- 6 RAISING ASPIRATIONS THEME REPORT 2014 / 2015** (Pages 27 - 64)
- To consider the Raising Aspirations Theme Report for priorities 1, 2 and 9.
- 7 ANNUAL CUSTOMER FEEDBACK REPORT 2013 / 2014** (Pages 65 - 80)
- To consider the Annual Customer Feedback Report covering the period 1st July 2013 to 30th June 2014.
- 8 APPOINTMENT OF SUB-COMMITTEE** (Pages 81 - 84)
- To consider the appointment of one additional Member to the Call-In Sub-Committee.
- 9 SCRUTINY ANNUAL REPORT 2013 / 2014** (Pages 85 - 90)
- The Committee to receive the Scrutiny Annual Report for 2013/2014.
- 10 SCRUTINY PANEL UPDATE** (Pages 91 - 98)
- To consider progress updates on the appointed Scrutiny Panels including verbal updates from Lead Members.
- 11 COMMITTEE WORKPLAN** (Pages 99 - 106)
- To consider the Scrutiny Workplan, together with any suggestions that Members may wish to make for scrutiny review topics.
- 12 DATE OF NEXT MEETING**
- To note the date of the next meeting as Thursday 16th October 2014, at 6.00pm.

Venue information:

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

Other information:

For queries regarding this agenda please contact Steve Sienkiewicz, Scrutiny Manager, Tel: (01253) 477123, e-mail steve.sienkiewicz@blackpool.gov.uk

Copies of agendas and minutes of Council and committee meetings are available on the Council's website at www.blackpool.gov.uk.

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Present:

Councillor Taylor (in the Chair)

Councillors

Mrs Callow JP	Doherty	Hutton	O'Hara
Coleman	Elmes	Lee	Smith
D Coleman	Evans	M Mitchell	Stansfield

In Attendance:

Carmel McKeogh, Deputy Chief Executive - Human Resources, Communication and Engagement

Alan Cavill, Assistant Chief Executive - Regeneration, Tourism and Culture

Gary Smith, Audit Manager

Venessa Beckett, Corporate Development and Policy Officer

Ruth Henshaw, Engagement and Intelligence Officer

Chris Kelly, Senior Democratic Services Advisor

Councillor Fred Jackson, Deputy Leader of the Council and Cabinet Member for Urban Regeneration

Councillor Graham Cain, Cabinet Member for Tourism and Leisure

Councillor Eddie Collett, Cabinet Member for Public Health

Councillor John Jones, Cabinet Member for Highways, Transport and Equality and Diversity

Councillor Ivan Taylor, Cabinet Member for Children's Services

1 DECLARATIONS OF INTEREST

There were no declarations of interest on this occasion.

2 MINUTES OF THE LAST MEETING HELD ON 1ST MAY 2014

The Committee agreed that the minutes of the Scrutiny Committee meeting held on 1st May 2014 be signed by the Chairman as a correct record.

3 PUBLIC SPEAKING

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

MINUTES OF SCRUTINY COMMITTEE MEETING - THURSDAY, 19 JUNE 2014

4 EXECUTIVE AND CABINET MEMBER DECISIONS

The Committee considered the decisions taken since the last meeting of the Scrutiny Committee by the Executive and Cabinet Members.

A question was also raised in relation to decision number EX/35/2014 'Statutory Duties Under the Flood and Water Management Act 2010 Final Blackpool and Lancashire Flood Risk Management Strategy', with regards to whether the deadlines had been met for the recommendations made by the Flood Risk Management Scrutiny Review Panel. Councillor Jackson reported that an answer would be sought for the Committee Members.

The Committee agreed to note the Executive and Cabinet Member Decisions.

5 FORWARD PLAN

The Committee considered the items contained within the Forward Plan, issue number 05/2014.

The Committee agreed to note the Forward Plan items.

6 APPOINTMENT OF SUB-COMMITTEE

The Committee considered the appointment of a Call-In Sub Committee, together with the appointment of a Chairman and Vice-Chairman for the Committee.

The Committee agreed:

1. To appoint a Call-In Sub Committee with the following membership: Councillors Mrs Taylor, D Coleman, Elmes, M Mitchell, Benson, Mrs Callow, Williams and Clapham.
2. That the Call-In Sub Committee undertakes the functions and responsibilities in relation to Call-In requests and detailed in the Council's Constitution (Part 4, Rules of Procedure, Overview and Scrutiny Procedure Rules, paragraphs 15 and 16).
3. That the positions of Chairman and Vice-Chairman of the Call-In Sub Committee be occupied by the Chairman and Vice-Chairman of the Scrutiny Committee respectively.

Background papers: None.

7 COUNCIL PRIORITY REPORT 2013 / 2014

Mrs R. Henshaw, Engagement and Intelligence Officer, presented the priority report for the final quarter of 2013/2014, with specific consideration for Corporate Priorities Five, Six and Nine. Mrs Henshaw explained the context of quarterly priority reports being made to the Scrutiny Committee and advised members on the format of the reports.

MINUTES OF SCRUTINY COMMITTEE MEETING - THURSDAY, 19 JUNE 2014

The Committee was advised of proposals to make slight alterations to priority reporting for 2014/2015, which involved the timetable for reporting being amended so that reports would be presented by Council Plan theme.

Mr A Cavill, Assistant Chief Executive – Regeneration, Tourism and Culture, provided the Committee with reports on Priority Five – ‘Attract Sustainable Investment and Create Quality Jobs’ and Priority Six – ‘Encourage Responsible Entrepreneurship for the Benefit of our Communities.’

With regards to Priority Five, Mr Cavill advised the Committee of the various construction schemes, which had brought a number of jobs and apprenticeships in the construction industry to the borough for local residents. Responding to questions, Mr Cavill reported that some of the apprenticeships had led to full time employment.

Mr Cavill provided the Committee with details relating to the work being undertaken by the Council in order to increase business growth. He reported that the Council had launched its own loan and grant scheme called ‘Blackpool Investment Fund’, which was financed from interest earned from previously successful commercial loans, together with some town centre ring fenced grant funds provided by the government. Mr Cavill advised that the fund could be used to finance property improvements or expansions, the purchase of essential machinery and equipment and for associated infrastructure.

Mr Cavill also provided the Committee with a summary of the challenges for 2014/2015 with regards to Priority Five before responding to a number of Members’ questions.

The Committee was also given details of the activity that had been undertaken in relation to Priority Six, which involved aiding Start Up businesses and increasing business survival rates, encouraging innovation and embedding responsible procurement practices.

Mrs C McKeogh, Deputy Chief Executive, provided the Committee with an update report on Priority Nine – ‘To Deliver Quality Services through a Professional, Well-rewarded and Motivated Workforce.’

Mrs McKeogh provided the Committee with the key issues relating to the Priority for the last quarter. Members were advised that the position with regards to the budget had been relatively successful so far, with staff voluntarily agreeing to changing their terms and conditions with regards to unpaid leave. The Committee was also made aware of the work that had been undertaken to maintain and improve operational resilience, in what had been a challenging period that had resulted in many changes to the organisation. It was noted that those changes for staff included office moves, car parking arrangements, IT equipment and redundancies.

Members requested that their gratitude for the hard work of Council staff during the past few challenging years be recorded.

Mrs McKeogh also discussed Customer Service with the Committee, with Members raising a number of questions regarding customer satisfaction.

The Committee agreed to note the content of the report and to approve the proposed changes to priority reporting for 2014/2015.

MINUTES OF SCRUTINY COMMITTEE MEETING - THURSDAY, 19 JUNE 2014

Background papers: None.

8 GRANTS TO THE VOLUNTARY SECTOR INTERNAL AUDIT 2013 / 2014

Mr G Smith, Audit Manager, presented the Internal Audit report into the review of grants to the voluntary sector.

The Committee was advised that the overall opinion was satisfactory and that all of the payments for service level agreements and grant allocations made to the organisations within the sample compliance test, had been spent appropriately and in accordance with the intended objectives.

The Committee agreed to note the report.

Background papers: None

9 OUTSIDE BODIES SCRUTINY PANEL

Mr Kelly, Senior Democratic Services Adviser (Scrutiny) presented the report of the Outside Bodies Scrutiny Panel, following the Panel's meeting with Blackpool, Fylde and Wyre Economic Development Company.

It was requested that apologies for absence at the meeting were noted for Councillor D. Coleman and that it was noted that the apologies for absence recorded for Councillors Mrs Callow and Hutton were due to them being on Council business.

The Committee agreed to note the report.

Background papers: None.

10 CHILD POVERTY FRAMEWORK

The Committee considered an update report on progress on the child poverty framework and related issues and activity.

Ms Beckett, Corporate Development and Policy Officer reported that since the publication of the agenda, the Big Lottery Fund had announced that the Better Start Blackpool bid, which had been led by the National Society for the Prevention of Cruelty to Children in partnership with the Council, had been successful. The Committee was advised that the £42 million funding was to deliver a new approach to service delivery for pre-birth to three years, in order to improve the life chances of disadvantaged babies and young children. Ms Beckett anticipated that over 9,000 babies would benefit from the funding over the next ten years.

Members raised a number of questions in relation to how the funding would be allocated across wards in the borough and in regards to details of the projects that would be undertaken as a result of the funding.

MINUTES OF SCRUTINY COMMITTEE MEETING - THURSDAY, 19 JUNE 2014

The Committee considered that it would be important to ensure effective scrutiny of the Better Start bid implementation. Mr Kelly advised that the most appropriate method for future scrutiny of this topic would be considered and reported to Members.

Ms Beckett provided Members with an update on the Council's response to the National Child Poverty Consultation, which suggested that the priorities of the national child poverty strategy should be:

- Helping families escape poverty through work.
- Supporting living standards.
- Preventing poor children from becoming poor adults.

The Committee was provided with a summary of the key points included within the Council response and it was noted that the response included:

- The actions in the strategy would not directly impact on the indicators they were linked to;
- The strategy did not adequately capture the complexity and variety of issues suffered by families deepest in poverty;
- The draft strategy was simply a continuation of existing activity rather than a serious attempt to address the root causes of child poverty; and
- Universal Credit pushed the burden of subsidising a flexible workforce onto the taxpayer rather than the businesses which arguably benefit most from it.

Ms Beckett also provided Members with a summary of the Young People's Consultation exercise, which aimed to identify from a young person's perspective what the issues were in Blackpool for young people. Ms Beckett explained that there had been a series of workshops for young people in which the 'five whys' methodology had been used to identify the root causes of issues or problems. Ms Beckett highlighted the key findings from the workshops to the Committee.

The Committee agreed to note the update report.

Background papers: None.

11 SCRUTINY PANEL UPDATE

The Committee considered a progress report on the appointed Scrutiny Panels.

The Committee agreed to note the report.

Background Papers: None.

12 COMMITTEE WORKPLAN

The Committee considered its Workplan for the remainder of the Municipal Year.

MINUTES OF SCRUTINY COMMITTEE MEETING - THURSDAY, 19 JUNE 2014

The Committee agreed to note the Workplan.

Background papers: None.

13 DATE OF NEXT MEETING

The Committee agreed to note the date of the next meeting as Thursday 11th September 2014, at 6.00pm.

Chairman

(The meeting ended at 7.30 pm)

Any queries regarding these minutes, please contact:

Chris Kelly, Senior Democratic Services Adviser

Tel: (01253) 477164

E-mail: chris.kelly@blackpool.gov.uk

Report to:	SCRUTINY COMMITTEE
Item number	3
Relevant Officer:	Steve Sienkiewicz, Scrutiny Manager.
Date of Meeting	11 th September 2014

PUBLIC SPEAKING

1.0 Purpose of the report:

1.1 The Committee to consider any applications from members of the public to speak at the meeting.

2.0 Recommendation(s):

2.1 To consider and respond to representations made to the Committee by members of the public.

3.0 Reasons for recommendation(s):

3.1 To encourage public involvement in the scrutiny process.

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 At the meeting of full Council on 29th June 2011, a formal scheme was agreed in relation to public speaking at Council meetings. Listed below is the criteria in relation to meetings of the Scrutiny Committee.

5.2 General

5.2.1 Subject as follows, members of the public may make representations at ordinary meetings of the Council, the Planning Committee, the Scrutiny Committee and the Health Scrutiny Committee.

With regard to Council, Scrutiny and Health Scrutiny Committee meetings not more than five people may speak at any one meeting and no persons may speak for longer than five minutes. These meetings can also consider petitions submitted in accordance with the Council's approved scheme, but will not receive representations, petitions or questions during the period between the calling of and the holding of any election or referendum.

5.3 Request to Participate at a Scrutiny Committee or Health Scrutiny Committee Meeting

5.3.1 A person wishing to make representations or otherwise wish to speak at the Scrutiny Committee or Health Scrutiny Committee must submit such a request in writing to the Head of Democratic Services, for consideration.

The deadline for applications will be 5pm on the day prior to the dispatch of the agenda for the meeting at which their representations, requests or questions will be received. (The Chairman in exceptional circumstances may allow a speaker to speak on a specific agenda item for a Scrutiny Committee or Health Scrutiny Committee, no later than noon, one working day prior to the meeting).

Those submitting representations, requests or questions will be given a response at the meeting from the Chairman of the Committee, or other person acting as Chairman for the meeting.

5.4 Reason for Refusing a Request to Participate at a Scrutiny Committee or Health Scrutiny Committee Meeting

5.4.1

- 1) if it is illegal, defamatory, scurrilous, frivolous or offensive;
- 2) if it is factually inaccurate;
- 3) if the issues to be raised would be considered 'exempt' information under the Council's Access to Information Procedure rules;
- 4) if it refers to legal proceedings in which the Council is involved or is in contemplation;
- 5) if it relates directly to the provision of a service to an individual where the use of

the Council's complaints procedure would be relevant; and
6) if the deputation has a financial or commercial interest in the issue.

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 To ensure that the opportunity to speak at Scrutiny Committee meetings is open to all members of the public.

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.

Report to:	SCRUTINY COMMITTEE
Item number	4
Relevant Officer:	Steve Sienkiewicz, Scrutiny Manager.
Date of Meeting	11 th September 2014

EXECUTIVE AND CABINET MEMBER DECISIONS

1.0 Purpose of the report:

1.1 The Committee to consider the Executive and Cabinet Member decisions taken since the last meeting of the Scrutiny 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 N/A

5.0 Background Information

- 5.1 Attached at Appendix 4 (a) 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 It should be noted that the scrutiny of any decisions relating to finance or budget are normally undertaken by the Council's Finance and Audit Committee.
- 5.5 In respect of Ward and Area Forum budget decisions, the Scrutiny Committee has agreed that as those decisions were taken on a ward and area basis, they would not be required for consideration by the Committee.

5.6 Witnesses/representatives

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

- Councillor G. Cain
- Councillor S. Blackburn
- Councillor J. Jones
- Councillor G. Campbell
- Councillor F. Jackson
- Councillor K. Rowson
- Councillor A. Cross
- Councillor C. Wright
- Councillor I. Taylor

Does the information submitted include any exempt information?

No

List of Appendices:

Appendix 4a. Summary of 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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DECISION / OUTCOME	DESCRIPTION	NUMBER	DATE	CABINET MEMBER
<p><u>ARTICLES OF ASSOCIATION BLACKPOOL COASTAL HOUSING LIMITED</u> To approve the recommendation of the Blackpool Coastal Housing Limited Board as set out in the written resolution of the Board (attached at Appendix A to the report) to adopt the Articles of Association (attached at Appendix B to the report).</p>	<p>To consider the adoption of an updated set of Articles of Association for Blackpool Coastal Housing Limited.</p>	<p>PH/55/2014</p>	<p>16/6/14</p>	<p>Cllr S. Blackburn</p>
<p><u>JOINT LANCASHIRE MINERALS AND WASTE DEVELOPMENT FRAMEWORK: SUPPLEMENTARY PLANNING DOCUMENT ON ONSHORE OIL AND GAS EXPLORATION, PRODUCTION AND DISTRIBUTION</u> To commence the preparation of an onshore oil and gas supplementary planning document.</p>	<p>The report sets out the justification for, and the processes of producing a supplementary planning document to assist developers and the public in interpreting existing planning policy contained in the Joint Lancashire Minerals and Waste Local Plan, as it would apply to onshore oil and gas developments, including those using hydraulic fracturing (fracking).</p>	<p>PH/56/2014</p>	<p>17/6/14</p>	<p>Cllr F. Jackson</p>
<p><u>BLACKPOOL EMPLOYMENT LAND STUDY</u> To approve the Employment Land Study as part of the evidence base for the emerging Blackpool Local Plan, to inform the development of policy which will be used in the determination of planning applications.</p>	<p>To inform the Cabinet Member of the recently completed Blackpool Employment Land Study (ELS) and seek endorsement of the Study's findings for Planning Policy and Development Management purposes.</p>	<p>PH/58/2014</p>	<p>23/6/14</p>	<p>Cllr F. Jackson</p>
<p><u>JOINT LANCASHIRE MINERALS AND WASTE LOCAL PLAN REVIEW</u> That approval be given to review the minerals and waste Core Strategy and Local Plan. The first stage of this review will be the production of a revised Local Development Scheme detailing the review process for scrutiny at the next meeting of the Joint Advisory Committee for Strategic Planning.</p>	<p>The Joint Authorities adopted the Minerals and Waste Core Strategy in February 2009 and the Site Allocations and Development Management Policies Local Plan in September 2013. The plan period for these documents is until 2021. There is a need to review the Local Plan to address the short</p>	<p>PH/59/2014</p>	<p>23/6/14</p>	<p>Cllr F. Jackson</p>

	<p>plan period, and to resolve issues around the uncertainty of long term provision for non-hazardous landfill. The Inspector of the recently adopted Local Plan suggested that this update should occur as soon as possible to ensure that the most up to date policies are in place to accurately assess planning applications and guide development at the later end of the plan period. The review also represents an opportunity to develop policies to reflect emerging issues such as onshore oil and gas exploration.</p>			
<p><u>BLACKPOOL LOCAL PLAN LOCAL DEVELOPMENT SCHEME 2014</u> That the Local Development Scheme 2014 attached at Appendix 'A' to the report be approved and published on the Council's website.</p>	<p>This report relates to the Local Development Scheme (LDS) which outlines the production timetable for new and revised planning policy the Council is preparing as part of the new Blackpool Local Plan 2012 -2027. It replaces the 2007 Local Development Scheme.</p>	PH/60/2014	23/6/14	Cllr F. Jackson
<p><u>DRAFT STATEMENT OF COMMUNITY INVOLVEMENT</u> To approve the publication of the updated Draft Statement of Community Involvement for public consultation.</p>	<p>To consider the updated Draft Statement of Community Involvement and to seek approval to consult the community alongside the Core Strategy Proposed Submission.</p>	PH/61/2014	23/6/14	Cllr F. Jackson
<p><u>CHANGES FOR SERVICES FOR 0-25 YEAR OLDS, WITH SPECIAL EDUCATIONAL NEEDS (SEN) AND/OR DISABILITY AND THEIR FAMILIES, RELATING TO THE CHILDREN AND FAMILIES ACT 2014</u> 1. To agree the approach taken by the Council as set out in the report along with required changes to all the relevant policies and procedures and advise the Health and Wellbeing Board</p>	<ol style="list-style-type: none"> 1. To give a progress update in regard to the implementation SEN and Disability aspects of the 2014 Children and Families Act. 2. To consider the implications of the changes for partner agencies. 3. To update on other changes relating to SEN and disability for 0—25 year olds and 	PH/64/2014	8/7/14	Cllr I. Taylor

<p>accordingly.</p> <p>2. To agree that a regular reporting mechanism occurs to the health and well-being board. That this occurs on at least an annual basis in regard to the progress of the changes, their impact and implications for the commissioning of services for 0-25 year olds with SEND and their families in Blackpool.</p> <p>3. That a report be submitted to the Executive regarding the financial implications, when known later this year.</p>	<p>their families within Blackpool.</p>			
<p><u>ADOPTION OF TALBOT TERRACE ONTO THE LIST OF BUILDINGS OF LOCAL ARCHITECTURAL AND/OR HISTORIC INTEREST</u></p> <p>To approve the adoption of Talbot Terrace onto the list of buildings of local architectural and/or historic interest for Layton ward.</p>	<p>To consider the recommendation of the Planning Committee to adopt Talbot Terrace onto the list of buildings of local architectural and/or historic interest for Layton ward.</p>	<p>PH/65/2014</p>	<p>15/7/14</p>	<p>Cllr C. Wright</p>
<p><u>ACQUISITION OF 40/46 TYLDESLEY ROAD</u></p> <p>To proceed in the acquisition of 40/46 Tyldesley Road in the sum of £890,000.</p>	<p>The acquisition of 40/46 Tyldesley Road as part of the Tyldesley Road early acquisition programme.</p>	<p>PH/70/2014</p>	<p>24/7/14</p>	<p>Cllr G. Campbell</p>
<p><u>OBJECTIONS TO THE BOROUGH OF BLACKPOOL (VARIOUS ROADS) (VARIOUS RESTRICTIONS) AND (REVOCATIONS) NO 1 ORDER 2014</u></p> <p>1. That having considered the representations, to proceed with the Alexandra Road restrictions.</p> <p>2. That having considered the representations, it is agreed not to proceed with the limited waiting and no waiting at any time proposals for Threlfall Road.</p> <p>3. To proceed with all the other proposals contain within the order as no representations have been received.</p>	<p>To consider representations on the impact of removing existing, and introducing new waiting restrictions on Alexandra Road and to consider representation on the impact of introducing restrictions on Threlfall Road.</p>	<p>PH/73/2014</p>	<p>8/8/14</p>	<p>Cllr J. Jones</p>
<p><u>ADOPTION OF LIST OF BUILDINGS OF LOCAL ARCHITECTURAL AND/OR HISTORIC INTEREST</u></p>	<p>Adoption of the list of buildings of local architectural and/or historic interest attached</p>	<p>PH/74/2014</p>	<p>15/8/14</p>	<p>Cllr C. Wright</p>

<p>To adopt the list of buildings of local architectural and/or historic interest attached at Appendix A, B and C on the Local List of Heritage Assets.</p>	<p>at Appendix A, B and C of the report, recommended by the Planning Committee on 9th June 2014 for inclusion in the Local List of Heritage Assets.</p>			
<p><u>HUMAN RESOURCES AND PAYROLL CONTRACT</u> To approve the renewal of the contract with effect from the 1st November 2014 for a period of up to 10 years.</p>	<p>Renewal of the contractual arrangement to provide a full Human Resources and Payroll contract to Fylde Council</p>	<p>PH/76/2014</p>	<p>22/8/14</p>	<p>Cllr S. Blackburn</p>
<p><u>REMOVAL OF DEAD BODIES CONTRACT</u> 1. That a dispensation from Contracts Procedure Rules be granted, by not inviting competitive tenders. 2. Subject to 1 above, to enter into an agreement with the current provider from 1st September 2014 to 31st August 2016, with an option to extend for up to a further 12 months, with another optional 12 months thereafter.</p>	<p>To consider a dispensation from the Contracts Procedure Rules by not inviting tenders for the disposal of dead bodies contract on behalf of the HM Coroner for Blackpool and the Fylde.</p>	<p>PH/77/2014</p>	<p>22/8/14</p>	<p>Cllr G. Cain</p>
<p><u>BLACKPOOL LOCAL PLAN PART 1: CORE STRATEGY - PROPOSED SUBMISSION VERSION JUNE 2014</u> The Executive recommends to Full Council: (1) To approve the Proposed Submission Core Strategy (Appendix 2a Part to this report) including the evidence base listed in the plan; amendments to the Policies Map (Appendix 2a Part 1); Statement of Consultation (Appendix 2c Part 1) including the responses to the representations received to the Revised Preferred Option (May 2012); Sustainability Appraisal (Appendix 2d Part 1) and Habitats Regulation Assessment (Appendix 2e) for publication and subsequent submission to the Secretary of State; (2); Should the person appointed to carry out the examination consider that the circumstances are as described in s20(7B) of the Planning and Compulsory Purchase Act 2004, to formally</p>	<p>This report relates to the Blackpool Local Plan Part 1: Core Strategy - Proposed Submission version (Proposed Submission Core Strategy) together with the necessary supporting documents, including amendments to the Policies Map, Statement of Consultation, Sustainability Appraisal, Habitats Regulation Assessment and the Draft Statement of Compliance with the Duty to Cooperate. The Core Strategy is a key planning document for Blackpool. It sets out where new development including housing and employment, retail and leisure should be located to meet Blackpool's future needs to</p>	<p>EX/37/2014</p>	<p>16/6/14</p>	<p>Cllr F. Jackson</p>

<p>request that s/he recommend any necessary modifications to the Plan to make the Plan satisfy the appropriate requirements and sound, pursuant to section 20 (7C) of the 2004 Act;</p> <p>(3) That the Head of Planning and Strategic Housing, after consultation with the Cabinet Member for Urban Regeneration, be given delegated authority to propose minor amendments to improve the clarity of the documentation referred to under recommendation (1) and which do not alter the substance of the document when submitting the Plan to the Secretary of State (these amendments will be highlighted) and during the Examination process;</p> <p>(4) To approve the draft Statement of Compliance (Appendix 2j to this report) for consultation alongside publication of the Proposed Submission Core Strategy; that the Head of Planning and Strategic Housing, after consultation with the Cabinet Member for Urban Regeneration, be given delegated authority to make any amendments to the Statement of Compliance where necessary in response to representations received; and to publish the final version as an evidence base document to the Core Strategy;</p> <p>(5) To agree that the Proposed Submission Core Strategy housing requirement figure (set out in Policy CS2) be used to calculate the five-year housing land supply pending adoption of the Core Strategy.</p>	<p>2027; identifies areas which will be regenerated, protected or enhanced; and sets out key development principles such as design and affordable housing. The Core Strategy will be used to determine planning applications within the Borough.</p>			
<p><u>REPLACEMENT OF VEHICLES FOR VITALINE</u> To approve the purchase of two ford fiesta vehicles from £17,564, funded through Prudential Borrowing.</p>	<p>The proposed Purchase of two Ford Fiesta cars for the Vitaline Service, for mobile response wardens to use to respond to vulnerable people across Blackpool. Replacing two existing leased vehicles with purchased vehicles through Prudential Borrowing at 4.94% rate, as leasing is no longer the Council's preferred method of</p>	EX/40/2014	19/6/14	Cllr K. Rowson

	managing vehicles.			
<p>1. To agree that the Appendices 2a, 2b, 2c and 2d are exempt from publication by virtue of Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972.</p> <p>2. To approve the Deed of Variation to the existing 'Joint Working Agreement Relating to the Lancashire Municipal Waste PFI' to be effective upon termination of the Contract.</p>	<p>To inform the Executive of the proposed changes to the Lancashire Municipal Waste Joint working Agreement between Blackpool Council and Lancashire County Council and provide the relevant background information along with details of the implications of the same for the Council.</p> <p>Furthermore, to seek approval for further future actions.</p>	EX/41/2014	21/7/14	Cllr A. Cross
<p><u>CONFIRMATION OF NON-IMMEDIATE ARTICLE 4 DIRECTION - STANLEY PARK CONSERVATION AREA</u></p> <p>To confirm the making of the Article 4(1) Direction (to which Article 5 applies) made on 7 October 2013 under Article 4(1) of the Town and Country Planning (General Permitted Development) Order 1995 as amended, in the form attached at Appendix 3a for Stanley Park Conservation Area and to come into force on 7 November 2014.</p>	<p>To consider confirming the Article 4(1) Direction order made on 25 October 2013 under Article 4(1) of the Town and Country Planning (General Permitted Development) Order 1995 as amended, in the form attached at Appendix 3a to this Executive report, for Stanley Park Conservation Area and to come into force on 7 November 2014</p>	EX/42/2014	21/7/14	Cllr C. Wright
<p><u>DESIGNATION OF FOXHALL CONSERVATION AREA</u></p> <p>To agree to hold public consultation on the proposed designation of Raikes Conservation Area.</p>	<p>To consider recommending public consultation on the designation of Foxhall Conservation Area</p>	EX/43/2014	21/7/14	Cllr C. Wright
<p><u>DESIGNATION OF RAIKES CONSERVATION AREA</u></p> <p>To agree to hold public consultation on the proposed designation of Raikes Conservation Area.</p>	<p>To consider recommending public consultation on the proposed designation of Raikes Conservation Area.</p>	EX/44/2014	21/7/14	Cllr C. Wright

Report to:	SCRUTINY COMMITTEE
Item number	5
Relevant Officer:	Steve Sienkiewicz, Scrutiny Manager.
Date of Meeting	11 th September 2014

FORWARD PLAN

1.0 Purpose of the report:

1.1 The Committee to consider the content of the Council's Forward Plan, issue number 8/2014.

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 any of the items contained within the Forward Plan.

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.

2.3 To note that finance and audit related matters will normally be considered by the Council's Finance and Audit Committee.

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 N/A

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 5 (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.

5.6 Witnesses/representatives

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

- Councillor I. Taylor
- Councillor S. Blackburn
- Councillor J. Jones
- Councillor G. Campbell
- Councillor F. Jackson

Does the information submitted include any exempt information?

No

List of Appendices:

Appendix 5 (a) – Summary of items contained within Forward Plan 8/2014.

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

(SEPTEMBER 2014 TO DECEMBER 2014)

* Denotes New Item

Page Nº	Anticipated Date of Decision	Matter for Decision	Decision Reference	Decision Taker	Relevant Cabinet Member
1	September 2014	Blackpool Children and Young People's Plan New Priorities	8/2013	Council	Cllr Taylor
2	September 2014	Approval of the funding arrangements for the Better Start bid	2/2014	Executive	Cllr Taylor
3	September 2014	Fylde Coast Highways and Transport Masterplan. This is a Lancashire County Council lead, with Blackpool Council as a partner and signatory.	6/2014	Executive	Cllr Jones
4	September 2014	To approve the supply of Data Centre Services to Blackpool Teaching Hospitals NHS Foundation Trust from the Council's IT Service	13/2014	Executive	Cllr Jackson
5	October 2014	Formal approval of the Council's contribution to the Museum for Blackpool Project	14/2014	Executive	Cllr Blackburn
*6	October 2014	The latest changes to the Draft Affordable Housing Supplementary Planning Document and agree a further round of public consultation.	15/2014	Cabinet Member	Cllr Jackson
*7	October 2014	To consider the implications of introducing a mandatory Community Infrastructure Levy and agree a way forward	16/2014	Executive	Cllr Jackson
*8	October 2014	The issues arising from the public consultation of the Blackpool Local Plan Part 1: Core Strategy Proposed Submission document	17/2014	Executive	Cllr Jackson
*9	October 2014	Establishment of a wholly owned housing regeneration company.	18/2014	Executive	Cllr Campbell

Page Nº	Anticipated Date of Decision	Matter for Decision	Decision Reference	Decision Taker	Relevant Cabinet Member
*10	December 2014	The proposed elements of the local Council Tax Reduction Scheme 2015-16 which will apply to working age claimants and the options available to the Council.	19/2014	Council	Cllr Blackburn
*11	October 2014	The delivery partnership arrangements for the delivery of Universal Credit in conjunction with the Department for Work and Pensions.	20/2014	Executive	Cllr Blackburn

Report to:	SCRUTINY COMMITTEE
Item number	6
Relevant Officer:	Sally Shaw, Head of Corporate Development, Engagement and Communications
Date of Meeting	11 th September 2014

RAISING ASPIRATIONS THEME REPORT 2014 / 2015

1.0 Purpose of the report:

1.1 The Committee to consider the Raising Aspirations Theme Report for priorities 1, 2 and 9.

2.0 Recommendation(s):

2.1 To note the content of the report and highlight any areas for further scrutiny which will be reported back to the Committee at the next meeting.

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:

None.

4.0 Council Priority:

4.1 The relevant Council Priorities are:

- Tackle child poverty, raise aspirations and improve educational achievement

- Safeguard and protect the most vulnerable
- Deliver quality services through a professional, well-rewarded and motivated workforce

5.0 Background information

5.1 The purpose of this report is to summarise performance against the following Council priorities:

- | | |
|------------|--|
| Priority 1 | Tackle child poverty, raise aspirations and improve educational achievement |
| Priority 2 | Safeguard and protect the most vulnerable |
| Priority 9 | Deliver quality services through a professional, well-rewarded and motivated workforce |

5.2 Reporting Performance in 2014/15

5.2.1 Performance against each priority will continue to be reported to the Corporate Leadership Team and the Scrutiny Committee once a year but the timetable for reporting has been amended so that reports are grouped together by Council Plan theme. The timetable for 2014/15 will be:

Month	Theme: Raising Aspirations	
Sept 2014	1	Tackle child poverty, raise aspirations and improve educational achievement
	2	Safeguard and protect the most vulnerable
	9	Deliver quality services through a professional, well-rewarded and motivated workforce

Month	Theme: Prosperous Town	
Nov 2014	3	Expand and promote our tourism, arts, heritage and cultural offer
	5	Attract sustainable investment and create quality jobs
	6	Encourage responsible entrepreneurship for the benefit of our communities
	9	Deliver quality services through a professional, well-rewarded and motivated workforce

Month	Theme: Healthy Communities	
Feb 2015	4	Improve health and wellbeing especially for the most disadvantaged
	7	Improve housing standards and the environment we live in by using housing investment to create stable communities
	8	Create safer communities and reduce crime and anti-social behaviour

9

Deliver quality services through a professional, well-rewarded and motivated workforce

5.2.2 As Priority 9 focuses on the health of the organisation and its workforce, this priority will be reported on a more frequent basis.

5.3 Witnesses/representatives

5.3.1 The following persons have been invited to attend the meeting to report on this item:

Ruth Henshaw, Corporate Development Officer, Deputy Chief Executive's Department

Priority 1

CLlr Ivan Taylor

Delyth Curtis, Director of Children's Services

Priority 2

CLlr Kath Rowson

Karen Smith, Director of Adult Services

Priority 9

CLlr John Jones

Carmel McKeogh, Deputy Chief Executive

Does the information submitted include any exempt information?

No

List of Appendices:

Appendix 6a: Priority 1 report

Appendix 6b: Priority 2 report

Appendix 6c: Priority 9 report

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.

PRIORITY 1

TACKLE CHILD POVERTY, RAISE ASPIRATIONS AND IMPROVE EDUCATIONAL ACHIEVEMENT

Lead Member / Lead Officer – Cllr Ivan Taylor & Delyth Curtis

In **Priority 1** we say that we will **tackle child poverty, raise aspirations and improve educational achievement**. This means that we will have happy, healthy children who achieve well at school.

Challenges 2014/15

Our focus this year will be to:

- Keep children safe in Blackpool;
- Ensure children are school ready by reconfiguring services for 0 – 3 year olds;
- Ensure there are more Good and Outstanding schools in Blackpool;
- Improve children’s achievement at every stage of education;
- Secure apprenticeships and relevant work experience programmes for 16 – 25 year olds; and
- Work in partnership with parents to develop pathways into work, therefore tackling child poverty.

Current Activity

Keep children safe:

The Council has a Children’s Services Improvement Board which oversees the progress of our action plan to secure improvement in the quality of our safeguarding procedures. The action plan is in place and has secured improvements as recognised by the Department for Education (DfE). Key performance indicators for this plan include:

- Reducing the numbers of children looked after where it is safe to do so;
- Reducing the numbers of referrals into Social Care; and
- Reducing the numbers of children requiring a child protection plan.

Progress against this plan is also monitored by the Children’s Social Care Scrutiny Review Panel.

The Blackpool Safeguarding Children Board (BSCB) has a key role in keeping children safe in the town. All agencies working with Blackpool children are represented on the board. Areas of focus for the BSCB are the neglect of children, looked after children, child sexual exploitation and information sharing. Work has been ongoing to implement the Transition Plan which was developed to embed the actions from the initial Ofsted Improvement Plan. Aspects of this plan include:

- **Getting It Right** - As part of the improvement journey considerable work has been underway with partners to embed the Getting it Right framework which sets out a definition of early support, revised safeguarding thresholds and identified three

central principles – using data more effectively, creating one single route into services (the Children’s Referral Service) and keeping children safely at home.

- **Multi Agency Safeguarding Hub (MASH)** - The MASH allows participating agencies to share information in a timely and secure manner and enables managers to decide on appropriate referral pathways into services for vulnerable people. Nationally, there has been recognition of weaknesses in the way that individuals and agencies have been in contact independently with persons at risk and the limitations which can arise when pertinent information is not shared (The Laming Review 2009 and Munro Review 2011). Our Vision for the MASH is to identify and make safe all vulnerable people in our communities at the earliest opportunity by sharing information and making referrals into pathways across the safeguarding partnership. A key benefit of the Blackpool MASH will be as an enabler for Early Action, which will minimise the potential for re-referral to statutory services. Early Action is a key priority for the MASH with the principle benefits of breaking cycles of risk and vulnerability by intervening earlier and therefore reducing the harm.

In July 2014, Ofsted undertook an inspection of the authority’s services for children in need of help and protection; children looked after and care leavers; and a review of the Blackpool Safeguarding Children Board. Ofsted will publish its report on 8th September 2014, which will evidence the improvements the Council has made since the last inspection and make recommendations for further improvement.

Ensure children are school ready:

Blackpool has been chosen as one of five locations in the UK to receive £45 million in funding from the Big Lottery Better Start programme. The successful bid was made by the Blackpool Better Start partnership, led by the NSPCC working with Blackpool Council, NHS health organisations in Blackpool, and a number of local parents and community organisations.

The aim of the programme is to improve the life chances of children by investing in their earliest years and achieve positive outcomes in three main areas of child development – communication and language development, social and emotional development, and diet and nutrition. This will mean more specialist services to support the most vulnerable families with babies across seven key wards in Blackpool (Claremont, Talbot, Brunswick, Bloomfield, Park, Victoria, Clifton), as well as improving public spaces for the benefit of all families in Blackpool.

The partnership will work together with the public, local communities and voluntary organisations to reduce parental use of drugs and alcohol, address issues of mental ill health, prevent domestic abuse, alleviate social isolation, improve parenting knowledge and skills, encourage parent-child relationships and attachment, and foster healthy caring relationships.

The money will be invested over ten years and will be used to fund programmes that have been researched, tested and are proven to make a difference for children’s wellbeing. Some of the first services to be newly introduced or enhanced in Blackpool include:

- **Star Buddies** - volunteer breastfeeding champions will support new mums in hospital and at home to initiate and continue breastfeeding. Since the introduction of this initiative in 2007/08 initiation rates have gone up from 15% to 25%. This scheme will be rolled out more widely across Blackpool.
- **Family Nurse Partnership** - a proven nurse-led home visiting programme will be expanded to reach all parents under 20 in Blackpool.

- **Parents Under Pressure** - a 20 week intensive programme for parents in receipt of drug or alcohol treatment.
- **Baby Steps** - supporting people in the transition to parenthood, nurturing healthy relationships and promoting child development.

In addition, a group of local parents and community members called Community Voice are already working alongside the Better Start Partnership to help decide how best to invest the money. The group was actively involved in the application for funding and will continue to represent the interests of local people about how best to invest the money. Some initiatives that are already being planned include:

- **Blackpool Beach School** - a project to provide outdoor play and learning on the shore.
- **Improving safe spaces and play** - community consultation has already taken place about the development of green spaces in Blackpool to enable young children and their families to enjoy the outdoors and encourage physical exercise.
- **Food Dudes** – a project to increase the consumption of fruit and vegetables in early years and give parents tips to enable them to provide a healthy diet at home.

Ensure there are more Good and Outstanding schools and improve children's achievement:

The School Improvement Plan sets out how the Council plans to ensure that more schools make the transition to Good or Outstanding and that improvements are seen in children's achievement.

The improvement plan is structured around six themes. Actions which have been progressed during this period include:

- **Theme - Performance Management:**
The development of School Profiles is on track which will enable School Improvement Partners to better hold schools to account for educational outcomes and principles have been agreed for the School Organisation Strategy which will deliver a 5 year plan for outstanding learning spaces.
- **Theme - Quality Assurance:**
Revised School Improvement Service Protocols are to be implemented from September in light of changing educational provision and new guidance from the Department for Education.
- **Theme - Improving Frontline Services:**
A Teacher Recruitment Strategy is being developed to attract high quality teaching staff to Blackpool schools and the implementation of the Special Educational Needs aspects of the Children and Families Act / Code of Practice is underway.
- **Theme - Partnership Working:**
Actions within this theme include building capacity through local authority peer support to increase the pace of improvement, brokering school to school partnerships to share good practice and increased professional development offer to improve the quality of teaching.
- **Theme - Scrutiny:**
The School Improvement Plan is scrutinised and monitored at the School Improvement Board which includes representation from academy sponsors, and at the Education Scrutiny Review Panel.

- **Theme - Communications:**

The School Improvement website is being developed to increase access to school improvement information for schools and parents.

Secure apprenticeships and work experience programmes:

A great deal of work is underway to increase the numbers of young people entering into employment through apprenticeships, with the number of apprenticeship starts in Blackpool increasing from 940 in 2008/09 to 2,000 in 2012/13. However, more needs to be done.

The Journey to Work action plan sets out how the Council will support young people into work. The plan has nine strands of work, covering a range of areas such as preparation and transition for 14 – 16 year olds, enterprise and self-employment, the long term and vulnerable unemployed etc. Strand 5 focuses specifically on increasing access to job opportunities including apprenticeships.

A Steering Group meets every 2 months to oversee the progress made in delivering the actions within the plan, with task and finish groups undertaking specific pieces of work as and when required. For example, the Pathway to Apprenticeships Group, which includes partners from the public and voluntary sectors, colleges and training providers, was formed to help create a smoother pathway for vulnerable unemployed young people. The group's first task was to pull together the Pathway to Apprenticeships Programme, a directory of opportunities of first steps back into learning and employment from a range of providers across Blackpool.

Over the last 12 months the Council has facilitated the establishment of the Blackpool Provider Group, a partnership of colleges and training providers who deliver significant numbers of apprenticeships in Blackpool, to promote apprenticeship pathways. The Group has committed to the Apprenticeship Growth Plan to tackle youth unemployment. The Council is also currently working with Blackpool and the Fylde College to reduce the numbers of young people who are not in education or training by introducing a more flexible roll on roll off curriculum.

The Council has developed a Youthability Hub to provide a more comprehensive pathway into employment, education and training for 16-24 year olds. The Hub operates as a weekly drop-in centre based at Connexions and brings together a wide range of services. A range of training providers and employers attend the Hub on a rotating basis so that young people can find out directly about employment, education and training opportunities. In addition to this, several services attend the weekly sessions to address the barriers that young people face when entering into employment, education or training. For example, poor job search skills, low self-esteem/confidence, emotional and/or psychological problems, benefit/funding queries and substance misuse issues.

Bringing together services in an accessible, young person friendly one stop shop, the service aims to provide a more holistic model of support with more young people accessing opportunities for employment, education and training as a result. An evaluation of the service published in June 2014 shows that there is a high level of satisfaction with the Hub with 94% of service users interviewed rating the service as 'very good' or 'good'. The majority of service users (95%) also felt that the support provided at the Hub would have a positive impact on their chances of finding a job.

Develop pathways into work for parents:

The children's centre Learning Passport initiative is used to provide both the parent and the centre with a tool to record the successes that have been achieved. Parents receive information, advice and guidance from a qualified careers specialist who will plan a pathway of learning for that person to follow and aspire to.

The opening doors model uses a variety of low level courses to firstly engage the individual in some form of learning. The parent will then, hopefully, progress with further learning onto Life Skills, Basic Skills and Vocational and or Work Skills courses. This provides the centre with a coherent route for parents to utilize, thereby building up a more socially included and skilled individual, who upon completion and at the opportune time in their life, will access a progression pathway either to further training and/or employment.

Over the last year, we have seen a number of parents taking advantage of the Learning Passport, with at least 10 from each centre utilising this to plot a pathway that is suitable for them at that given time. Examples of courses undertaken include Family First Aid, Budgeting, Understanding Volunteering, Physical Care of Babies and Toddlers, Information Technology, Employability Courses and Working as Part of a Group. These courses have helped to develop a variety of skills which allow the bond to develop between parent and child; increases the understanding and awareness of money matters amongst parents; and develops employability and social skills. Some parents have used the skills they have gained through volunteering and group work to participate in initiatives in their local communities, such as raising money for charity.

Other Activity:

Blackpool is one of twenty places working with the Early Intervention Foundation to drive improvements in children's outcomes and break intergenerational patterns of disadvantage and dysfunction. Between January and May 2014 the Council undertook an exercise with partners to consider how developed our early intervention offer is. The Maturity Matrix supported the development of an action plan, which provides the key actions and milestones for delivery that partners are signed up to. These actions along with the draft Early Support Strategy will deliver the improvement required.

Blackpool Children's Trust is made up of partner agencies working with children in Blackpool with the aim of keeping children safe; ensuring children are healthy and emotionally resilient; and ensuring children achieve good educational outcomes. In view of the changes to governance arrangements in the Council around Children's Services, a review of the Trust was undertaken in May 2014. The remit of the review included the:

- Effectiveness of the Trust;
- Potential purpose and responsibilities of the Trust and its board members;
- Appropriateness of the governance and operational arrangements; and
- Relationships between the Trust and other boards / working groups.

A number of opportunities were identified during the review which an adapted Trust would be best placed to take advantage of. These included:

- The need to take a strategic approach to children's health and for strong partnership working around health and social care;
- The lack of a high-level strategic group addressing the issues underlying children's general wellbeing;
- Strong existing partnership arrangements forged around the Getting It Right agenda;

- The Council’s drive to implement a strategic approach to ‘upstreaming’ work which contributes to positive outcomes for children;
- The need to develop a mechanism ensuring that children’s issues are considered throughout the development process of all relevant council strategies;
- The need to identify and address gaps in services in a systematic and strategic way;
- The opportunity to strengthen the strategic approach to initiatives such as MASH and Springboard which already align partner budgets;
- A vehicle to identify and consider evidence-based approaches; and
- Providing a coherent voice to influence the commissioning process.

Work is now underway to develop new terms of reference for the Trust, revise the membership and develop a forward plan of activity over the coming months.

Challenges 2015/16

Our focus next year will be to:

- Embed the positive changes in Children’s Services;
- Embed Council and Blackpool Safeguarding Children’s Board monitoring arrangements to secure improvement once the Improvement Notice is lifted;
- Maintain the pace of improvement and delivery of our plans to ensure we:
 - Keep children safe in Blackpool;
 - Ensure children are school ready by reconfiguring services for 0 – 3 year olds;
 - Ensure there are more Good and Outstanding schools in Blackpool;
 - Improve children’s achievement at every stage of education;
 - Secure apprenticeships and relevant work experience programmes for 16 – 25 year olds; and
 - Work in partnership with parents to develop pathways into work, therefore tackling child poverty.

Strategic Risks Related to this Priority

The following risks are being monitored through the Strategic Risk Register to ensure that the necessary controls are put in place to effectively manage each risk.

Strategic Risk	Type	Risk Level
Economic recession	National	High
Change in political priorities	National	High
Failure to protect vulnerable children and adults	Local	High

Details of the specific actions being taken to mitigate these risks can be found in the Strategic Risk Register.


Key Actions & Performance Indicators for this Priority


Details of the key actions and performance indicators for this priority can be found below.

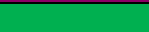



Priority 1 Key Actions

Key – Overall Progress:

 On track

 Not on track but being managed by the department to bring back on track

 Not on track and needs support from outside the department to bring back on track

Objective	Key Action	Milestones	Deadline	Dept	Lead Officer	Overall Progress
Keep children safe	Delivery of the Children's Social Care Improvement Plan	Monitor and review progress against the plan through Management Team / CIB / BCSB / Scrutiny / Report to Department for Education	Ongoing	CS	All managers	
		Write a new 12 month improvement plan	Dec 2014			
		Draft action plan for 2015/16				
	Deliver the Safeguarding Action Plan	Monitor and review progress against the plan through Management Team / CIB / BCSB / Scrutiny / Report to Department for Education	Ongoing	CS	Dominic Tumelty	
Review plan following outcome of Ofsted inspection		Sept 2014				
Ensure children are school ready	Deliver the Better Start Strategy	Commence work on identified projects / initiatives	Nov 2014	CS	Merle Davies	
School improvement & educational achievement	Delivery of School Improvement Plan	Monitor and review progress against the plan through Management Team / CIB / BCSB / Scrutiny / Report to Department for Education	Ongoing	CS	Carl Baker / Charlotte Clarke	
		Respond and act on actions arising from the plan	Ongoing			
		Review 2013 – 15 School Improvement Plan	Jun 2014			
		Ofsted recommendations action plan 2014-16				
	Inspection	Revise LA self-evaluation prior to re-inspection	Sept 2014	CS	Carl Baker	
		Implement Ofsted recommendations	Jan 2015			
	Challenge and support	School improvement peer challenge	Jun 2014	CS	Carl Baker / Charlotte Clarke	
		LA to LA support review				
School Improvement Plan audit review						
	School Improvement Plan value for money audit review	Sept 2014				
Apprenticeships &	Deliver the Journey To Work Action Plan	Review action plan and progress achieved to date	Mar 2015	CS / P	Mike	

Objective	Key Action	Milestones	Deadline	Dept	Lead Officer	Overall Progress
work experience for 16 – 25 year olds					Taplin / Peter Legg	
Pathways into work for parents	Adult learning	Ensure all provision is developed through a community engagement process	Aug 2014	CS	Mike Taplin	
		Review the Learning Passport initiative and deliver the programme in light of regular review	Jan 2015			

Priority 1 Performance Indicators

Performance for the key actions for Priority 1 will be monitored as part of the performance management arrangements in place for each strategy / action plan:

Objective	Performance Indicators	Dept	Lead Officer	Reviewed By
Keep children safe	Safeguarding Action Plan performance indicators	CS	Dominic Tumelty	Safeguarding Board
Ensure children are school ready	Better Start Strategy performance indicators	CS	Merle Davies	Better Start Board / Children's Trust
School improvement & educational achievement	School Improvement Plan performance indicators	CS	Carl Baker	Education Scrutiny Review Panel
Apprenticeships & work experience for 16 – 25 year olds	Journey to Work Plan performance indicators	CS / RTC	Mike Taplin / Peter Legg	Education Scrutiny Review Panel
Pathways into work for parents	Adult Learning Plan indicators	CS	Mike Taplin / Merle Davies	Children's Trust

PRIORITY 2

WE WILL SAFEGUARD AND PROTECT THE MOST VULNERABLE

Lead Member / Lead Officer – Cllr Kath Rowson & Karen Smith

In **Priority 2** we say that we will **safeguard and protect the most vulnerable**. This means that we will have:

- A reduction in safeguarding issues;
- An increase in self directed support;
- Good quality care provision;
- Fewer emergency admissions to hospital; and
- People retaining their independence to a greater age in their own home.

Challenges 2014/15

Our focus this year will be to:

- Promote independence and person-centred care;
- Instigate service redesign and modernisation in light of the Care Act 2014 and the Better Care Fund;
- Further improve safeguarding;
- Raise quality standards across the service offer in partnership with stakeholders; and
- Maximise the use of resources.

Current Activity

Promote independence and person-centred care:

Personalisation is inherent to the way that social care is provided to service users and carers. Staff strive to ensure that the person is at the centre of service delivery and the decisions that are made, and that service users feel they have choice and control over the services they receive. In order to embed these values even further into everyday practice, two conferences are planned for staff in Adult Services in September and October 2014, with the title of “Piecing Personalisation Together”.

A variety of initiatives and service improvements are ongoing in order to ensure that people can retain their independence and stay in their homes for as long as possible, that they can access their care using a Direct Payment if they wish, and that they are not inappropriately admitted into hospital and are discharged as soon as they are ready.

A key focus this year will be to improve the experience of young people as they transition from Children’s Services to Adult Services so that they are fully supported in understanding the choices open to them in order to access appropriate services.

The department is developing the concept of the Three Pillars of Prevention. This encompasses the establishment of a new referral pathway for the Intake Team, the routing

of people through reablement services where appropriate, and the provision of comprehensive information, advice and follow-up.

Instigate service redesign and modernisation in light of the Care Act 2014 and the Better Care Fund:

The Care Act was enacted in May 2014 and heralds the most significant reform to adult social care for a generation. Certain aspects of the Act will come into effect in April 2015, notably the entitlement for carers to have their needs assessed and services put in place, and the option for people going into residential care to enter into a Deferred Payments Agreement to avoid the need to sell their home to pay for their care. In April 2016, major funding reforms will see the introduction of a cap on the amount anyone will have to contribute towards the cost of their care, with the requirement for local authorities to track an individual's progress towards the cap through the operation of a care account. The Act will see an increase in the number of service users and carers approaching the Council in order for their needs to be assessed and care and support put in place. A significant requirement of the Act will be for local authorities to make available a range of information and advice in order for members of the public to be better equipped to understand the support available to them and their families.

Adult Services are preparing for the introduction of the reforms through the establishment of a project board and associated work streams, and a dedicated project lead is in post to help drive the changes forward. Modelling is being undertaken to understand the potential increase in demand for additional social care and financial assessments to estimate resource requirements.

The Better Care Fund (BCF) was announced by the Government in the June 2013 Spending Round, to support the transformation and integration of health and social care services to ensure local people receive better care. The BCF will pool the budgets of partner organisation so that resources can be shifted from acute hospital services into social care and community services. The work in Blackpool is well underway between the Council and its' health partners to redesign how services are delivered and thereby improve the experience of patients and service users as well as increasing efficiency across the system.

Further improvements in safeguarding:

As a direct result of the Cheshire West Supreme Court ruling, additional burdens are being placed on local authorities to ensure that they meet their legal requirements in terms of assessing those who may be deprived of their liberty. These pressures place an additional workload on those social workers who are Best Interest Assessors (BIAs) and on the teams they work within where the additional day-to-day business is then carried by their colleagues.

To address the increase in the Council's duty, extra qualification and expert refresher training is currently being delivered for BIAs at a cost to the service. The Safeguarding Adult and Professional Leads teams provide a support mechanism for BIAs and additional staffing resources have also been put into place to mitigate the impact on teams. Consequently, there is an impact on budgets.

Preventative work to address potential abuse occurring within residential and nursing care settings has been carried out through the delivery of free training regarding dignity and respect for individuals. 'Pre-alert' threshold documents providing a thinking framework are also in development to assist providers of care who may have concerns about abuse in their own setting.

A consistent approach to recording safeguarding alerts (when raised) and progressing referrals through the enquiry stage has been implemented through the development of 'post-alert' threshold documentation and by amendments to and process changes within the Council's electronic recording system. A member of staff has also been recruited to oversee the correct application of the recording system and to address any recording process issues that may impede the process of recording. Regular reports are provided to the Adult Service's Governance Committee and to the Council's Scrutiny Committee.

One of the implications of the Care Act 2014 is that Adults Safeguarding Boards will be put on a statutory footing from April 2015. In advance of this timescale, Blackpool has already recruited an independent Chair for its Safeguarding Board. The Board is currently implementing the "Making Safeguarding Personal" approach, and as a consequence we have reviewed thresholds, policies and procedures. The focus now is on individual outcomes and service user experience.

Social isolation is widely recognised as a major issue in Blackpool, particularly in respect to older adults, and it is acknowledged that this has a significant impact on demand for care and support. Work in this respect is being steered by the Health and Wellbeing Board, and the Head of Commissioning has been tasked with establishing a multi-agency steering group to look into the issue.

Raise quality standards across the service offer in partnership with stakeholders:

Adult Services pays close attention to raising quality standards across the service offer through contract monitoring and performance reviews overseen by the Governance Committee. This group scrutinises performance from a number of angles and ensures that action plans are put in place and monitored where opportunities for improvements are identified. Key performance indicators are regularly reviewed, as are the lessons learnt from complaints about services.

In August 2014, an internal peer review based on the Local Government Association model is being undertaken on residential care in Blackpool. This will not only provide the opportunity for a deep dive into the issues in this part of our business, but will also stand us in good stead for a full external peer review into safeguarding planned for January 2015 through the North West ADASS Sector-Led Improvement Network.

All registered social workers are required to maintain their Professional Capability for their professional registration. The work being carried out by the Professional Leads team focusses on the quality of social work practice. This has included the development of both formal documentation and reflective (learning circle) approaches to the supervision and support. The framework is accessible to managers and to established and newly qualified social workers in their Assessed and Supported Year in Employment (ASYE). An independent survey of workers' experiences of the new supervision framework was conducted in January 2014 and produced a 52% response rate with the majority providing very positive or positive feedback.

When individual or collective (team) training needs are identified within supervision or through IPA processes, the Professional Leads Team works alongside the Organisational Workforce Development Team to facilitate appropriate development opportunities. Social workers are also required to present a record of their Continuing Professional Development to enable them to maintain their professional registration. All practitioners have been provided with the opportunity to have their portfolios audited provisionally by the Professional Leads Team.

Assessment of the quality of casework is guided by a newly developed case audit process to be launched in September 2014. The audit process will seek to find evidence of an increase in person-centred assessments. These qualitative audits of social work practice and recording will be carried out by managers and then further - in partnership with the Professional Leads - by referencing a combined management and professional practice approach.

With reference to safeguarding cases, a programme of audits that are specific to this area is now in place. With the focus on Making Safeguarding Personal, the audits will seek to find evidence of the individual being placed at the heart of the process. An independent advocacy agency has recently been appointed to undertake a number of Listening Reviews with those who have been subject to the safeguarding process and/or their representatives. From September 2014, this exercise will ensure that any necessary improvements in the Council's safeguarding that are identified by these individuals are identified to inform future practice.

The Contracts Team has been restructured and a new Health and Social Care Integrated Quality Assurance Manager appointed. This has enabled us to ensure quality and compliance within all contracted services. Blackpool Clinical Commissioning Group and the Contracts Team have worked in partnership to employ a pharmacist within the team. This role provides support to ensure best practice within residential care homes in Blackpool with regards to the safe management of medicines. A new contract for residential care homes has been issued to take into consideration new legislation and best practice.

The development of Quality Assurance Frameworks for Regulated Services and for Housing Related Support Services are well underway in partnership with stakeholders. A policy for managing poor performance has been developed and is now being utilised to help in the monitoring of performance with our contracted providers. All contracts have been risk rated, and a visiting schedule has been established. This year local Councillors have supported officers in these. This has enhanced the qualitative intelligence gathered by the team and also provided the opportunity for service users to have their voice heard.

Commissioners have worked in partnership with Health, CFVS, providers and other stakeholders on a number of work areas including: Winter Pressures to support unnecessary hospital admissions and early discharge; a review of intermediate care services and of the Hospital Discharge Processes.

Commissioners have continued to work in partnership with wider stakeholders to develop a programme of work to ensure compliance with the recommendations of the Winterbourne Review.

As recognition of the increasing number of people living with dementia, an innovative initiative was started this year. The team recruited a Dementia Care Homes Officer who has developed and delivered a programme of dementia awareness training for all staff in residential care homes based on 'The Lets Respect Programme'. This role has also supported a number of dementia initiatives across Blackpool, for example Dementia Friendly Communities.

Previous work to embed the personalisation agenda highlighted the need for good quality and timely advice and information. In response to this Commissioning and Contracts and Health recruited a Community Information Officer. In partnership with a range of stakeholders, this Officer has developed an advice and information portal called Blackpool4Me. This provides a universal resource for Blackpool residents to access information and advice on a range of community events and social care and health services.

Advice and Information is one of the identified Care Act work streams which will be led by Commissioning and this role will be key in the delivery of the requirements of the Act.

Maximise the use of resources against an increasing older population:

A key challenge this year is the achievement of allocated savings targets for 2014/15. Detailed work is underway in order to identify options for reducing budgets in the most efficient way and with the least impact on service users. This challenge will continue into 2015/16 and pressures on budgets resulting from demographic growth, particularly with respect to our ageing population, are being quantified in order that they can feed into the Council’s medium-term financial planning process.

Improvements in debt management processes have been put in place and this is now being carefully monitored so that interventions can be implemented at an early stage to help service users who might be struggling to manage their own finances and to prevent large social care debts from building up. Separately, developments to the social care case management system will shortly allow payments to providers to be automatically generated through the system, which will make processes more efficient and improve internal controls, thereby reducing the opportunity for payment errors.

The programme of commissioning reviews is continuing so that the Council can most effectively manage and develop the market. A focus of the current year’s programme is on housing-related support, and it is anticipated that reviews into both the accommodation based and non-accommodation based services will result in improved outcomes for service users at lower cost to the Council.

Challenges 2015/16

Our focus for next year will be:

- Implementation of the Care Act 2014;
- Service redesign to meet the requirements of the Better Care Fund;
- Further health and social care integration;
- Maximising the use of resources;
- Implementation of the Prevention Framework;
- Reducing inappropriate admissions to hospital; and
- Continuation of the programme of commissioning reviews.

Strategic Risks Related to this Priority

The following risks are being monitored through the Strategic Risk Register to ensure that the necessary controls are put in place to effectively manage each risk.


Strategic Risk	Type	Risk Level
Failure to protect vulnerable children and adults	Local	High
Civil emergency	National	Activity Necessary
Death / injury of employee or service user or member of the public leading to reputational damage, increased regulatory intervention and / or reduced staff morale	Local	Low


Details of the specific actions being taken to mitigate these risks can be found in the Strategic Risk Register.













Priority 2 Key Actions

Key – Overall Progress:

 On track

 Not on track but being managed by the department to bring back on track

 Not on track and needs support from outside the department to bring back on track

Objective	Key Action	Milestones	Deadline	Dept	Lead Officer	Overall Progress				
Promote independence and person-centred care	Consistent application of Eligibility Criteria	“Piecing Personalisation Together” staff conferences booked for 24th September and 1st October 2014	Oct 2014	AS	Gill Nixon-Smith/ Jayne Gornall/ Lynn Gornall					
		Compliance with new national eligibility criteria	Mar 2015							
	Promote choice and control for individual service users	Roll out Personalisation agenda and improve uptake of Direct Payments	Complete POET survey in liaison with InControl and evaluate results	Nov 2014	AS	Les Marshall / Hilary Shaw / Delyth Curtis				
			Improvement in ASCOF outcomes with focus on permanent admissions to residential care and delayed transfers	Mar 2015						
			Transparent allocation of personal budgets	Apr 2015						
			Coordinate Service User Personalisation event	Commission Healthwatch to carry out “Making It Real” event			Nov 2014	AS	Les Marshall	
			Implement Prevention Framework	Development of Prevention Framework			Establish new referral pathways for Information and Advice, Intake Team, and Reablement in line with the Three Pillars of Prevention	Dec 2014	AS	Karen Smith / Val Raynor / Les Marshall
	Review of Out of Hospital Care Strategy in conjunction with CCG and in parallel with Better Care Fund	Ongoing			AS	Delyth Curtis				
	Reduce inappropriate admissions and readmissions to hospital	Portal to provide advice and information in consistent way through key stakeholders	Mapping of information and advice points	Ongoing	AS	Val Raynor / Hilary Shaw				
			Implement systems to ensure quality and user reviews on Blackpool4Me.com	Sept 2014						
			System development/link with Frameworki and Blackpool4Me.com to allow for the need for outcomes data	Mar 2015						
			Streamline review process to ensure that reviews are carried out in a timely manner	Ensure all annual reviews are up to date			Mar 2015	AS	Les Marshall	
	Review the transitions process from	New Transitions Protocol to be in place for operational staff	Aug 2014	CS / AS	Carl Baker/					

Objective	Key Action	Milestones	Deadline	Dept	Lead Officer	Overall Progress
	Children's to Adult Services	Improve information available to families and carers	Aug 2014		Les Marshall	
Instigate service redesign and modernisation in light of the Care Act 2014 and the Better Care Fund	Implementation of the Care Act 2014	Establish Project Board	Jun 2014	AS	Delyth Curtis / Les Marshall / Val Raynor / Hilary Shaw	
		Establish key work streams in 1) Adult Social Care; 2) Advice and Information; 3) Finance and Funding; 4) Systems and Reporting; and 5) Commissioning and Market Development	Aug 2014			
	Implementation of changes required for Better Care Fund	Lead and support various work streams in collaboration with partners in order to deliver the requirements of the programme	Mar 2015	AS	Delyth Curtis / Hilary Shaw	
		Recording of NHS numbers of Frameworkki	Mar 2015			
Further improvements in safeguarding	Ensure service user Mental Health needs are met	Sufficient Approved Mental Health Practitioners appointed	Ongoing	AS	Jayne Gornall / Lynn Gornall	
		Appropriate level of training delivered to maintain competence for all mental health practitioners	Ongoing			
	Building capacity around Deprivation of Liberty (Safeguarding) (DoL(S)) – Best Interest Assessors (BIA)	New BIA Forum to be developed to consider the development of the BIA rota	Jun 2014	AS	Lynn Gornall	
		Training on thresholds commissioned for staff	Sept 2014			
		Current threshold reviewed and implemented	Sept 2014			
	Improve the timeliness of Safeguarding Investigations	Adhere to policy timescales	Dec 2014	AS	Lynn Gornall / Les Marshall	
	Implementation of Safeguarding Board in light of Care Act 2014	Development of a Shadow Board	Apr 2014	AS	Lynn Gornall	
	Explore and address issues relating to social isolation	Undertake Literacy Review	Apr 2014	AS	Carol McNair / Val Raynor	
		Present findings to Health and Wellbeing Board	Jun 2014			
		Establish a Multi-Agency Steering Group	Aug 2014			
Raise quality standards across the service offer in partnership with stakeholders	Improve performance across key target areas utilising peer review and inspection type processes	Undertake Residential Care internal peer review	Sept 2014	AS	Val Raynor / Delyth Curtis	
		Undertake Safeguarding external peer review	Mar 2015			
	Reduce number of repeat and preventable thematic complaints	Processes for capturing and sharing lessons learnt to be further improved	Sept 2014	AS	Hilary Shaw	
	Meeting the requirements of the HCPC regulator	Evidence of Professional standards met (HCPC portfolios)	Jul 2014	AS	Lynn Gornall	
	Maintain competence in all service delivery	Conduct a Training Needs Analysis across Adult Services	Oct 2014	AS	Gill Nixon-Smith/ Jayne Gornall/ Lynn Gornall	
Delivery of training appropriate to need as identified through supervision and IPA		Rolling programme from Apr 2015				

Objective	Key Action	Milestones	Deadline	Dept	Lead Officer	Overall Progress	
Page 46	Ensure professional support for relevant Adult Social Care staff	Undertake an Independent ASC Support Survey	Mar 2014	AS	Lynn Gornall / Delyth Curtis / Les Marshall		
		Deliver professional lead support to staff and managers	Apr 2014				
		Roll out system of reflective supervision for all social work qualified staff	Apr 2014				
		Reduction in absence levels	Mar 2015				
		Application of rigorous recruitment processes to attract the best staff	Ongoing				
	Ensure the delivery of a professional service by high quality staff	Active recognition of good practice through the Supervision Framework	Apr 2014	AS	Les Marshall / Lynn Gornall		
		Active support for Assessed and Supported Year in Employment (AYSE) staff and their supervisors	May 2014				
		Manage, maintain and retain social care capacity	Mar 2015				
	Raise quality standards across the service offer in partnership with stakeholders	Develop a Quality Assurance Scheme for Regulated Services in partnership with stakeholders	Dec 2014	AS	Val Raynor		
		Develop a Quality Assurance Scheme for Housing Related Support Services in partnership with stakeholders	Dec 2014				
	Monitor and maintain contract compliance	Establish Policy for Managing Poor Performance	Jun 2014	AS	Val Raynor		
		All contracts to be risk rated	Jul 2014				
		Visiting Schedule to be established	Jul 2014				
	Develop the Quality Assurance Approach for Adult Social Care	Establish a consistent mechanism for case audits	Dec 2014	AS	Gill Nixon-Smith / Jayne Gornall / Lynn Gornall / Les Marshall		
		Evidence of an increased quality of person-centred assessments and services through case audits	Dec 2014				
		Increase in levels of service user and carer engagement as evidenced in case records	Apr 2015				
	Maximise the use of resources	Develop and implement the Housing Related Support Work Plan	Complete scheduled commissioning reviews	Mar 2014	AS	Val Raynor	
			Award Non-Accommodation Based tender	Jun 2014			
Award Accommodation Based tender			Sept 2014				
Develop plans for contributing to corporate savings targets for 2014/15 and 2015/16		Assess impact of 2013/14 savings plans and determine full-year effect for 2014/15	Apr 2014	AS	Delyth Curtis		
		Evaluate opportunities for further savings in 2014/15 and 2015/16 and address overspend	Oct 2014				
Improve debt management		Financial Policy Group to have monitoring in place	Aug 2014	AS	Hilary Shaw		
		Training for Care Management staff via learning circles	Dec 2014				
Implement Phase 2 of Frameworki project		Residential and nursing payments to start being generated by Frameworki	Aug 2014	AS	Hilary Shaw		

Objective	Key Action	Milestones	Deadline	Dept	Lead Officer	Overall Progress
		Invoice payments for non-residential care to starting being generated by Frameworki	Apr 2015			
		Implementation of Fairer Charging financial assessments through Frameworki	Apr 2015			
	Estimate demand pressures on social care services	Feed into corporate medium-term financial plan	Sept 2014	AS	Hilary Shaw	
	Manage and develop the market	Develop a Market Position Statement for Residential Services	May 2014	AS	Val Raynor	
		Develop a Market Position Statement for Non-Residential Services	May 2014			

Priority 2 Performance Indicators

Key – Performance Trend:

Performance is improving compared to last year

✘ Performance is getting worse compared to last year

Performance is staying the same compared to last year

■ Data not due to be reported this quarter

Indicator	Q1	Q2	Q3	Q4	Outturn 2014/15	Target 2014/15	Outturn 2013/14	Trend	Comments
Social care related quality of life						20	19	✘	The maximum possible score for this question in the annual Adult Social Care Survey is 24. There was a slight dip since a high score in 2012/13, although the reduction is not statistically significant and our figures are in keeping with regional comparators. Follow-up work has been undertaken on individuals who express dissatisfaction with their quality of life.
Proportion of people using Adult Social Care who receive Direct Payments	Awaiting data					9.5%	8.5%	-	While the number of clients receiving a direct payment has increased modestly, it is acknowledged that Blackpool's numbers are comparatively low, and a number of actions have been taken to ensure that those service users who would benefit from using a direct

Indicator	Q1	Q2	Q3	Q4	Outturn 2014/15	Target 2014/15	Outturn 2013/14	Trend	Comments
									payment are able to do so. The next stage of development is to translate these improvements into an increase in the number of service users taking up a direct payment. It should be recognised, however, that direct payments do not suit everyone, particularly those who lack the understanding or the support of family / friends to manage the practicalities of becoming an employer.
Proportion of adults with learning disabilities in paid employment	Awaiting data					4%	3.6%	✓	A contract is in place with Mencap with clear targets for improving this indicator. Project Search will also support 12 young people with a learning disability into employment, which will have an impact on these figures in the future. It is important to note that this indicator concerns small numbers of people and therefore small changes can have a significant impact on the outturn.
Permanent admissions of people (18-64) to residential and nursing care homes per 100,000 population	Awaiting data					19.8 per 100,000 pop.	22.1 per 100,000 pop.	✗	The number of permanent admissions increased by 4 last year to a total of 19 compared to 15 in each of the previous two years. This is in the context of an increase of 2,225 in the population in this age group. The low numbers mean that this indicator is very sensitive to small changes.
Permanent admissions of older people (65+) to residential and nursing care homes per 100,000 population	Awaiting data					900 per 100,000 pop.	1,009 per 100,000 pop.	✗	While Blackpool's rate is higher than the regional average, close scrutiny of the data has provided confidence that people whose needs could be met in the community are not being admitted into residential care.
Proportion of older people who were still at home 91 days after discharge from hospital into reablement / rehabilitation services						90%	84.6%	✗	While there has been a very slight decrease in this indicator, there has been a sustained 50% increase over the previous year's figures in the number of people who have been supported through intermediate care on discharge from hospital. This is part of a significant push to use reablement in a preventative way to

Indicator	Q1	Q2	Q3	Q4	Outturn 2014/15	Target 2014/15	Outturn 2013/14	Trend	Comments
									support the avoidance of preventable hospital admissions
Proportion of older people offered reablement services following a discharge from hospital	Awaiting data					-	Not measured in 2013/14	N/A	There is strong evidence that reablement services lead to improved outcomes and value for money across the health and social care sectors. This measure compliments the previous one by capturing the volume of reablement offered as well as the success of the service offered.
Delayed transfers of care from hospital which are attributable to Adult Social Care	Awaiting data					4.5	4.9	✓	The reporting mechanisms for weekly delayed transfer of care figures have been reviewed and now include sign off by the Director of Adult Services. This has offered a degree of refinement to the accounting process, and improved confidence in the figures in terms of responsibility for the delay.
Overall satisfaction of people who use services with their care and support						70%	65.9%	✗	While there was a slight dip since a high score in 2012/13, the figure for 2013/14 is still higher than in the preceding two surveys and above the North West average.
Overall satisfaction of carers with social services						50%	Not measured in 2013/14	N/A	The Carers Survey is biennial and was therefore not conducted in 2013/14.
Proportion of people who use services who feel safe						75%	69.6%	✗	While there was a slight dip since a high score in 2012/13, Blackpool still ranks 5th in the North West for this measure. Of the 389 respondents to this survey question, only 6 said that they didn't feel safe at all. Details of these 6 individuals have been passed to the Safeguarding Team for further investigation and the outcome of this work is being monitored by the Governance Committee.
Number of carers receiving a carer specific service per 100,000 population						41 per 100,000 pop.	32.2 per 100,000 pop.	✗	The Council has a contract with Blackpool Carers Centre to provide specific services for carers. Many carers are signposted straight to the Carers Centre for support, and are not captured in this figure. A wide range of further

Indicator	Q1	Q2	Q3	Q4	Outturn 2014/15	Target 2014/15	Outturn 2013/14	Trend	Comments
									support to carers is also available from a number of third sector partners who work in close liaison with the Council. This measure will be further impacted by the Care Act 2014, which entitles carers to an assessment and to services to meet their needs.
Proportion of services users with a completed review in the year						70%	58.7%	✓	We have undertaken analysis of our scheduled reviews and have a strategic plan to ensure that all outstanding reviews are completed by Mar 2015. A dedicated worker has been deployed to undertake overdue reviews, and reviews due within the existing year are being allocated within normal workloads.

PRIORITY 9

WE WILL DELIVER QUALITY SERVICES THROUGH A PROFESSIONAL, WELL-REWARDED AND MOTIVATED WORKFORCE

Lead Member / Lead Officer – Cllr John Jones & Carmel McKeogh

In **Priority 9** we say that we will **deliver quality services through a professional, well-rewarded and motivated workforce**. This means that we will:

- Have high resident satisfaction with the Council and our staff;
- Have low levels of sickness absence;
- Have a reasonable level of staff turnover;
- Have high levels of satisfaction across the workforce with training;
- Achieve high levels of staff advocacy;
- Have high civic pride; and
- Deliver excellent consultation and really engage and understand our communities.

Challenges 2014/15

Our focus this year will be to:

- Continue to manage budgets well and take action to ensure that future years budget pressures are addressed;
- Move all agreed staff to Bickerstaffe House within the agreed timescales and with minimal disruption;
- Ensure that the ICT roll out plan for staff is executed effectively to help deliver efficiencies and meet the requirements of the Public Services Network;
- Support staff through continued budget pressure and build team and individual resilience; and
- Improve customer feedback mechanisms so that we continue to improve our understanding of the resident's view of Council services.

Current Activity

Managing Budgets:

The Council has robust financial monitoring systems and procedures in place to ensure that budgets are managed and savings targets are met. Progress against savings targets and financial performance are monitored by CLT on a monthly basis throughout the year, with financial performance also reported to the Executive and the Finance and Audit Committee. Services that are forecasting an overspend against budget of £75,000, or 1.5% of net budget where the controllable budget exceeds £5m, are required to develop and submit a recovery plan over a period not exceeding 3 years which is to be approved by the relevant Portfolio Holder.

At a more detailed level budget monitoring reports are sent monthly to budget managers and meetings are held with service accountants at various frequencies throughout the year. Finance Managers also attend Directorate Management Team meetings periodically to present the financial position.

A round of staff briefing sessions took place during March to inform staff about the consultation process for the proposed changes to terms and conditions.

One of the proposed changes was to increase the number of days unpaid leave from 4 to 5 for a period of 24 months to generate savings of £1 million per annum. We have worked with the Unions to enable employees to voluntarily sign up to any number of days unpaid leave. Currently, 2,005 out of a possible 2,307 employees have volunteered to sign up to unpaid leave resulting in savings of £1,070,837.

Another of the proposed changes to terms and conditions was to implement a 2 year pay freeze to mitigate redundancies and to generate further savings of £1 million per annum. However, following discussions with the Unions on 16th July, the pay freeze proposal has now been withdrawn. Further discussions will take place on 29th July to find alternative savings proposals for 2014/15 and beyond.

Move to Bickerstaffe House:

The move to Bickerstaffe House is one element of the Council's Office Accommodation Strategy. The key objectives of the strategy are:

- Reduce the number of buildings we currently occupy, which are in poor condition and are costly to run, maintain and repair;
- Co-locate staff in the new town centre offices, making us more efficient and helping to regenerate the town centre;
- Provide a better service to our customers, through a single point of contact at Municipal Buildings, where frontline / public access services will be based;
- Make our services more accessible, by basing some employees in community-based locations if this is more appropriate to help them do their job more effectively;
- Strengthen the Council's identity and promote a 'one council' ethos, so that our customers and employees recognise and feel a part of the 'Blackpool family'; and
- Move towards more modern, flexible working practices which enable us to use our facilities more efficiently, and provide a better work-life balance for employees.

On 8th August 2014, 751 employees had been relocated as part of the schedule of office moves, with 533 moving to Bickerstaffe House. Over the next 3 months, a further 732 employees will relocate to Bickerstaffe House and other Council office locations.

In order to help prepare the organisation for moving to Bickerstaffe House and the associated transition to more modern and efficient working practices, a Cultural Change Steering Group was established in January 2014.

Chaired by the Deputy Chief Executive, an initial focus group considered the prevailing cultures within the organisation and the aspirations to foster a 'One Blackpool' ethos, incorporating appropriate directorate sub-cultures. Representation was sought from across the Council to ensure that all service areas were engaged via a departmental champion. This role acts as a conduit for communication to share information about the principles of the new working practices, encourage change in their own areas and provide feedback to the group about any concerns or resistance to change etc.

Whilst the move to Bickerstaffe House is seen as an important catalyst for change, in order to engender a One Council ethos it is essential that the common principles of efficiency, information security, trust and respect are applied consistently across the whole organisation through strong leadership. On this basis, the steering group continues to

harness the momentum for change and positivity surrounding the move to new offices, by focusing on improving communication across the organisation and providing support for managers to help them lead their services confidently through change to embrace more modern and efficient working practices and a trust based / outcome focussed culture.

ICT roll out and the Public Services Network:

In order to facilitate the transition to more flexible and efficient ways of working, it is essential that staff are supported by the necessary technical infrastructure to enable them to do their jobs effectively.

Work is currently underway to refresh the desktop devices in use across the Council and to replace all Microsoft desktop software. This was necessary because of the age and condition of these devices and the withdrawal of support for Microsoft Windows XP. By August 2014, 1,333 new laptops have been rolled out to staff with new up to date Microsoft software. It is expected this rollout will continue with all 2,685 legacy desktop devices replaced early in the new calendar year.

All employees who have moved to Bickerstaffe House have been provided with new laptop equipment which enables flexible working and provides extra security features required for working remotely out of the office. Employees with the new equipment can now log in significantly faster, reducing time wasted waiting for IT systems to respond. A new follow me print solution has been introduced which means employees in Bickerstaffe House can now print securely to any printer in the building. Employees can also log in to any landline telephone which means they can sit at any desk and their telephone extension number travels with them. As of July 2014, 460 out of 750 employees have been moved on to this new way of working. Public Health and Social Services can also gain direct access to the NHS network from Bickerstaffe House, enabling more joined up working with health services.

All data centre services at Progress House have now been migrated to Bickerstaffe House. This provides the Council with a modern facility offering improved resilience of IT systems with backup power, cooling and fire prevention. The new data centre technologies have radically reduced the Council's IT power consumption and energy footprint enabling more data centre space for collaborative working with other public sector partners such as the NHS. The new data centre technologies have also improved the performance of the Council's servers and provide more efficient data backup and recovery reducing any potential downtime as a consequence of data loss or corruption.

ICT has also undertaken a great deal of work to ensure that the Council meets the requirements of the Public Services Network (PSN). The Public Services Network is a UK government network, the main purpose of which is to enable organisations, such local authorities and central government, to communicate electronically and securely. The PSN Code of Connection provides a minimum set of security standards that organisations must adhere to when joining the Public Services Network.

The Council was one of the first local authorities to achieve PSN compliance under the new zero tolerance requirements introduced in September 2013. The new infrastructure has been designed with PSN compliance as a core principle. The Council will need to reapply for PSN compliance again in the early part of 2015 and it is anticipated that new compliance controls / requirements will continue to emerge as the threats to IT security continue to increase.

Build team and personal resilience:

Leadership and team building development are crucial if the Council is to remain effective in delivering high quality services in such challenging times.

The Executive Members, Corporate Leadership Team, Senior Leadership Team and the Aspiring Future Senior Managers have shown their commitment and support to continuous performance improvement by attending and endorsing the leadership development programme 'Building Management Capacity through Engaging Leadership'.

An integral part of supporting managers, teams and individuals is the Individual Performance Appraisal (IPA) process. Managers have a clearly defined set of objectives that are designed to ensure that they have the appropriate knowledge and skills to help them manage effectively, grow high performing teams and build leadership capacity across the Council. There are a number of learning and development opportunities for Leadership, Management and Team Building which can be used as stand alone interventions or combined to create bespoke training packages. These include:

- Themed management conferences such as More than a Manager which focused on apprenticeships and work placements;
- Supporting Me, Supporting You which highlighted tools and techniques to support managers and staff to be more resilient; and
- Making Change Happen which explores change and why managers need to embed culture change within their teams.

The Organisation and Workforce Development Team is committed to working with and supporting our entire senior, middle, first line managers and supervisors to develop high performing teams. A range of new training courses will be provided in 2014/15, such as Change Management, Becoming a Mindful Manager, Action Planning, Delegation and Co-consulting Groups for Problem Solving. The team will also continue to offer bespoke support to teams on request, with programmes being developed for services including Early Help for Families, Public Health and Illuminations.

As detailed in previous reports, employees at risk of redundancy have been offered a wide range of support through the Employee Assistance Programme. This support has now been extended to all employees by offering a unique opportunity to get a Career MOT. Employees are entitled to three 1:1 sessions to help better equip them for the future and to enable them to progress their career. Support available includes skills health checks, CV building, business start-up support, information on new career options etc. Sessions will be delivered by Laura Baines, Employment Advisor within the Positive Steps into Work service.

Sickness absence is currently reported at 9.63 days lost per full time employee, with stress, depression and anxiety remaining the most common cause of sickness absence within the authority at 20.48%. During the period 1st July 2013 – 30th June 2014, 64.8% of sickness absence was short term and 35.2% was long term. Short term sickness absence is defined as absences up to 4 calendar weeks including self certified absences.

The Council's Occupational Health Service continues to provide help and support to employees and managers in relation to their health and wellbeing at work through a variety of health events.

An employee exercise challenge was launched in May to celebrate the World Cup, with the aim of encouraging employees to use different forms of exercise to collectively travel the 11,606 miles to Brazil and back. As part of the exercise challenge, a 7 a-side football

tournament was held in Stanley Park with the assistance of Leisure Services. Six teams took part with the winner, Waste Services FC, being presented with a trophy and free induction to Gateway Fitness. The tournament contributed 600 miles towards the exercise challenge total.

A number of health check events are also being organised to coincide with the moves to Bickerstaffe House. As departments move into the building, mini health events will be held on each floor and information will be available on managing pressure, the Employee Assistance Programme and the new gym facilities in the building. Once all departments have relocated to Bickerstaffe House in October, a larger health event will be held with health information, free health MOTs, head massage taster sessions and much more.

Customer Feedback:

During the first quarter of 2014/15 the Council has received 31 comments, 97 compliments and 201 complaints. The table below shows a breakdown of customer feedback by department:

Department	Comments	Compliments	Complaints	Total
Adult Services	3	62	28	93
Built Environment	10	13	68	91
Children's Services	5	7	28	40
Democratic Services	0	0	0	0
Deputy Chief Executive's	1	5	0	6
Leisure & Operational Services	6	1	26	33
Public Health	0	0	0	0
Regeneration, Tourism & Culture	1	2	4	7
Treasurer Services	5	7	47	59
	31	97	201	329

Over 50% of all feedback received by the Council during this quarter relates to six service areas. These were Neighbourhood Services (14.3%), Adult Social Care (12.2%), Children's Social Care (9.7%), Adult Services Care and Support (8.5%), Adult Services Commissioning (7.3%) and Council Tax (7%).

The table below highlights the main feedback themes this quarter. 82.9% of all feedback received relates to four themes.

Theme	Comments	Compliments	Complaints	Total	
Quality of Service	2	72	39	113	34.3%
Council Action	1	5	57	63	19.1%
Staff Conduct / Treatment of Customer	4	20	32	56	17%
Lack of Action	0	0	41	41	12.5%
	7	97	169	273	83.1%

Work is ongoing to ensure that customer feedback for all Council services is recorded on the customer feedback system, particularly across services previously within the Built Environment department. Users of the system are also being encouraged to record all the required information for complaints to ensure that accurate data can be reported in terms of the percentage of responses sent within timescale, complaint outcomes and lessons learned.

As well as improving the mechanisms for capturing comments, compliments and complaints, the Corporate Development Team are looking to conduct a Resident's Survey during

2014/15 to increase our understanding of the views of residents. The team are currently reviewing the methodology for the survey in light of best practice and feedback from the Corporate Peer Review. Further details will be included in the next Priority 9 report.

Strategic Risks Related to this Priority

The following risks are being monitored through the Strategic Risk Register to ensure that the necessary controls are put in place to effectively manage each risk.

Strategic Risk	Type	Risk Level
Loss of significant funding streams / impacts of localisation of Business Rates Retention and Council Tax Benefit Scheme	Local	High
Public Health data	Local	High
Tendering of drug and alcohol treatment services	Local	High
Data theft and leakage leading to reputational damage and potential legal action / fines	Local	Activity Necessary
Failure to deliver critical services	Local	Activity Necessary
PSN compliance requirement to restrict network access for unmanaged devices	Local	Activity Necessary
Support ceases for XP OS on Windows meaning devices become end of life	Local	Activity Necessary
Failure to deliver major projects	Local	Low
Inability to retain staff of the right calibre and maintain morale	Local	Low
Legal or regulatory change	National	Low
Death / injury of employee or service user	Local	Low
Damage to the Council's reputation / poor external image	Local	Low
Increases in energy and commodity prices	Local	Low

Details of the specific actions being taken to mitigate these risks can be found in the Strategic Risk Register.

Key Actions & Performance Indicators for this Priority

Details of the key actions and performance indicators for this priority can be found below.

Priority 9 Key Actions

Key – Overall Progress:



On track



Not on track but being managed by the department to bring back on track



Not on track and needs support from outside the department to bring back on track

Objective	Key Action	Milestones	Deadline	Dept	Lead Officer	Overall Progress	
Page 57	Managing Budgets	Implement robust financial monitoring systems and procedures to ensure the Council's budget savings targets are met	Monitor the delivery of savings targets for 2014/15 by monthly reports to CLT and the Executive	Mar 2015	R	Phil Redmond	On track
	Administration of an effective redeployment process	Ensure a fair, transparent and legal process is adhered to	Ongoing	DCE	Laurence Walsh	On track	
	Budget communications & employee support	Communicate cuts that have already happened	Apr 2014 then ongoing	DCE	Jenny Bollington / Kate Staley	On track	
		Terms & conditions changes					
		Announce 2015 budget shortfall and estimated job cuts					
	Implement outcomes of CSR savings reviews	Review budget papers	May 2014	DCE	Janet Roberts / Cathy Swift / Laurence Walsh	On track	
		Identify areas impacted					
		Hold meetings with Directors					
		Put in place action plans					
		Support consultation and selection					
	Implement unpaid leave savings of £1 million per annum for a period of 24 months	Complete all paperwork and HR system amendments	Jun 2014	DCE	Linda Dutton / HR Managers	On track	
		Union consultation					
Agree exemptions							
Voluntary sign up arrangements							
Review and monitor take up							
Ensure payroll deductions are actioned							
Move to Bickerstaffe House	Support the transition to the new Council Offices at Bickerstaffe House	Ensure services can continue to deliver their services	Mar 2015	R	Stephen Waterfield	On track	
		Ensure efficiency in terms of space utilisation and more modern and flexible working practices to					

Objective	Key Action	Milestones	Deadline	Dept	Lead Officer	Overall Progress
		achieve the 7:10 desk ratio and support the Council's cultural change programme				
ICT roll out	Implement technical infrastructure development programme	Ensure adequate project plans, risk registers, resource planning, scheduling and cost model is in place and up to date for the whole of the technical programme	Autumn 2014	DCE	Ken Place / David Powell / Darren Maskell / Neil Hargreaves	
		Decommission Progress House Data Centre and any legacy systems	Sept 2014			
		Migrate customers to Office 365	Sept 2014			
		Complete roll out of Windows 7 and eradicate Windows XP from the network	Nov 2014			
		Establish process for packaging applications for deployment to Windows 7 and Citrix clients	Dec 2014			
		Complete the Citrix upgrade and ensure the environment is configured to its optimum	Sept 2014			
	Support different work styles	Establish a support programme to enable customers to take full advantage of the new technologies being introduced	Ongoing	DCE	Sue Whalley	
		Support the introduction of Office 365, Office 2013 and its collaboration tools	Ongoing			
		Complete the roll out of the new print solution	Dec 2014			
	Information Governance and Data Security	Achieve compliance with PSN CoCo	Feb 2015	DCE	Laurence Carradus	
	New offices	Transfer new server and storage infrastructure from Municipal to the new Data Centre	Summer 2014	DCE	Ken Place / David Powell / Tony Doyle / Sue Whalley	
		Review capacity available for the development plan in light of budget cuts and the prioritisation of channel shift	Summer 2014			
		Deliver to 2014/15 ICT development plan	Apr 2015			
	Build team and personal resilience	Develop Aspiring Senior Leadership programme	Complete Real World / NWE0 programme	Dec 2014	DCE	Linda Dutton / Diane Howard
ILM programme						
Develop and run assessment centres						

Objective	Key Action	Milestones	Deadline	Dept	Lead Officer	Overall Progress
Page 59	Agree, develop and commission a bespoke training programme for Children's Services	Use information on IPA	Ongoing	DCE	Diane Howard	
		Plan and organise workforce development group				
		Undertake strategic TNA				
		Discuss with service leads				
	Agree, develop and commission a bespoke training programme for Adult Services	Use information on IPA	Ongoing	DCE	Diane Howard	
		Plan and organise workforce development group				
		Undertake strategic TNA				
		Discuss with service leads				
	Support team building	Pack types to be used with teams as required	Ongoing	DCE	Diane Howard	
		Bespoke solutions on request				
	Increase take up of the IPA programme and system	See separate action plan	Ongoing	DCE	Linda Dutton / Diane Howard	
	Continue to grow iPool as an in house eLearning solution	See separate action plan	Ongoing	DCE	Linda Dutton / Diane Howard	
	Support services to improve attendance management across the Council	Attend and support work of Absence Strategy Group	Ongoing	DCE	Linda Dutton / Lawrence Walsh / Karen White / Janet Roberts / Cathy Swift	
Improve management information						
Support casework						
Review and improve policy						
Increase number of managers trained						
Roll out improved recording arrangements						
Continue to promote the Employee Assistance Programme	Leaflets, posters, events, the Hub, induction etc	Ongoing	DCE	Karen White		
Continue with health campaigns, hot topics, and regular employee health events	Planning, organising, logistics and evaluation	Ongoing	DCE	Karen White		
Customer feedback	Ensure that community views are captured and used to change service development and delivery	Undertake and report on general household (reputation) survey	Jul 2014	DCE	Scott Butterfield	
		Develop, deliver, maintain and survey a citizen's panel	Sept 2014 then			

Objective	Key Action	Milestones	Deadline	Dept	Lead Officer	Overall Progress
			ongoing			
		Develop and deliver consultation projects as required on an ad hoc basis	Ongoing			
		Develop and implement arrangements for the Complaints Review Panel	Jun 2014	DCE	Ruth Henshaw	
		Continue to support the Complaints Review Panel	Ongoing			
		Provide support across the Council on best practice in customer feedback	Ongoing			
		Manage the further development of the corporate customer feedback process and system	Ongoing	DCE	Amanda Bennett	
		Deliver the Council Couch project to reach out into the communities of Blackpool.	Oct 2014			

Priority 9 Performance Indicators

Key – Performance Trend:

-  Performance is improving
-  Performance is staying the same
-  Performance is getting worse
-  Data not due to be reported this quarter

PRIORITY 9 OUTCOMES

Indicator	Q1	Q2	Q3	Q4	Outturn 2014/15	Target 2014/15	Outturn 2013/14	Trend	Comments
Resident satisfaction with the Council						Baseline	New PI		
Level of civic pride amongst residents						Baseline	New PI		
Council wide staff turnover	11.78% (2013/14)				11.78% (2013/14)	n/a	11.29% (2012/13)	-	Turnover of permanent staff (excluding schools) as at 30/06/14
Satisfaction rates with training events	93% (9.3/10)					80% (8/10)	91% (9.1/10)	✓	Average rating out of 10

Indicator	Q1	Q2	Q3	Q4	Outturn 2014/15	Target 2014/15	Outturn 2013/14	Trend	Comments
Level of knowledge rating following training	89% (8.9/10)					80% (8/10)	88% (8.8/10)	✓	Average rating out of 10
Staff advocacy for the organisation: 1) Do you know what is expected of you at work?						Increase on last survey	2012 Survey 99%		Data reported this year refers to the results from the 2014 survey.
2) Do you have the materials and equipment you need to do your work right?						Increase on last survey	77%		
3) At work, do you have the opportunity to do what you do best every day?						Increase on last survey	66%		
4) In the last 7 days, have you received recognition or praise for doing good work?						Increase on last survey	56%		
5) Does your supervisor, manager or someone at work seem to care about you as a person?						Increase on last survey	87%		
6) Is there someone at work who encourages your development?						Increase on last survey	72%		
7) At work do your opinions seem to count?						Increase on last survey	76%		
8) Do the Priorities / Vision of the Council make you feel your job is important?						Increase on last survey	63%		
9) Are your colleagues committed to doing quality work?						Increase on last survey	93%		
10) Do you have a good friend at work?						Increase on last survey	88%		
11) In the last 6 months, has						Increase on	76%		

Indicator	Q1	Q2	Q3	Q4	Outturn 2014/15	Target 2014/15	Outturn 2013/14	Trend	Comments
<i>someone at work talked to you about your progress?</i>						last survey			
<i>12) In the last year, have you had opportunities at work to learn and grow?</i>						Increase on last survey	77%		

OBJECTIVE: MANAGING BUDGETS

Indicator	Q1	Q2	Q3	Q4	Outturn 2014/15	Target 2014/15	Outturn 2013/14	Trend	Comments
Forecast variance of revenue outturn against revised budget	2.2% (£3,109,000)					<0.5%	<0.5%	n/a	
No. of redundancies (initially at risk)	305				305	n/a	890	n/a	
No. of voluntary redundancies (requested)	207				207	n/a	122	n/a	
No. of voluntary redundancies (accepted)	153				153	n/a	115	n/a	
No. of compulsory redundancies (served notice)	5				5	n/a	54	n/a	

OBJECTIVE: ICT ROLL OUT

Indicator	Q1	Q2	Q3	Q4	Outturn 2014/15	Target 2014/15	Outturn 2013/14	Trend	Comments
Removal of legacy desktop operating systems and rollout of minimum of Windows 7						100%	New PI		
% of customers in Office 365						50%	New PI		
% of compliance with PSN CoCo						100%	New PI		

OBJECTIVE: BUILD TEAM & PERSONAL RESILIENCE

Indicator	Q1	Q2	Q3	Q4	Outturn 2014/15	Target 2014/15	Outturn 2013/14	Trend	Comments
Number of IPAs in the HR system	15%					100%	51%	✗	Issues with the IPA system are impacting on performance for this indicator.
Completion rate of mandatory iPool modules	24%					100%	64%	✗	2 new modules have been made mandatory hence the fall in the completion rate.
No. of days lost to sickness absence	9.63					9.92	10.4	✓	Rolling year on year figures - data relates to the period 1st July 2013 to 30th June 2014. Number of days lost per full time employee.
<i>Adult Services</i>	12.6					14.27	13.56	✓	
<i>Chief Executive's</i>	1.08					1.31	0.57	✓	
<i>Children's Services</i>	9.89					12.03	10.27	✓	
<i>Governance & Regulatory Services</i>	11.37					10.35	9.77	✗	
<i>Deputy Chief Executive's</i>	4.31					5.78	3.88	✓	
<i>Community & Environmental Services</i>	10.85					11.73	14.28	✓	
<i>Public Health</i>	6.37					4.37	4.87	✗	
<i>Places</i>	5.53					6.82	5.15	✓	
<i>Schools</i>	8.51					9.26	9.23	✓	
<i>Resources</i>	7.78					5.46	7.96	✗	
No. of long-term attendance management cases received	26					n/a	208	n/a	Employee Relations are not always made aware of stage 1 and 2 absence cases depending on whether assistance is required.
No. of short-term attendance management cases received	11					n/a	113	n/a	
No. of long-term attendance management cases received for stress (work related)	10					n/a	44	n/a	
No. of short-term attendance management cases received for stress (work related)	0					n/a	10	n/a	

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OBJECTIVE: CUSTOMER FEEDBACK

Indicator	Q1	Q2	Q3	Q4	Outturn 2014/15	Target 2014/15	Outturn 2013/14	Trend	Comments
Average wait time at the Customer First counter	11.5 mins					7 mins	9 mins	✗	
% of transactions / contacts dealt with at the first point of contact within Customer First	81.23%					80%	78.42%	✓	
% of telephone calls answered in Customer First	28.83%					60%	41.2%	✗	
Customer satisfaction with service received in Customer First	83.79%					85%	83.51%	✓	
No. of comments	31					n/a	186	n/a	
No. of compliments	97					n/a	568	n/a	
No. of complaints	201					n/a	676	n/a	
% of responses to complaints sent within timescale	59.4%					80%	69%	✗	Still inconsistencies in reporting this data – looking to record reasons for timescales not being met in the future.

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Report to:	SCRUTINY COMMITTEE
Item number	7
Relevant Officer:	Ruth Henshaw, Corporate Development Officer.
Date of Meeting	11th September 2014

ANNUAL CUSTOMER FEEDBACK REPORT 2013 / 2014

1.0 Purpose of the report:

1.1 The Committee to consider the Annual Customer Feedback Report covering the period 1st July 2013 to 30th June 2014.

2.0 Recommendation(s):

2.1 To consider the performance of the Council in dealing with customer feedback and suggest areas for further discussion or scrutiny.

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:

None.

4.0 Council Priority:

4.1 The relevant Council Priorities are:

- Deliver quality services through a professional, well-rewarded and

motivated workforce

5.0 Background information

5.1 The purpose of this report is to provide an update on customer feedback following the refresh of the Council's complaints procedure and the introduction of the customer feedback system in July 2013.

The report includes a breakdown of the comments, compliments and complaints received during the year, summarises the Council's performance in dealing with complaints and explores the themes within customer feedback. The report also includes an overview of complaints made to the Local Government Ombudsman during 2013/14.

5.2 Witnesses/representatives

5.2.1 The following persons have been invited to attend the meeting to report on this item:

Ruth Henshaw, Corporate Development Officer, Deputy Chief Executive's Department

Does the information submitted include any exempt information?

No

List of Appendices:

Appendix 7a: Annual Customer Feedback Report 2013/14 (to be forwarded under separate cover).

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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Annual Customer Feedback Report

1. INTRODUCTION

This report provides an overview of customer feedback recorded by the Council. The report covers the period 1st July 2013 – 31st March 2014 as the refreshed complaints procedure and the customer feedback system were introduced in July 2013. The annual customer feedback report for 2014/15 will cover a full 12 month period.

There are three main types of customer feedback:

- Comments:** sometimes customers feel that there is something the Council could do differently. They don't want to complain, but would like to suggest a change or improvement that could be made.
 - Compliments:** tell us not only that our customers are happy with the standard of service we provide but they also highlight areas of good practice which could be used in other parts of the Council.
 - Complaints:** are an expression of dissatisfaction by one or more members of the public about the Council's action or lack of action.
-

2. OVERVIEW OF FEEDBACK RECEIVED

Department	Comments	Compliments	Complaints	Total
Adult Services	27	264	87	378
Built Environment	61	39	130	230
Children's Services	7	96	99	202
Democratic Services	0	0	1	1
Deputy Chief Executive's	4	17	3	24
Leisure & Operational Services	18	15	60	93
Public Health	0	0	0	0
Regeneration, Tourism & Culture	11	5	9	25
Treasurer Services	27	35	86	148
	155	471	475	1,101

The following sections of this report will analyse the data for comments, compliments and complaints in more detail.

3. COMMENTS

The departments receiving the most comments during the period were Built Environment (61), Treasurer Services (27) and Adult Services (27). This equates to 74.1% of all comments received.

Annual Customer Feedback Report

The three main comment themes are requests for service / information, suggestions about how to improve the quality of services and comments on action the Council has taken. Below are some examples of comments received during this period:

*Please could you tell me what the activity and developments on the old Devonshire Road hospital site are leading to? I would be interested to know what it's going to be used for (**Organisation & Property**)*

*I would just like to thank you for returning common sense to motoring by disposing of the ridiculous traffic lights, which do nothing other than cause congestion. Installing a simple give-way system has been a revelation. I wish you had done it sooner and on many more traffic light controlled roundabouts (**Highways**)*

*Why doesn't the Council have a facility to set up Direct Debits online? I don't like giving my details out over the phone or on the paper form. Can you put forward this suggestion to the Director of Finance? I think more people would opt to pay by direct debit if there was a facility to set this up online through a secure website (**Council Tax**)*

4. COMPLIMENTS

Three quarters of the compliments received during the period were for Adult Services (264) and Children's Services (96). Across the rest of the Council, Neighbourhood Services (25) and Customer First (22) received the most compliments.

The lower level of compliments for other departments is not necessarily representative of poor quality service in these areas. Usually positive feedback is less likely to be recorded consistently as it does not require the same level of involvement as complaints do. Feedback for both Adult Services and Children's Services is dealt with by the Customer Relations Team which has ensured that positive feedback from service users is logged and reported on a regular basis, hence the much higher number of compliments for both departments. It is anticipated that the number of compliments recorded for other departments will increase as the use of the customer feedback system becomes more embedded across the Council.

The two most common compliment themes are the quality of service and staff conduct / treatment of a customer. Below are some examples of compliments received during this period:

*I just wanted to say what a fantastic job has been done re-surfacing the pavements and roads on Charnwood Avenue and the surrounding road (**Highways**)*

*I'm so grateful for the help I received from the bin crew today. I always receive a brilliant service from them and they are always very pleasant (**Waste**)*

Annual Customer Feedback Report

I'm very happy with my mother's new social worker; she has been wonderful. We are so glad that things are now in place to help us (Adult Social Care)

The service I received was fantastic and I want to thank all of the staff involved (Customer First)

5. COMPLAINTS

5.1 Types of Complaint

The Council has a three stage process for dealing with 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	Total	
Stage 1	167	123	165	455	95.8%
Stage 2	7	2	3	12	2.5%
Stage 3	5	3	0	8	1.7%
	179	128	168	475	

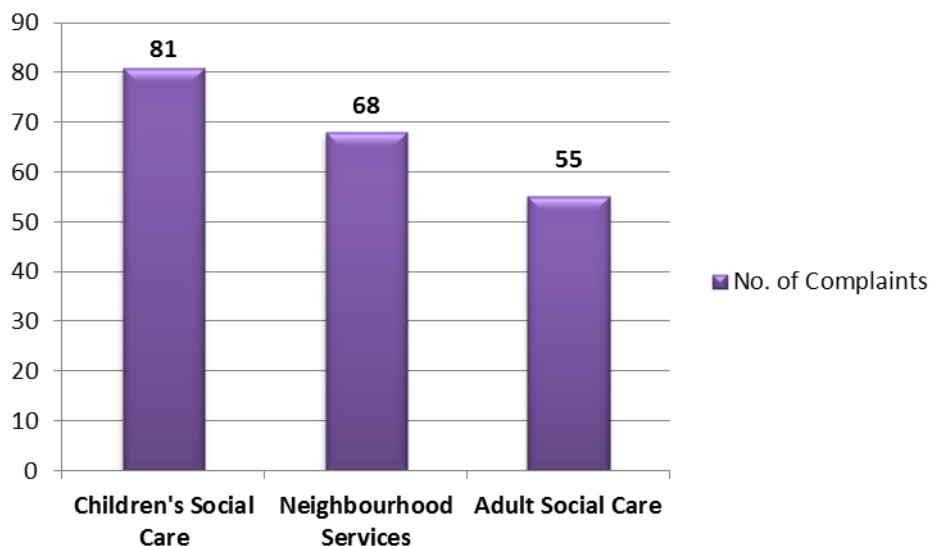
The number of Stage 1 complaints received is relatively consistent across the period with the exception of Quarter 2, where there is a reduction due to the Christmas break. The low numbers of Stage 2 and Stage 3 complaints received suggests that the majority of Stage 1 complaints are dealt with effectively, therefore preventing complaints from escalating.

5.2 Departments & Service Areas

Department	Total	%
Adult Services	87	18.3%
Built Environment	130	27.4%
Children's Services	99	20.8%
Democratic Services	1	0.2%
Deputy Chief Executive's	3	0.6%
Leisure & Operational Services	60	12.6%
Public Health	0	0%
Regeneration, Tourism & Culture	9	1.9%
Treasurer Services	86	18.1%
	475	

Annual Customer Feedback Report

Almost half of all complaints received by the Council during this period relate to three service areas. These are Children’s Social Care, Neighbourhood Services (part of Built Environment) and Adult Social Care.



The full breakdown of service areas in Appendix A shows that some service areas have lower than expected levels of complaints, for example, for services which are more visible to the public. It is possible that these low levels of complaints are due to the fact that the customer feedback system is not embedded within these services. Work is ongoing to ensure that customer feedback for all Council services is recorded on the customer feedback system, particularly across services which have moved / changed due to the restructure of Built Environment.

5.3 Complaint Themes

The table below highlights the main complaint themes. 82.3% of all complaints received relate to the following four themes:

Theme	Q1	Q2	Q3	Total
Staff Conduct / Treatment of Customer	45	39	55	139
Quality of Service	57	33	33	123
Lack of Action	24	17	26	67
Council Action	23	16	23	62
				391

It is concerning that the themes with the highest number of complaints are Staff Conduct / Treatment of Customer and Quality of Service. It is possible that complaints relating to these themes are a result of reduced staffing levels across departments, however further investigation into complaints within these themes would need to be undertaken to confirm this.

Annual Customer Feedback Report

5.4 Ward Breakdown

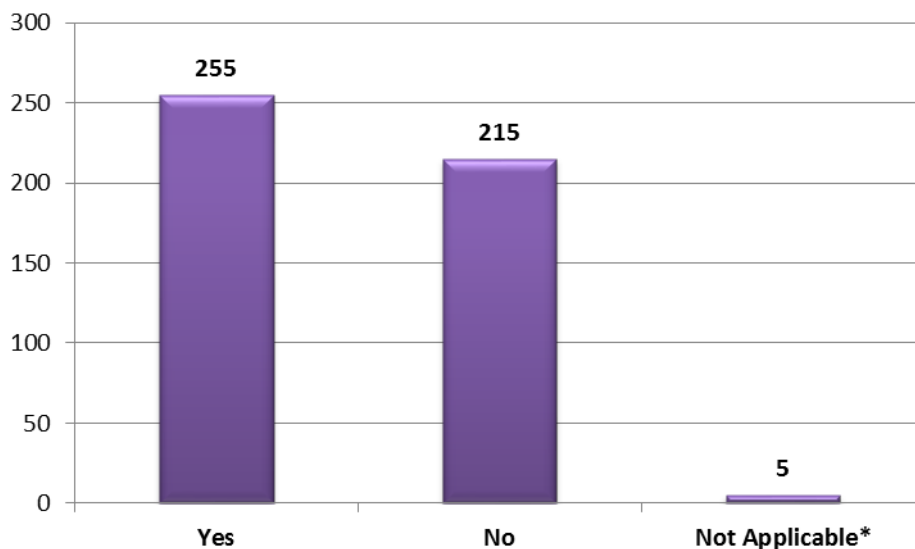
The table below provides a breakdown of complaints by ward based on the address of the complainant. It should be noted that not all complainants provide their postal address and therefore the ward cannot be determined for 264 complaints.

Ward	No.	%	Ward	No.	%
Anchorsholme	3	0.6%	Marton	6	1.3%
Bispham	8	1.7%	Norbreck	5	1.1%
Bloomfield	7	1.5%	Park	9	1.9%
Brunswick	13	2.7%	Squires Gate	10	2.1%
Claremont	19	4%	Stanley	8	1.7%
Clifton	8	1.7%	Talbot	15	3.2%
Greenlands	7	1.5%	Tyldesley	7	1.5%
Hawes Side	6	1.3%	Victoria	12	2.5%
Highfield	6	1.3%	Warbreck	13	2.7%
Ingthorpe	10	2.1%	Waterloo	6	1.3%
Layton	16	3.4%	Outside Blackpool	17	3.6%
			Total	211	

The wards generating the most complaints were: Claremont, Layton and Talbot. However, a high number of complaints were also received from people residing outside of Blackpool. This is a mixture of Fylde Coast residents (6) and visitors to Blackpool (11).

5.5 Response Timescales

We aim to respond to the majority of complaints within 5 working days; this timescale is extended to 15 working days for complaints in Adult Services and Children’s Services which are covered by statutory legislation. Sometimes it isn’t possible to respond to a complaint within this time, for example, for complex cases which may involve other agencies or legal issues and therefore take longer to investigate. In these instances, it is more appropriate to allocate a longer response timescale.



Annual Customer Feedback Report

The chart above shows that in 54.3% of cases a response was sent to the complainant within timescale. The number of complaints which were not responded to within timescale has remained steady over the period. Not Applicable refers to complaints which are in progress, have been withdrawn, are on hold or have been made anonymously and therefore a response cannot be sent to the complainant.

5.6 Outcomes

The table below details the outcomes of the complaints received during this period.

Outcome	Q1	Q2	Q3	Total
Upheld	33	30	25	88
Partially Upheld	19	11	12	42
Not Upheld	57	46	67	170
Explanation Provided	51	25	38	114
Complaint Withdrawn	3	1	1	5
				419

It should be noted that the figures in the above table do not include complaints which are on hold or in progress.

In the majority of cases (40.6%), complaints were not upheld. This means the Council was not at fault. In 27.2% of cases the outcome was to provide an explanation to the complainant of the reasons why the Council has done something. For example, changes to benefits due to government legislation. In 21% of cases, complaints are upheld. This means that the Council has failed to provide a service or has provided an inadequate service to a customer.

Outcomes were not recorded for 56 complaints during this period. This is a result of services failing to record this information when closing down complaints once they have been dealt with.

5.7 Lessons Learned

Of the 475 complaints received during the period, lessons learned have been logged for 142 complaints (29.8%). This low figure doesn't necessarily mean that learning hasn't been derived from complaints; it is more likely that learning is not being routinely logged once a complaint has been dealt with. Further work needs to be done to ensure services capture learning where appropriate so that services can be improved as a result.

Examples of learning obtained from complaints during this period include:

- Additional guidance about providing proof of identity included on blue badge application forms to ensure customers are aware of the risks of providing identification via post.
- Care homes to ensure that interventions are recorded in a single place to enable all parties involved in delivering care to a service user to be aware of each other's actions and concerns.
- Review of the telephony queuing system to ensure that customers are not cut off when the telephone lines are busy.
- Standard letters for families should be developed to explain expected levels of contribution to placements and clarify top up arrangements.

Annual Customer Feedback Report

- Customer First staff briefed on the rooms in Municipal Buildings which can be made available for customers to use as breast feeding facilities.
- Consideration given to consulting with local businesses as part of the organisation of Remembrance Day services to ensure that loud music isn't played during services in the future.
- Enhanced scrutiny by managers when approving care packages to ensure that the levels of assessed need are correct from the first instance.

6. LOCAL GOVERNMENT OMBUDSMAN (LGO)

6.1 Complaints Received by the LGO

Service Area	Enquiries & Complaints Received by LGO		
	2013/14	2011/12	Trend
Adult Care Services	10	6	↑
Benefits & Tax	8	5	↑
Corporate & Other Services	3	6	↓
Education & Children's Services	8	3	↑
Environmental Services, Public Protection & Regulation	9	13	↓
Highways & Transport	4	12	↓
Housing	11	12	↓
Planning & Development	3	5	↓
	56	62	

The table above shows the number of complaints received by the LGO broken down by service area. The data shows that there has been an increase in the numbers of complaints received for Adult Care Services, Benefits & Tax and Education & Children's Services. Please note that the data has been compared to 2011/12 as the LGO did not publish local authority statistics in 2012/13.

When compared to other unitary authorities in England, the Council received a slightly below average number of complaints from the LGO in 2013/14 (56 complaints compared with the average of 58).

6.2 Decisions Made by the LGO

Decision Type		No.	%
Complaints investigated by LGO	Complaint upheld	11	19.6%
	Complaint not upheld	5	8.9%
Complaints not investigated by LGO	Advice given	4	7.1%
	Closed after initial enquiries	11	19.6%
	Incomplete / invalid	2	3.6%
	Referred back for local resolution	23	41%
		56	

Annual Customer Feedback Report

Appendix B contains a definition of the types of decision made by the LGO.

Of the 56 complaints received by the LGO, only 16 progressed on to the formal investigation stage. This is in line with the average for unitary authorities in England.

Almost half of complaints received by the Ombudsman were referred back to the Council for local resolution. There are a number of possible reasons why complainants opt to refer their complaint to the LGO prematurely:

- They are not aware of the Council's complaints procedure;
- They did not receive a response to their initial complaint;
- They are not happy with the response they have received at Stages 1 and 2;
- They are not confident that the Council will investigate their complaint impartially; or
- The Council failed to take their complaint seriously or deal with it under the complaints procedure.

In order to reduce the number of premature complaints being referred to the LGO, work should be undertaken to address these points. For example, ensuring that the customer feedback procedure is easily accessible to our customers so they are aware of how to make a complaint to the Council.

6.3 Lessons Learned from LGO Complaints

Examples of lessons learned from LGO complaints include:

- When consulting on changes to policies which relate to charges for social care provision, the Council will look to identify service users who will be significantly impacted by the changes to ensure that they are engaged in the consultation process. The Council will also ensure that service users are given a longer period between the time they are notified of an increase in charges and the date from which the new charges will be applied.
- Guidance issued to Housing staff to ensure that exceptional circumstances are considered when applicants are assessed against the Council's eligibility criteria for social housing. Applicants should also be made aware of how their circumstances have been considered when they are informed of the outcome of their application.
- When making changes to care packages, the Council will ensure that an explanation is provided to the service user of how their care package will change and how the new care package will meet their care needs more effectively.

7. NEXT STEPS

There are a number of actions arising from the review of customer feedback:

- The data fields on the customer feedback system should be streamlined so that only essential data is requested to further simplify the system for users.
- More fields should be made mandatory on the customer feedback system to encourage the completion of data such as the date responses are sent, complaint outcome and lessons learned before a complaint is closed down.

Annual Customer Feedback Report

- Further work should be undertaken with departments to encourage all Council services to use the customer feedback system, particularly across those services which have moved / changed due to the restructure of Built Environment.
 - The reasons for late responses should be captured and reported on.
 - The causes of complaints within the Staff Conduct / Treatment of Customer and Quality of Service themes should be explored.
 - Further work needs to be done to encourage services to capture learning where appropriate so that services can be improved as a result.
 - Ways in which we can reduce the number of premature complaints being referred to the LGO should be investigated.
-

Annual Customer Feedback Report

APPENDIX A – FULL BREAKDOWN OF COMPLAINTS BY SERVICE AREA

Department	Service	Q1	Q2	Q3	Total
Adult Services	Adult Social Care	21	14	20	55
	Care & Support	2	3	1	6
	Commissioning	8	6	12	26
Built Environment	Highways	16	6	8	30
	Housing	0	1	0	1
	Housing Options	2	2	2	6
	Neighbourhood Services	27	13	28	68
	Parking	3	10	6	19
	Planning	1	0	1	2
	Public Protection	0	1	2	3
	Transportation	1	0	0	1
Children's Services	Children's Social Care	27	26	28	81
	Early Help for Children	3	1	2	6
	Education	5	2	5	12
Deputy Chief Executive's	HR, Communications & Engagement	1	0	1	2
	ICT	0	0	1	1
Democratic Services	Member Services	1	0	0	1
Leisure & Operational Services	Capital Projects	1	0	2	3
	Facilities Management	0	2	2	4
	Integrated Transport	0	1	0	1
	Leisure Services	5	1	0	6
	Parks	0	1	0	1
	Waste	15	12	18	45
Regeneration, Tourism & Culture	Libraries	1	0	1	2
	Tourism	2	4	1	7
Treasurer Services	Benefit Fraud	1	2	2	5
	Benefits	3	2	8	13
	Business Rates	1	0	0	1
	Council Tax	15	12	13	40
	Customer First	13	5	3	21
	Debtors & Creditors	3	0	1	4
	Organisation & Property	1	1	0	0
		179	128	168	475

Annual Customer Feedback Report

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:	SCRUTINY COMMITTEE
Item number	8
Relevant Officer:	Steve Sienkiewicz, Scrutiny Manager.
Date of Meeting	11 th September 2014

APPOINTMENT OF SUB-COMMITTEE

1.0 Purpose of the report:

1.1 The Committee to consider the appointment of one additional Member to the Call-In Sub-Committee.

2.0 Recommendation(s):

2.1 To appoint Councillor P. Jackson to the Call-In Sub-Committee. This will complete the membership of 9, comprising of 6 Labour and 3 Conservative members.

2.2 For the Call-In Sub-Committee to undertake the functions and responsibilities in relation to Call-In requests and detailed in the Council's Constitution (Part 4, Rules of Procedure, Overview and Scrutiny Procedure Rules, paragraphs 15 and 16). The Call-In procedure is also referred to in the Protocol on Scrutiny Committee / Cabinet Member / Officer relations.

3.0 Reasons for recommendation(s):

3.1 To ensure the appropriate governance arrangements are in place in relation to the Council's Call-In procedure.

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 At the meeting of Council held on 12th May 2014, it was requested that this Committee appoint a Sub-Committee to consider Call-In requests, on an as required basis.

5.2 With regard to the Sub-Committee, Council was asked to consider that the Call-In Sub-Committee be composed of 8 Members (5 Labour and 3 Conservative).

5.3 The following members were been notified as the membership of the proposed Call-In Sub-Committee, that was appointed by the Scrutiny Committee at its meeting on 19th June 2014:

Cllr Mrs Taylor
Cllr D Coleman
Cllr Elmes
Cllr M Mitchell
Cllr K Benson
Cllr Mrs Callow
Cllr Williams
Cllr Clapham

5.4 Following the by-elections that took place in Blackpool on 22nd May 2014 and the election of 3 new Councillors, it was necessary to conduct a review of political balance calculations. As a result, at full Council on 25th June 2014, the Scrutiny Committee was requested to appoint a Call In Sub Committee with a revised membership of 9 and with a composition of 6 Labour and 3 Conservative, to meet as and when required, with the powers and duties as set out in the Constitution.

5.5 The additional Member, as nominated by the Labour Group, is Councillor P. Jackson.

5.6 Substitute members will be permitted, subject to the proper notification being received by the Head of Democratic Services prior to the Call-In meeting taking place.

Does the information submitted include any exempt information?

No

List of Appendices:

None.

6.0 Legal considerations:

6.1 That the Sub-Committee be politically balanced in order to comply with the Local Government and Housing Act 1989 and the Local Government (Committees and Political Groups) Regulations 1990.

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:	SCRUTINY COMMITTEE
Item number	9
Relevant Officer:	Steve Sienkiewicz, Scrutiny Manager.
Date of Meeting	11 th September 2014

SCRUTINY ANNUAL REPORT 2013 / 2014

1.0 Purpose of the report:

1.1 The Committee to receive the Scrutiny Annual Report for 2013/2014.

2.0 Recommendation(s):

2.1 To approve the report and make recommendations as to the content and format of future reports.

3.0 Reasons for recommendation(s):

3.1 To ensure the scrutiny process continues to be fully accountable and an important part of the democratic process.

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 At the end of each Municipal Year, a report is produced detailing the work carried out by the Council's Scrutiny Committees and Panels during the last year.
- 5.2 The report will be distributed to Councillors, key officers and external organisations with an interest in the work of Overview and Scrutiny.
- 5.3 Hard copies of the report have been produced in A3 leaflet style and are available on request from staff in Democratic Governance.

Does the information submitted include any exempt information?

No

List of Appendices:

Appendix 9a : Scrutiny Annual Report 2013 / 2014.

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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Health Scrutiny Committee 2013/14

As Vice-Chairman of the Council's Health Scrutiny Committee during the 2013/14 Municipal Year I am pleased to introduce a snapshot of the work that the Committee has been involved in during that period. It has been a challenging year for the health service, both nationally and locally, in terms of the increasing demands placed upon it by the population during the climate of a shrinking budget. A key aspect of our job as health scrutineers, is to act as the voice of the public in monitoring both the commissioning and delivery of health services to ensure that excellence in patient care is not compromised during times of pressure such as those we are currently experiencing.

Blackpool continues to present some of the more unfortunate statistics in terms of health inequalities in England. Life expectancy for males is the lowest in the country and life expectancy for females is amongst the lowest. The Health Scrutiny Committee has a key role to play in ensuring that both service provision and preventative care is targeted to improve those health inequality issues that exist largely as a result of lifestyle choices, which are, to a large extent, preventable. These include Smoking and Tobacco Control; Cardio Vascular Disease; Alcohol and Substance Misuse; Cancer; Mental Health; Sexual Health and Childhood Obesity. During the last year, the Committee has been working closely with the Council's public health team in monitoring those priorities and the action being taken to address them. Evidence of improvements are starting to show through, albeit slowly. There is of course no 'silver bullet' that will lead to rapid changes, but even small improvements in percentage terms translates to positive changes for significant numbers of people and we should all be encouraged by that.

The beginning of this reporting period coincided with the publication of the report by Robert Francis QC into the widely reported failings at Mid-Staffordshire NHS Trust. The report included a section that was critical of Staffordshire's health scrutiny function and at Blackpool, we took the opportunity to examine the report and apply the findings to the way that we conduct scrutiny here. As a result, our focus has become more concentrated on patient safety, quality and ensuring that patient complaints are properly dealt with.

The Committee enjoys a good working relationship with both the commissioners and provider services that are responsible for health provision in Blackpool. However, when things do not go according to plan, or we disagree with decisions, we hold the officers to account and make recommendations for improvement. A particular case in point during the last year has been our involvement, alongside the commissioners, in monitoring and seeking assurance in terms of a number of improvements at our local hospital Trust. The hospital was one of 14 in the country that was subject to a review undertaken by Sir Bruce Keogh as a result of its higher than average mortality rates and this was followed up by a separate review by the Care Quality Commission. The Health Scrutiny Committee continues to be involved in monitoring the resultant action plans and is pleased to note a number of targeted improvements. Of particular note are the improved patient pathways relating to pneumonia, sepsis, stroke, acute heart attacks, heart failure and chronic obstructive pulmonary disease.

It is very important that going forward, we continue to maintain a good working relationship with all of our key stakeholders and partner organisations and I would like to thank all of those people involved for their cooperation in attending our Committee, providing reports and answering questions. In particular, I would like to mention the people involved in Healthwatch Blackpool who voluntarily provide their services to gather information and intelligence relating to Blackpool's health economy and with whom we enjoy a close working relationship.

Looking forward to 2014/15, I am confident that with the enthusiasm and effort of my colleagues, that health scrutiny will continue to play an important and influential role in serving the health needs of Blackpool's residents and visitors.



Councillor Martin Mitchell.
Vice-Chairman of the Health Scrutiny Committee,
2013/14 Municipal Year.

Health Scrutiny Committee 2013/14, Key areas of Involvement:

- Review and comment on the Blackpool Teaching Hospitals NHS Foundation Trust Quality Account.
- Review and comment on the Lancashire Care NHS Foundation Trust Quality Account.
- Review and comment on the North West Ambulance Service NHS Trust Quality Account.
- Continued to monitor the planning and progress relating to the new mental health in-patient unit at 'The Harbour'
- Monitoring action plans at Blackpool Teaching Hospitals NHS Trust in relation to the Breast Care Review, the Keogh Mortality Review and the Care Quality Commission Review.
- Overseeing the plans and implementation of the Better Care Fund.
- Scrutinising the work of the Health and Wellbeing Board.
- Close working relationship with Healthwatch Blackpool.
- Working closely with Public Health on monitoring key areas of work around health inequalities.
- Membership of the joint Lancashire Health Scrutiny Committee, with work on the Dementia Consultation.

Scrutiny Annual Report 2013/14

Blackpool Council



If you want to know more, or have any suggestions for scrutiny, contact us in Democratic Services on Tel 01253 477123 or Email: scrutiny@blackpool.gov.uk.

Welcome to the 2013-14 Overview and Scrutiny Annual Report for Blackpool Council. The report provides the opportunity to review last year's activity within overview and scrutiny and to highlight some of the key achievements.

Blackpool Council operates a Cabinet system where ten elected Councillors are responsible for making major decisions. Scrutiny is a key way in which the remaining Councillors, or Members, can improve the quality of life for Blackpool residents by holding decision makers to account.

During the last year, the major challenges for local government in dealing with reductions in funding have continued. The development of new legislation and the changing shape of partner organisations, in particular the health service, have all impacted on the way that services are delivered to the public. Scrutiny councillors at Blackpool have been involved in monitoring those developments and have worked hard to ensure that the Council continues to deliver and prioritise its key services in the most effective way.

Scrutiny in Blackpool is centred on a single scrutiny committee which takes a lead role in both managing and developing the scrutiny process. It remains committed to development and improvement and during this Municipal Year, certain changes have been made to the lead member roles in order to maintain accurate alignment with cabinet member responsibilities. They are now arranged as follows:

- Health and Wellbeing and Adult Social Care
- Corporate Management and Resources
- Urban Regeneration
- Children, Young People, Schools and Children's Social Care and Equality, Diversity, Technology and Youth Employment
- Tourism and Culture and Highways and Transport
- Housing, Public Protection and Street Scene and Crime and Community Safety

In addition, there is a separate section within this report covering the work of the Health Scrutiny Committee, which continues to scrutinise health service provision and health inequalities in Blackpool.

I would like to thank everyone who has made contributions to the scrutiny process during the last year, in particular the lead members who have played a key part in managing the individual scrutiny reviews and the ongoing scrutiny panels.

I also feel that it is important for the Cabinet Members to be acknowledged and thanked for the collaborative way that they have worked with Scrutiny during the past year. Co-operation in responding to questions from the Committee and the way in which recommendations from reports have been received have contributed to the value of the scrutiny process.

Expectations upon Overview and Scrutiny for the forthcoming year will be high as the Council continues to seek out improved ways of working and value for money in the services it delivers. I am confident that with the engagement and enthusiasm of the members, it can respond to the challenges ahead and demonstrate that scrutiny forms an important part of the democratic and decision making process.

If you would like to know more about the work of scrutiny at Blackpool then please get in touch. Contact details for Democratic Governance, who support the scrutiny function, can be found at the end of this report.



Councillor Sylvia Taylor
Chairman of the Scrutiny Committee
2013/14 Municipal Year

Scrutiny Committee 2013/14; Key improvements and achievements

■ Changes to Roads

A Scrutiny Review Panel established to consider the process used by the Council when making changes to road designs within a fixed six month timeframe. 5 recommendations were made, all of which were accepted by the Executive that will lead to an improved information and consultation process when schemes are being considered.

■ Flood Risk Management

A Scrutiny Review Panel established to consider the new statutory responsibilities for flood risk placed on the Council by the Flood Risk Regulations 2009, the Flood and Water Management Act 2010 and the Flood Risk Management Overview and Scrutiny (England) Regulations 2011. The review resulted in 5 recommendations which were accepted by the Executive. In addition, a number of other directives around flood risk management were issued by the Executive at the same time.

■ Community Safety Partnership

This Review Panel continues to meet on a six monthly basis. During the course of 2013/2014, the Panel considered key themes of domestic violence and changes to anti-social behaviour legislation. The Panel also monitored current issues around community safety, the performance of the Community Safety Partnership and received information on the role of the Police and Crime Commissioner.

■ Education

This standing Review Panel was established to consider and make recommendations on school performance information including attendance at schools, attainment of children and Ofsted Inspection Reports and to review and make recommendations on key strategic documents and issues affecting schools. The Panel meets on a regular basis and has considered performance information from a number of schools to date.

■ Community Rights, Assets and Services

A Scrutiny Review panel established to undertake a review of Community Assets and Services in light of legislation in the Localism Act establishing 'Community Rights'. It was also considered a valuable opportunity to undertake a wider review by incorporating an examination of the Council's policy on Community Asset Transfer. A total of 7 recommendations were made, all of which were accepted by the Executive.

■ Alcohol Advertising

A Scrutiny Review in response to a recommendation from the Community Safety Scrutiny Panel. During discussions on substance misuse at the Panel, alcohol advertising was revealed to be a key priority of Public Health in Blackpool and members of the Panel also considered it to be a high priority when considering the problems caused by substance misuse. 6 recommendations resulted from the review, all of which were accepted by the Executive.

■ Outside Bodies

The Panel was established to scrutinise the performance and strategies of companies owned or part-owned, by the Council. Over the course of the 2013/2014 year, the Panel has scrutinised Blackpool Zoo, Blackpool Airport and Blackpool, Fylde and Wyre Economic Development Company.

■ Adult Services – Advice and Information

The Panel was formed to assist the Adult Services department in developing and promoting its online resource directory and adult social care portal, in order to provide information in a more consistent and easily accessible format, as well as increasing the choice and control people have in deciding how their needs would be met.

The review produced seven recommendations, with the objective of assisting in the development of a new online directory, consistent with the requirements of the 'Caring for our Future – Reforming Care and Support' White Paper. All of the recommendations were accepted by the Executive.

■ Bathing Water

Established in anticipation of a revised Bathing Water Directive, due to come into effect from 2015. The revised Directive would place an even stronger emphasis on beach management and public information and could have a significant impact upon Blackpool's tourist economy.

The Panel aimed to ensure that plans and proposals to improve the quality of bathing water at Blackpool's beaches were drafted and implemented by the Council and its partner organisations, in order to ensure Blackpool's bathing waters met the standards required of them.

Following a thorough review, the Panel was able to conclude that the proposed action of the key partner organisations should be endorsed and that scrutiny would continue to monitor their progress.

■ Blackpool Transport Services Ltd

Initiated to review the relationship between the Council and Blackpool Transport Services Ltd, the Panel raised a number of issues and concerns with regards to the governance arrangements of the company's Board, as well as communication mechanisms between the Council and Blackpool Transport Services Ltd.

The concerns raised by the Panel initiated a process which resulted in a Governance Code of Practice being produced, bringing a consistent approach to all council companies. The Panel noted the establishment of the Shareholder's Panel, its composition and terms of reference and it was also consulted on a reviewed draft articles of association and proposed management agreement for Blackpool Transport Services Ltd, before it was formally approved.

■ Apprenticeships

A Scrutiny Panel Review initiated to ensure the apprenticeship scheme was providing value for money to the Council and to ensure Blackpool Council offered quality jobs for young people through the effective and efficient provision of apprenticeships as part of its workforce. The 6 recommendations that resulted from the review were all accepted by the Executive.

■ Children's Services

A standing Review Panel that replaced the Joint Executive / Scrutiny Panel upon the conclusion of the work of that Panel. The Panel meets on a regular basis with the objective of ensuring that the Council maintains an appropriate, sustainable focus on the scrutiny of Children's Services.

■ Budget Consultation

Contributed to the Council's budget consultation process as follows:

- Held a meeting of the Scrutiny Committee to which all non-Executive Members were invited to attend.
- A meeting of the Finance and Audit Committee was held to which representatives from the Trade Unions were invited to attend. This meeting was chaired by the Finance and Audit Committee Chairman.
- A meeting of the Finance and Audit Committee was held to which representatives from the National Non-Domestic Ratepayers were invited to attend. This meeting was chaired by the Finance and Audit Committee Chairman.

■ Other areas of work monitored by the Scrutiny Committee on a regular basis:

- Voluntary Sector Funding
- Child Poverty Framework
- The effect of transience in Blackpool
- Performance management / priority reporting
- Problematic empty properties
- Adult Services / Safeguarding adults
- Members visits to care homes

Call-In Sub-Committee

If a Councillor thinks that a Cabinet Member or the Executive has made a wrong decision, they can ask them to think again. This process is known as Call-In. When a decision is called in, it is firstly considered by the Call-In Sub-Committee, which has been appointed by the Scrutiny Committee for that purpose. The Call-In Sub Committee then decides what action to take, against the following set criteria;

- No further action (in which case the decision can be implemented immediately)
- To refer the decision back to either the Cabinet Member or the Executive for reconsideration
- To refer the decision to full Council

During the period of this report, there were no call-in requests considered.

Report to:	SCRUTINY COMMITTEE
Item number	10
Relevant Officer:	Steve Sienkiewicz, Scrutiny Manager.
Date of Meeting	11 th September 2014

SCRUTINY PANEL UPDATE

1.0 Purpose of the report:

1.1 The Committee to consider progress updates on the appointed Scrutiny Panels including verbal updates from Lead Members.

2.0 Recommendation(s):

2.1 To note the update report from the Scrutiny Lead Members.

3.0 Reasons for recommendation(s):

3.1 To ensure the Committee is fully appraised as to the progress of work of its appointed Panels.

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 The purpose of the report is to provide the Scrutiny Committee with an update on the work of the Scrutiny Panels, outlined in the report attached at Appendix 10a.

5.2 Lead Members will be invited to give a verbal update regarding work undertaken and planned and to feedback to the Committee on the reviews currently in progress.

Does the information submitted include any exempt information?

No

List of Appendices:

Appendix 10a : Scrutiny progress report.

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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SCRUTINY	MEMBERS INVOLVED	DATE COMMENCED	SUPPORTING OFFICERS	PROGRESS REPORT
Housing, Public Safety and Enforcement and Street Scene and the Environment - Councillor Galley				
Community Safety Partnership (CSP) Scrutiny Panel	Councillors: Galley (Lead Member), Stansfield, D. Coleman, Green, Hutton, M. Mitchell.	Ongoing statutory responsibility under Police and Justice Act legislation	Paolo Pertica	The last meeting of the Panel was held on 15 th April 2014 and considered the performance data of the Community Safety Partnership, capacity and changes to anti-social behaviour legislation. The next meeting will be held 28 th October 2014.
Tourism and Leisure, Highways, Transport and Equality and Diversity - Councillor Mrs Callow				
Outside Bodies Scrutiny Panel	Councillors: Mrs Callow (Lead Member), Doherty, D. Coleman Green, Hutton, M. Mitchell, O'Hara and Stansfield	November 2012	Various	This is an on-going Panel to scrutinise the performance and strategies of the Blackpool Zoo and Blackpool Airport, which are part-owned, by the Council. The Panel last met on 28 th April and the schedule for the next round of meetings is currently being arranged. Members will be informed of meeting dates in due course.
Children's Services and Culture and Heritage - Councillor Stansfield				
Children's Services (Safeguarding) Review Panel	Councillors Stansfield, D. Coleman, Green, Hutton, O'Hara and Ryan	January 2014 - ongoing	Sue Harrison Dominic Tumelty	The last meeting of this Review Panel was held on 30 th April 2014. The next meeting will be on 17 th September 2014.

Education Scrutiny Review Panel	Councillors Stansfield (Lead Member), O'Hara, Hutton, D Coleman, Green	January 2013 - ongoing	Sue Harrison Carl Baker Charlotte Clarke	<p>This Review Panel is now fully established and meeting on a regular, timetabled basis. An update of the work of the Panel to date was considered at the Scrutiny Committee meeting in March 2014 and further updates will be provided to the Committee at timely intervals.</p> <p>The last meeting of the Panel was held on 3rd July 2014 at Kincaig Primary School.</p> <p>The next ordinary meeting of the Panel will be held on 25th September 2014. The venue of this meeting has yet to be confirmed.</p>
Urban Regeneration – Councillor Doherty				
Apprenticeships Scrutiny Review Panel	Cllrs Elmes (Lead Member), Evans, Henderson, Hutton, O'Hara	March 2014	Peter Legg Mike Taplin Linda Dutton	<p>Following the final report of the Panel being approved by the Scrutiny Committee on 1st May 2014, it was subsequently approved by the Executive on 19th May 2014.</p> <p>Progress on the recommendations will be reported to Panel Members in due course.</p>
Outside Bodies Scrutiny Panel	Councillors: Doherty, Mrs Callow, D. Coleman Green, Hutton, M. Mitchell, O'Hara and Stansfield	November 2012	Alan Cavill Rob Green	<p>This is an on-going Panel to scrutinise the performance and strategies of the Blackpool, Fylde and Wyre Economic Development Company, which is part-owned, by the Council. The Panel last met on 28th April and the schedule for the next round of meetings is currently being arranged. Members will be informed of meeting dates in due course.</p>
Corporate Management and Resources – Councillor Benson				
Priority reporting and monitoring	Scrutiny Committee	Ongoing	Corporate Leadership Team	<p>Reporting in September 2014, November 2014 and February 2015. Progress reports against the Council's key corporate priorities. Due to the strategic nature of this item, it was</p>

				agreed that it would be reported to the full Committee.
Public Health and Adult Social Care - Councillor Mrs Henderson MBE				
Visits to Care Homes	Councillors Henderson MBE, Stansfield, Hutton, Ryan and O'Hara	November 2013	Val Raynor	An initial briefing for interested Members was held on the 23 rd October 2013. Members are accompanying inspection staff in visits into care and nursing homes on an on-going basis and an update report highlighting the work undertaken will be submitted to a future meeting of the Scrutiny Committee.

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Report to:	SCRUTINY COMMITTEE
Item number	11
Relevant Officer:	Steve Sienkiewicz, Scrutiny Manager.
Date of Meeting	11 th September 2014

COMMITTEE WORKPLAN

1.0 Purpose of the report:

1.1 The Committee to consider the Scrutiny Workplan, 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.

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 The Scrutiny Committee Workplan is attached at Appendix 11a.
- 5.2 Committee Members are also invited, either now or in the future, to suggest topics that might be suitable for scrutiny. In so doing, Members are requested to be mindful of the scrutiny selection checklist that is attached to this report at Appendix 11b. At the Committee meeting on 9th June 2011 it was decided that the checklist should form part of the mandatory scrutiny procedure. It should therefore be completed and submitted for consideration by the Committee, prior to a topic being approved for scrutiny.

Does the information submitted include any exempt information?

No

List of Appendices:

Appendix 11a : Scrutiny Committee Workplan.

Appendix 11b: Scrutiny Selection Checklist - (blank template).

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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SCRUTINY COMMITTEE WORKPLAN 2014/2015

Housing, Public Safety and Enforcement and Street Scene and the Environment – Lead Member: Cllr Galley	Community Safety Partnership Scrutiny Review Panel (statutory responsibility). Two meetings will be held per year. Next meeting due to take place 28th October 2014.
	Regular updates on the Transience Projects – Last update report to Committee on 12th December 2013. Next update TBC.
	Potential topics for consideration, identified through discussions with the Cabinet Member: <ul style="list-style-type: none"> • Impact of the mobile recycling centre • Decent Homes
Tourism and Leisure, Highways, Transport and Equality and Diversity Lead Member: Cllr Mrs Callow	Outside body standing panels (one meeting each annually): <ul style="list-style-type: none"> • Blackpool Airport – Meeting held on 11th February 2014. Reported to Committee on 20th March 2014. • Blackpool Zoo – Reported to Committee November 2013.
Children’s Services and Culture and Heritage Lead Member: Cllr Stansfield	Education Scrutiny Review Panel - Standing Panel, Ongoing. Update reports received quarterly, next report due September 2014. Next meeting due to take place on 25th September 2014.
	Children’s Services (Safeguarding) Scrutiny Panel - Standing Panel, Ongoing. Next meeting due to take place on 17th September 2014. An annual report will submitted to Committee in December 2014.
	Children’s Services Annual report was considered at the December 2013 meeting. To be considered annually by Committee.
Urban Regeneration Lead Member: Cllr Doherty	Flood Risk Scrutiny Review Panel - Annual report to Scrutiny Committee on flood risk issues and progress now the Panel has completed its work. First report due October 2014.
	Apprenticeships Scrutiny Review Panel - ‘In a day’ review to be held 26 th March 2014. Final report approved by Scrutiny Committee May 2014. All recommendations accepted by Executive. Progress report due November 2014.

SCRUTINY COMMITTEE WORKPLAN 2014/2015

	<p>Bathing Water Scrutiny Review Panel - Final report approved by Committee 13th June 2013 (led by Cllr Mrs Callow). The Committee agreed that the Panel should meet annually to monitor progress. Next meeting expected to be February 2015.</p>
<p>Corporate Management and Resources. Lead Member: Cllr Benson</p>	<p>Outside body standing panel (one meeting annually):</p> <ul style="list-style-type: none"> • Blackpool Economic Development Company – Meeting held on 28th April 2014. Reported to Committee on 19th June 2014. <p>Quarterly progress reports against the Council's priorities - Reports due to Committee in September 2014, November 2014 and February 2015.</p> <p>Council Complaints Annual Report - Report will be presented to the Scrutiny Committee in September 2014.</p>
<p>Public Health and Adult Social Care. Lead Member: Cllr Mrs Henderson MBE.</p>	<p>Scrutiny Committee to monitor handling of CAF complaints, following Executive decision EX/11/2013. The Adult Services Annual Report was presented to the Scrutiny Committee in September 2013. To be considered annually by Committee.</p> <p>To consider Adult Safeguarding matters, including the annual Safeguarding report. Quarterly reports to Committee. Next report to Committee on 17th October 2014.</p> <p>Care Home Visits – The visits have commenced, following the initial briefing that was held on 23rd October 2013. An update report was presented to Committee on 20th March 2014 and there will be a further update presented in October 2014.</p> <p>Child Poverty - regular reports to be received by Committee as per recommendation at the Scrutiny Committee meeting in October 2013. Next report to Committee 20th November 2014.</p>

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