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Blackpool Council

1 September 2015

To: Councillors Mrs Callow JP, D Coleman, G Coleman, Galley, Hunter, Matthews, Roberts, Rowson and L Williams

The above members are requested to attend the:

TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE

Thursday, 10 September 2015 at 6.00 pm
in Committee Room A, Town Hall, Blackpool

A G E N D A

1 DECLARATIONS OF INTEREST

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

- (1) the type of interest concerned; 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 9 JULY 2015 (Pages 1 - 8)

To agree the minutes of the last meeting held on 9 July 2015 as a true and correct record.

3 PUBLIC SPEAKING (Pages 9 - 12)

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

4 EXECUTIVE AND CABINET MEMBER DECISIONS (Pages 13 - 20)

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

5 FORWARD PLAN (Pages 21 - 26)

To consider the content of the Council's Forward Plan, October 2015 – January 2016, relating to the portfolios of the Leader of the Council and Deputy Leader of the Council.

6 ENGAGEMENT OF CONSULTANTS OVER 25K MONITORING REPORT (Pages 27 - 32)

To consider the appointment of consultants exceeding £25,000 for the period 1 May 2015 to 31 July 2015.

7 DECENT HOMES (Pages 33 - 38)

To consider details of the Decent Homes Investment made in the Council owned housing stock, following the award of grant that came with the transfer of management to the arm's length management company Blackpool Coastal Housing.

8 COMMUNITY SAFETY PARTNERSHIP PERFORMANCE (Pages 39 - 46)

To consider performance against the Community Safety Partnership's priorities in Quarter One of 2015/2016.

9 COUNCIL COMPLAINTS ANNUAL REPORT (Pages 47 - 64)

To consider the Annual Customer Feedback Report, covering the period 1 April 2014 to 31 March 2015.

10 WASTE SERVICES AND STREET CLEANSING PERFORMANCE REPORT (Pages 65 - 110)

To consider the performance of Waste Services and Street Cleansing Services.

11 SCRUTINY WORKPLAN (Pages 111 - 120)

To consider the Workplan and to approve the scoping document for the Landau Scrutiny Review Panel.

12 DATE OF NEXT MEETING

To note the date and time of the next meeting as Thursday, 15 October 2015, commencing at 6pm.

Venue information:

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

Other information:

For queries regarding this agenda please contact Chris Kelly, Senior Democratic Governance Adviser, Tel: 01253 477164, e-mail chris.kelly@blackpool.gov.uk

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Agenda Item 2

MINUTES OF TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE MEETING - THURSDAY, 9 JULY 2015

Present:

Councillor Hunter (in the Chair)

Councillors

Mrs Callow JP
G Coleman

Galley
Roberts

Rowson
L Williams

Matthews

In Attendance:

Councillor Gillian Campbell, Deputy Leader of the Council

Councillor Fred Jackson, Cabinet Member for Municipal Assets

Councillor Mark Smith, Cabinet Member for Business and Economic Development

Steve Thompson, Director of Resources

Alan Cavill, Director of Place

Sharon Davis, Scrutiny Manager

Ruth Henshaw, Engagement and Intelligence Officer

Chris Kelly, Senior Democratic Governance Adviser (Scrutiny)

1 DECLARATIONS OF INTEREST

Councillor Coleman declared a personal interest with regard to item 10, 'Scrutiny Workplan', the nature of the interest being that he was a Hackney Carriage Licence holder.

Councillor Rowson declared a prejudicial interest with regard to item 11, 'Destination Management Plan for Blackpool', the nature of the interest being that she had been a member of the Executive that had approved the Plan.

2 MINUTES OF THE LAST MEETING OF THE SCRUTINY COMMITTEE HELD ON 26 FEBRUARY 2015

The minutes of the Scrutiny Committee meeting held on 26 February 2015 were noted as a true and correct record.

3 PUBLIC SPEAKING

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

4 ROLES, RESPONSIBILITIES AND ATTRIBUTES OF SCRUTINY MEMBERS

The Chairman presented a report detailing the necessary roles, responsibilities and attributes required of Scrutiny Members and requested that Members consider and understand their roles.

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The Committee agreed to approve the roles, responsibilities and attributes of Scrutiny Members.

Background papers: None.

5 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.

With regards to executive decision number EX/25/2015, 'Community Engagement' Members questioned whether those community representatives that stood for election to the Council would be eligible for involvement in the new formats for community engagement. It was noted that those community representatives standing for election to the Council would have been ineligible for a community representative role at an area forum under previous arrangements for two years following the election. Mr Chris Kelly, Senior Democratic Services Adviser, advised that an answer providing clarity on this issue would be sought for Committee Members following the meeting.

In relation to the same decision, Councillor Galley, whilst supporting plans for a continued engagement by way of discussion with the community, questioned whether plans were in place to enable the community to physically take more control over the areas in which they lived. The Deputy Leader of the Council advised that Councillor Kirkland, Cabinet Member for Third Sector Engagement and Development, would be looking at community engagement as part of her portfolio with the aim of empowering community groups to be able to do more.

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

6 COUNCIL PLAN PERFORMANCE MANAGEMENT ARRANGEMENTS 2015/2016

Mrs Ruth Henshaw, Corporate Development Officer advised that the new Council Plan 2015-20 was currently being developed with a number of consultation exercises due to take place over the summer in order to aid its development.

She informed the Committee of the proposed reporting schedule and advised that the first performance report was due to be received in November 2015. The relevant Lead Officer and Cabinet Member would present the performance data to the Committee and answer Members' questions. She also noted that there had been some changes to the reporting schedule since the agenda had been distributed, so that the report that had been due to be presented to the January 2016 meeting, would now be presented to the 3 March 2016 Committee and the report that had been planned to be presented in May 2016 would now be presented in June 2016.

Members discussed the consultation process and raised questions on the selection process for the 'Council Couch' locations. Mrs Henshaw advised that some of the locations had changed since the last 'Council Couch' consultation based on their attendance, with the aim to be as accessible for residents as possible. She also reported that the Engagement team would complete an evaluation report after the consultation had

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THURSDAY, 9 JULY 2015**

been completed. It was requested that the rationale for choosing locations and the evaluation report be circulated amongst Committee Members.

The Committee:

1. Agreed the reporting schedule and mechanism for the Council's performance against the Council Plan; and
2. Requested that the rationale for choosing locations and the evaluation report be circulated amongst Committee Members.

Background papers: None.

7 PROVISIONAL REVENUE OUTTURN 2014/2015

Mr Steve Thompson, Director of Resources presented a report on the Provisional Revenue Outturn for 2014/2015. He highlighted the key features of the report, noting that in addition to the focus of previous years' reports on revenue and the Council's capital programme, the report included an emphasis on income collection.

Mr Thompson summarised that there was an increasing volatility to service budgets as a result of budget cuts, explaining that there had been a net service overspend of £2,346,000. He advised the Committee of the main variances of the overspend, highlighting the £1,601,000 overspend in Children's Services and explaining that the reasons for the overspend in this service were due to the continuing high numbers of looked after children and a shortfall in Education Services Grant income due to academy conversions.

Members questioned how the Council was able to write off £2,583,000 so that services could enter the new financial year in a balanced position and were advised that the write off had been met through Treasury Management savings of £1,816,000 and the use of contingencies. Concerns were raised over the savings target of £25 million for 2015/2016.

The Committee was also provided with details of overspends in Community and Environmental Services and Adult Services. Members challenged the reasons for the apparent overspend on prudential borrowing costs associated with Project 30. Mr Thompson responded with details of the costs and savings involved in Project 30 and advised that a written summary of the financial modelling involved in the project could be circulated amongst Committee Members.

Members considered the financial outturn for budgets 'outside the cash limit' and queried the reasons for the overspend in Parking Services, with particular reference to the low level of use at the Devonshire Road car park. It was reported that a strategic parking review was being undertaken, which would investigate how to make it easier for visitors to make payments with the objectives of improving accessibility to park and pay for it.

A further question was raised by the Committee in relation to the localisation of business rates and whether the Council had been adversely affected. Mr Thompson explained that the financial risks to the Council stemmed from the appeals provision, estimating that approximately five to six per cent of appeals had been successful to date. Members noted that there had been a substantial increase in the appeals provision due to the large

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volume of appeals submitted before 31 March 2015, as that date was the end of a five year period where successful appeals could be backdated. Mr Thompson advised that the impact of those appeals were reflected in the Collection Fund for 2014/2015 but would not fully impact upon the Council until 2016/2017 due to the methodology used by central government to collect and apply the data.

Members noted the Council Tax collection rate for the past two financial years and challenged whether a target of 98 per cent was appropriate. Mr Thompson advised that the target figure was established in light of the reductions in discount and the introduction of the Local Council Tax Reduction Scheme and that over a five-year period the 98 per cent target collection rate was being achieved. However, the in-year collection rate was lower than the target, which was considered to be as a result of the profile of the town. He noted that work was being undertaken to consider this issue further.

The Committee considered the level of expenditure incurred by the Council on its 2014/2015 Capital Programme. Mr Thompson advised that the total capital expenditure had been £43,409,327, which was still considered relatively large for a local authority of Blackpool's size.

The Committee agreed:

1. To note the content of the report; and
2. To request that a written summary of the financial modelling involved in Project 30 be circulated amongst Committee Members.

Background papers: None.

8 TREASURY MANAGEMENT OUTTURN 2014/2015

Mr Thompson presented the Treasury Management Outturn Report for the 2014/2015 financial year that had been presented to Executive at its last meeting.

The Committee was advised that the report outlined the Council's treasury management activities, its borrowing transactions, investment transactions, cash flow management and banking arrangements for the above period. He reported on a positive year during which the use of temporary borrowing had resulted in an underspend of £1.8million.

Mr Thompson advised Members that during the year the Council had invested £10,000 in the Municipal Bonds Agency, which was a company owned by local authorities that could raise money by issuing bonds. The money then raised by those bonds would provide an alternative lending stream to the Public Works Loan Board and the aim would be to offer long term borrowing at below market interest rates. Mr Thompson considered that this had proved a good investment for the Council and that this could result in future savings to the Council.

Following questions from the Committee, Mr Thompson reported that in regards to prudential borrowing, all investments had been repaid on time and had generated income or created savings, noting that the investment into Blackpool Operating Company had been particularly beneficial. He explained to the Committee that the investment into Project 30 needed to be considered over a longer term and it was noted that the project

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was not embarked upon solely for financial purposes, but also for the benefit of residents in the town.

The Committee agreed to note the content of the report.

Background papers: None.

9 SCRUTINY ANNUAL REPORT

The Committee considered the Scrutiny Annual Report 2014/2015.

The Committee approved the Scrutiny Annual Report 2014/2015.

Background papers: None.

10 SCRUTINY WORKPLAN

The Chairman presented the Tourism, Resources and Economy Scrutiny Committee Workplan for the remainder of the Municipal Year. It was noted that this was a flexible, working document. Members could submit items for consideration by the Committee at any time through the Chairman.

The Committee requested that reports into street cleansing, waste collection and car parking be included on the workplan.

In order to make a request for a scrutiny review on a particular subject, Members were informed that the Scrutiny Selection Checklist must be completed and submitted to a Committee meeting for consideration.

Mr Kelly reported that at the Scrutiny Committee on 22 January 2015, Members had considered a referral from the Public Protection Sub-Committee regarding a possible scrutiny review of landaus on the promenade. Members agreed at that meeting that it would be beneficial to undertake an in-depth scrutiny review on the topic, but to defer commencement of the review until the start of the new Municipal Year. The Tourism, Economy and Resources Scrutiny Committee was therefore requested to ratify that request.

The Committee agreed to approve the workplan with the above inclusions and to establish a scrutiny review panel to consider landaus on the promenade.

Background papers: None.

11 DESTINATION MANAGEMENT PLAN FOR BLACKPOOL

The Committee resolved to adjourn for a short break and the meeting reconvened at 7.05 p.m.

Mr Alan Cavill, Director of Place presented the Destination Management Plan for the

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Committee to consider. He reported that recent visitor numbers to the town had been the highest they had been since data had started to be collected in 1999. However, it was considered that there needed to be continual investment and improvements in the town, in order to boost the tourist economy further. Mr Cavill explained that the Destination Management Plan set out how that was going to be achieved in the period 2015-2017.

Mr Cavill advised Members of the economic value of tourism to Blackpool, reporting that the industry supported more than 24,000 jobs as well as indirectly supporting other jobs within the town and that approximately £1.295 billion was generated in the local economy as a result of visitor and tourism business expenditure in 2013.

The Committee was provided with details about planned improvements in order to boost tourism. Those improvements included improving the quality of hotel stock within the town as well as rolling out a Visit England entry level accreditation scheme, attracting 'higher end' retail and restaurant brands to the town and developing the 'city life on the beach' aspirational brand position. It was explained that this was not a marketing slogan but an ethos that underpinned Blackpool's unique destination values.

The Committee considered the priorities included within the Destination Management Plan and Mr Cavill advised that the key growth targets were not merely aspirational, they were all measurable and that the series of actions identified to achieve those targets were all deliverable.

Members raised a number of questions and Mr Cavill reported that the Council worked with all accredited hotels, not just the larger four and five star hotels. The benefit for hotels to become accredited was that they could then advertise with the Council, the Council would place people in those hotels during conferences and the hotels would be eligible to offer packages and promotional offers for shows, for instance the show currently running, Cats.

The Committee also discussed potential future uses for the old King Edward Cinema and the development of the Central Station site. Mr Cavill reported that The Police Station was being relocated to the former site of Progress House and discussions regarding the relocation of the County and Magistrates courts to new sites within Blackpool, possibly to the Central Business District, were on-going. It was also reported that work undertaken by potential developers in the past for the Central Station Site had suggested the front of the old cinema building could be retained, possibly as a gateway for the rest of the site.

The Committee challenged the timescales in place for the development, after considering that there had been suggestions for development for a number of years now. Mr Cavill stated that the intention was to enter the market for a developer of the site by the end of the year.

A question from the Committee was asked in relation to Carnesky's Ghost Train. Mr Cavill reported to the Committee that it had recently been sold to the Pleasure Beach with the understanding that it would have been taken down before the end of May 2015. Mr Cavill assured Members that enquiries would be made as to the reasons for it not having been taken down yet.

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Following further questioning from the Committee, Mr Cavill reported that work was being undertaken to identify and develop suitable new locations of motorhomes, but any potential sites would need to be consulted upon.

The Committee agreed to note the report and requested that future reports be presented to Committee meetings detailing the progress made against the targets identified in the Destination Management Plan.

Background papers: None.

(Note - Councillor Rowson, having declared a prejudicial interest left the meeting room for the duration of this item).

12 DATE OF NEXT MEETING

The Committee agreed to note the date of the next meeting as Thursday, 10 September 2015, at 6.00 p.m.

Chairman

(The meeting ended at 7.43 pm)

Any queries regarding these minutes, please contact:
Chris Kelly, Senior Democratic Governance Adviser
Tel: 01253 477164
E-mail: chris.kelly@blackpool.gov.uk

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Report to:	TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE
Relevant Officer:	Sharon Davis, Scrutiny Manager.
Date of Meeting	10 September 2015

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 29 June 2011, a formal scheme was agreed in relation to public speaking at Council meetings. Listed below are 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 and Scrutiny Committees.

With regard to Council, 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 Meeting**

- 5.3.1 A person wishing to make representations or otherwise wish to speak at the 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, 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 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.

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Report to:	TOURISM, RESOURCES AND ECONOMY SCRUTINY COMMITTEE
Relevant Officer:	Sharon Davis, Scrutiny Manager.
Date of Meeting	10 September 2015

EXECUTIVE AND CABINET MEMBER DECISIONS

1.0 Purpose of the report:

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

2.0 Recommendation:

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:

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 the appendix to this report is a summary of the decisions taken, which have been circulated to Members previously.

5.2 This report is presented to ensure Members are provided with a timely update on the decisions taken by the Executive and Cabinet Members. It provides a process where the Committee can raise questions and a response be provided.

5.3 Members are encouraged to seek updates on decisions and will have the opportunity to raise any issues.

5.4 Witnesses/representatives

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

- Councillor Blackburn
- Councillor Campbell
- Councillor Jackson
- Councillor Wright

Does the information submitted include any exempt information?

No

List of Appendices:

Appendix 4a: Summary of Executive and Cabinet Member decisions taken.

6.0 Legal considerations:

6.1 None.

7.0 Human Resources considerations:

7.1 None.

8.0 Equalities considerations:

8.1 None.

9.0 Financial considerations:

9.1 None.

10.0 Risk management considerations:

10.1 None.

11.0 Ethical considerations:

11.1 None.

12.0 Internal/ External Consultation undertaken:

12.1 None.

13.0 Background papers:

13.1 None.

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APPENDIX 4a

DECISION / OUTCOME	DESCRIPTION	NUMBER	DATE	CABINET MEMBER
<p><u>ACQUISITION OF PROPERTY- 22 TYLDESLEY ROAD</u> To approve the acquisition on the terms stated in the background information, at a total cost of £245,000.</p>	<p>The proposed acquisition of property at 22 Tyldesley Road.</p>	<p>PH39/2015</p>	<p>16/7/15</p>	<p>Cllr Wright</p>
<p><u>PROPOSALS FOR THE ESTABLISHMENT OF THE MEMBER TRAINING PANEL</u> 1. That the Member Training Panel be established with the terms of reference as set out in Appendix 1 to the report. 2. That the Member Training Panel is appointed on a political balance basis with a membership of six councillors. 3. That the Director of Governance and Regulatory Services appoints individual members to the Panel in accordance with the wishes of the respective group leaders. 4. That the Member Training Panel meets as required during the year, to lead on and assess specific projects relating to member learning and development.</p>	<p>To outline proposals for the establishment of the Member Training Panel (to replace the Member Development and Support Panel), including Terms of Reference, membership and appointment of elected members to the Panel.</p>	<p>PH40/2015</p>	<p>16/7/15</p>	<p>Cllr Blackburn</p>
<p><u>CONFIRMATION OF BLACKPOOL COUNCIL SUPPORT FOR DELIVERY PHASE OF MUSEUM PROJECT</u> To agree that £2,000,000 is formally approved as Blackpool Council's contribution to the delivery phase of the Museum for Blackpool project and the project update and next steps are noted.</p>	<p>To consider the approval of Blackpool Council's financial contribution to the delivery phase of the Museum for Blackpool Project</p>	<p>EX/30/2015</p>	<p>20/7/15</p>	<p>Cllr S Blackburn</p>
<p><u>FYLDE COAST HIGHWAYS AND TRANSPORT MASTERPLAN</u> To approve the Fylde Coast Highways and Transport Masterplan (July 2015).</p>	<p>The Fylde Coast Highways and Transport Masterplan and the measures/strategies that will allow the masterplan to be taken forward.</p>	<p>EX/31/2015</p>	<p>20/7/15</p>	<p>Cllr Campbell</p>

<p><u>FUNDING FOR THE WHOLLY OWNED HOUSING REGENERATION COMPANY</u></p> <p>1. To authorise the Director of Resources to: -</p> <ul style="list-style-type: none"> • Draw down the funding offered in the Growth Deal of £26m from the Public Works Loans Board (as outlined in previous decision EX16/2015) or from another source if that is more favourable. • To transfer money for or pay resources for the company to carry out the duties it will take over on behalf of the Council such as Blackpool Lets. • Transfer £1.6m of earmarked resources to the company. • Put in place a quarterly monitoring system and allow the transfer of the above-mentioned Public Works Loan Board resources to be transferred to the company over a period of three years at a rate of not more than £10m per year. Also to set a commercial loan interest rate for this money that is greater than that at which is being borrowed and meets state aid legislation but permits the activity to take place. <p>2. To agree in principle to transfer any property that was acquired for purposes that have now passed to the Housing Company and note that the terms of each transfer will be subject to a decision of the relevant Cabinet Member.</p>	<p>Following the decision of the Council on the 21st January 2015, the Housing Company has now been established and is ready to begin its work. In order to do this the Council would need to authorise its financing and the transfer of resources to that body to allow it to begin this task in earnest. The Executive has previously agreed through decision EX16/2015 to apply through the Growth Deal for Lancashire to formally request a discounted rate through the Public Works Loan Board.</p>	<p>EX/32/2015</p>	<p>20/7/15</p>	<p>Cllr Campbell</p>
<p><u>SALE OF LAND TO THE POLICE AT CLIFTON ROAD</u></p> <p>To approve the disposal of the site of Progress House to Lancashire Police Constabulary for the sum of £2,200,000 on the terms referred to in the Heads of Terms.</p>	<p>To seek approval of the terms for the disposal of the site of the former Progress House, Clifton Road.</p>	<p>EX/33/2015</p>	<p>20/7/15</p>	<p>Cllr Blackburn</p>

<p><u>ACQUISITION OF LAND FOR CENTRAL STATION SITE DEVELOPMENT SITE</u></p> <p>1. To approve the acquisition of Bonny Street Police station for £3,200,000.</p> <p>2. To authorise the temporary Prudential Borrowing to fund this purchase.</p> <p>3. To approve the granting of an appropriate tenancy of Bonny Street Police Station to Lancashire Constabulary.</p> <p>4. To approve the granting of an appropriate legal agreement for the shared accommodation at Municipal Buildings.</p> <p>5. To ring-fence the income from the two legal agreements outlined in 2.3 and 2.4 towards the associated of acquisition and the temporary Prudential Borrowing associated with this acquisition.</p>	<p>Further to decision EX 19/2015, to seek approval for the acquisition of Bonny Street Police station and lease back for the Police to occupy the Station until they move and for the granting of a legal agreement for the Police to use Municipal Buildings for their Town Centre team.</p>	<p>EX/34/2015</p>	<p>20/7/15</p>	<p>Cllr Blackburn</p>
<p><u>ESSENTIAL TOWER STEEL WORKS</u></p> <p>To agree that the essential steel works to Blackpool Tower as outlined are financed via Prudential Borrowing.</p>	<p>To consider the option of £1,800,000 Prudential Borrowing in order to finance essential steel works to Blackpool Tower, as part of the current ongoing project.</p>	<p>EX/35/2015</p>	<p>20/7/15</p>	<p>Cllr Campbell</p>
<p><u>SUNDRY DEBT WRITE OFFS</u></p> <p>To agree that the seven accounts detailed in the report totalling £94,098.71 are authorised for write off.</p>	<p>The report lists applications to write off outstanding balances of Sundry Debts where there is no prospect of recovery or recovery of the debt is inappropriate.</p> <p>The Corporate Write Off Policy states that all individual debt over £5,000 must be authorised by Executive.</p>	<p>PH43/2015</p>	<p>27/7/15</p>	<p>Cllr Blackburn</p>

<p><u>OBJECTIONS TO THE BOROUGH OF BLACKPOOL (PARK WARD - PART) (PERMIT PARKING) ORDER 2015</u> To proceed with the order as originally proposed.</p>	<p>To consider representations received following publication of the proposals to introduce Permit Parking in Park Ward (part), specifically to reduce the impact of parking associated with Blackpool Victoria Hospital</p>	<p>PH45/2015</p>	<p>13/8/15</p>	<p>Cllr Jackson</p>
<p><u>MUSEUM PROJECT- ESTABLISHMENT OF A CHARITABLE BODY</u> To authorise the Museum Project Team to work with Legal Services to establish a charitable foundation to act as a fundraising body for the Museum.</p>	<p>To consider the establishment of a charitable foundation to act as a fundraising body for the Museum Project.</p>	<p>PH47/2015</p>	<p>18/8/15</p>	<p>Cllr Blackburn</p>
<p><u>BLACKPOOL LOCAL PLAN PART 1: CORE STRATEGY – POST HEARING MODIFICATIONS</u></p> <p>1. To endorse the main modifications to the Core Strategy along with the Sustainability Appraisal and Habitats Regulation Assessment scoping documents for submission to the Inspector and publication for public consultation for a period of six weeks during August and September 2015.</p> <p>2. To endorse the additional (minor) modifications to the Core Strategy.</p>	<p>To consider the main modifications suggested by the Inspector following the Examination hearings, including the proposed way forward in response to the 18th June 2015 ministerial statement on wind energy development; and to consider the additional (minor) modifications.</p>	<p>PH48/2015</p>	<p>19/8/15</p>	<p>Cllr Campbell</p>

Report to:	TOURISM, RESOURCES AND ECONOMY SCRUTINY COMMITTEE
Relevant Officer:	Sharon Davis, Scrutiny Manager.
Date of Meeting	10 September 2015

FORWARD PLAN

1.0 Purpose of the report:

1.1 The Committee to consider the content of the Council's Forward Plan, October 2015 – January 2016, relating to the portfolios of the Leader of the Council and Deputy Leader of the Council.

2.0 Recommendation(s):

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

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

3.0 Reasons for recommendation(s):

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

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

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

3.3 Other alternative options to be considered:

None.

4.0 Council Priority:

4.1 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 Blackburn
- Councillor Wright
- Councillor G. Campbell
- Councillor F. Jackson

Does the information submitted include any exempt information?

No

List of Appendices:

Appendix 5a – Summary of items contained within Forward Plan
October 2015 – January 2016.

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

(OCTOBER 2015 to JANUARY 2016)

* Denotes New Item

Page Nº	Anticipated Date of Decision	Matter for Decision	Decision Reference	Decision Taker	Relevant Cabinet Member
1	October 2015	To approve the Built Heritage Strategy	23/2014	Executive	Cllr Campbell
2	October 2015	Public Space Protection Orders for the Town Centre and Promenade	11/2015	Executive	Cllr Campbell
4	November 2015	Blackpool Council People Strategy	13/2015	Executive	Cllr Blackburn
5	November 2015	The half-yearly progress report on the Council's Treasury Management activities for the first six months to September 2015.	14/2015	Executive	Cllr Blackburn
6	December 2015	Council's Corporate Commissioning and Procurement Strategy 2016-2019.	15/2015	Executive	Cllr Wright
7	November 2015	Public Space Protection Orders for Parks	16/2015	Executive	Cllr Campbell
*8	October 2015	Bridges Improvement Project	17/2015	Executive	Cllr Jackson
*9	October 2015	Private Finance Initiative for Street Lighting and Traffic Signals- refinancing arrangements	18/2015	Executive	Cllr Blackburn
*10	January 2016	Council Tax Reduction Scheme 2016/2017	19/2015	Council	Cllr Blackburn
*11	November 2015	Revised Statement of Policy under the Gambling Act 2005	20/2015	Council	Cllr Campbell
*12	December 2015	Hackney Carriage and Private Hire Licensing Policy	21/2015	Executive	Cllr Campbell

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Report to:	TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE
Relevant Officer:	Steve Thompson, Director of Resources
Date of Meeting	10 September 2015

ENGAGEMENT OF CONSULTANTS OVER 25K MONITORING REPORT

1.0 Purpose of the report:

- 1.1 The Committee to consider the appointment of consultants exceeding £25,000 for the period 1 May 2015 to 31 July 2015 and to consider how monitoring information is presented to Members in future.

2.0 Recommendations:

- 2.1 To note the report making any recommendations as considered appropriate; and
- 2.2 To agree the appropriate arrangements for how monitoring information is presented to Members in future.

3.0 Reasons for recommendations:

- 3.1 To enable Members to monitor the appointment of consultants exceeding £25,000 for the period 1 May 2015 to 31 July 2015 and make recommendations if appropriate.

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

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

3.3 Other alternative options to be considered:

None.

4.0 Council Priority:

4.1 The relevant Council Priority is

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

5.0 Background Information

5.1 Following a review by the former Finance and Audit Committee of the Council's arrangements for the appointment and use of consultants, the Executive at its meeting on 23rd June 2010 approved a number of recommendations that were intended to improve the control and monitoring of the use of external consultants and to help the Council to achieve a number of goals outlined in the Community Strategy, including the achievement of value for money.

5.2 The Finance and Audit Committee had requested regular reports in order to monitor all consultancy commissions for compliance with these recommendations. These reports will now be considered by the Tourism, Economy and Resources Scrutiny Committee.

- all proposed appointments of consultants exceeding £25,000 be reported to the Cabinet Member by the relevant Service Director detailing the nature and business case relating to the appointment in line with corporate priorities.
- in the case of 'long term' projects, progress reports to be submitted to the Tourism, Economy and Resources Scrutiny Committee at six monthly intervals by the relevant Service Director for monitoring against corporate priorities and business cases and to enable post project evaluation.
- The Head of Procurement and Projects to co-ordinate the submission of reports based upon information provided by the relevant officers;

5.3 Report

The Committee is asked to note that all Service Directors have been contacted for information. The Children's Services and Places departments have submitted returns for the appointment of consultants during the period of 1 May 2015 to 31 July 2015 and this return has been attached at Appendix 6(a). All other departments have reported a nil return.

The previous report to the Finance and Audit Committee did not identify any 'long-term appointments', so there is nothing to report for monitoring in this respect.

The next report is due to be submitted on 21 January 2016 and will include a list of any appointments (if applicable) made between 1 August 2015 and 31 October 2015. However, Members are asked to consider the arrangements for how they wish the information to be presented to them in future. An alternative to monitoring reports being presented at Committee meetings for Members to note, could be for reports to be circulated amongst Members outside of a Committee meeting at timely appropriate intervals throughout the year. Should any Member then raise any concern regarding the information they had received, a report allowing for further consideration of the matter could be provided at the next scheduled Committee meeting.

5.4 Does the information submitted include any exempt information? No

5.5 **List of Appendices:**

Appendix 6a: Appointment of Consultants over £25,000.

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 As outlined in the Report.

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.

Appointment of Consultants over £25k

<u>Item</u>	<u>Directorate/Heads of Service</u>	<u>Consultant</u>	<u>Outline of work</u>	<u>Value (£,000)</u>	<u>Cabinet Member approved</u> Y/N	<u>Long Term - future reports needed</u> Y/N
1.	Children's/Delyth Curtis	Nancy Meehan Social Work Consultancy Ltd	Interim Head of Children's Social Care	32,445	n/a	N / Nancy has now left and full time employee in place
2.	Places/Alan Cavill	Aecom	Strategic Parking Review to produce a comprehensive long term Parking Strategy which will identify the required actions to ensure that parking provision in Blackpool is fit for purpose	42,000	Y	N
3.	Places/Alan Cavill	Equis Associates	Project Manager, (Outline Business Case) – Tramway Extension North Pier to Blackpool North Train Station	81,000	Y	N

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Report to:	TOURISM, RESOURCES AND ECONOMY SCRUTINY COMMITTEE
Relevant Officer:	John Donnellon, Chief Executive, Blackpool Coastal Housing
Date of Meeting	10 September 2015

DECENT HOMES INVESTMENT PROGRAMME

1.0 Purpose of the report:

- 1.1 To consider details of the Decent Homes Investment made in the Council owned housing stock, following the award of grant that came with the transfer of management to the Arm's length Management Company Blackpool Coastal Housing.

2.0 Recommendation:

- 2.1 To consider the investment made into improving the Council owned housing stock and to identify any matters for further consideration.

3.0 Reasons for recommendation:

- 3.1 To ensure effective scrutiny of improvements made to Council owned housing stock.

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? No

- 3.3 Other alternative options to be considered:

Not applicable

4.0 Council Priority:

- 4.1 The relevant Council Priority is:

- Improve housing standards and the environment we live in by using housing investment to create stable communities

5.0 Background Information

- 5.1 In the early 2000's considerable priority was given by the government of the day to dealing with the backlog of repairs that existed in Council owned stock. Councils were invited to bid for substantial funds to bring stock up to a uniform standard, provided they were prepared to consider new forms of management that the government believed were better placed to manage assets and investment over the long term, so that social housing stock could be preserved as a viable element of the housing market for decades to come.
- 5.2 As part of the move to an arm's length management arrangement for the stock, Blackpool was awarded £66m to invest in the stock to bring it back to an agreed standard. This money was to be made available over a number of years with the programme concluding in April 2015. Part way into the investment, some £2m was cut from the programme as part of the national spending review. This money was supplemented by Housing Revenue Account capital programme funds to give a larger investment. This investment has provided Blackpool's social housing stock with a significantly improved lifespan and has reduced the investment burden on the Council in the medium to long term.
- 5.3 Whilst there is a continuing need to invest and replace components such as doors, windows, kitchens and boilers, the Decent homes money has meant the Council has not had to find money for historical backlog investment as well as ongoing cyclical maintenance. The one exception to this was the money required for balcony works following the collapse of the balcony at Newby Place. Balcony works were not included in the bid for Decent Homes funding despite some knowledge of their condition being available. Since the collapse, Blackpool Coastal Housing has, through the Housing Revenue Account capital programme, funded works to all stock with balconies were required, following structural surveys. This investment carried out over three years and the interim propping arrangements represents another £3.8m of stock investment outside the original decent homes programme.
- 5.4 Decent homes investment year on year:

Year	Decent Homes Spend (£)
2008/09	14,322,060
2009/10	15,953,050
2010/11	13,780,980
2011/12	8,236,754
2012/13	6,524,427
2013/14	5,140,349
2014/15	3,695,241
Total Spend	67,652,861

5.5 In terms of impact, a significant proportion of Blackpool Council’s properties have been improved and a decent base has been laid for continued investment. This level of investment has also enabled the Council to utilise Housing Revenue Account resources that would otherwise have gone towards dealing with backlog repairs and replacements for investment in new stock. An example of this is the Queen’s Park development, which is producing a high quality estate in place of the high rise blocks that were both expensive to maintain and undesirable to live in. In terms of individual types of investment the programme has delivered,

Component	Number completed
Kitchen	3538
Bathroom	3374
Boiler	2174
Heating	2853
Windows	2045
External doors	4296
Roof finishes	501
Fascias and soffits	3352
Gutters	1692
TOTAL	23,825

5.6 The Council / Blackpool Coastal Housing are expected to continue to maintain all of their homes to the Decent Homes Standard. In parallel to the Decent Homes investment programme, the Government and councils were investigating methods by which the complicated system of housing subsidies could be simplified. A number of options were considered with a decision in 2012 that all councils would move to a self-financing model. This meant that following a valuation of stock and an assessment of the backlog of maintenance, councils would produce a 30 year business plan that balanced rental income streams against necessary future investment in stock. The government then assessed whether councils would either pay money back to government or receive funds to ensure a 30 year plan was viable. Blackpool Council had £41 million of debt write offs by Government, and is now expected to manage and maintain its own stock solely from its own revenue streams.

5.7 Until the recent government budget announcement on social rents, the amount of rents charged was governed by a centrally determined formula to set rents for each property type in an area and a formula to limit rises. The most recent formula capped annual rent rises at CPI (cost price inflation) plus 1%. The majority of social rented providers based their 30 year plans on annual rent rises as determined by the formula. The recent budget announcement has stated that social rents will be cut by 1% per year for the next four years and while the Council / Blackpool Coastal Housing awaits the details of how this will be implemented, it is clear that the change will

pose a significant pressure for the viability of the 30 year plan. Whatever the pressures, the capital programme is aligned to stock condition informed by regular surveys to ensure we continue to meet the objective of having the housing stock meet decent homes criteria. Blackpool Coastal Housing will continue to replace key components as they come to the end of their life, but will also consider more radical interventions where necessary, such as the demolition of tower blocks at Queen's Park and their replacement with new stock where we have the ability to do so.

- 5.8 In applying the funding, a variety of contractors were recruited through a framework agreement with costs regularly tested for each sub-contract, in order to ensure value for money was retained throughout the life of the whole programme. A key element of the procurement was the requirement to offer local people employment and training opportunities, and the average local labour rates for the contractors involved was 81.7% over the life for the programme, including a number of directly employed apprentices recruited locally.

Does the information submitted include any exempt information? No

List of Appendices:

None.

6.0 Legal considerations:

- 6.1 None as this report is a retrospective view of a programme that has been completed.

7.0 Human Resources considerations:

- 7.1 None as this report is a retrospective view of a programme that has been completed.

8.0 Equalities considerations:

- 8.1 None as this report is a retrospective view of a programme that has been completed.

9.0 Financial considerations:

- 9.1 None as this report is a retrospective view of a programme that has been completed.

10.0 Risk management considerations:

- 10.1 None as this report is a retrospective view of a programme that has been completed.

11.0 Ethical considerations:

- 11.1 None as this report is a retrospective view of a programme that has been completed.

12.0 Internal/ External Consultation undertaken:

12.1 None as this report is a retrospective view of a programme that has been completed.

13.0 Background papers:

13.1 None

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Report to:	TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE
Relevant Officer:	Paolo Pertica, Head of Visitors Services
Date of Meeting	10 September 2015

COMMUNITY SAFETY 2015/2016 QUARTER ONE REPORT

1.0 Purpose of the report:

1.1 To consider the performance in the Community Safety Partnership's priorities in quarter one of 2015/2016. The priorities are Assaults, Sexual Offences, Domestic Abuse, Antisocial Behaviour (including Deliberate Fires), Drugs and Alcohol. However, the Partnership has also decided to continue paying particular attention to Child Sexual Exploitation and Counter Terrorism as these remain the two most important emerging threats.

2.0 Recommendation:

2.1 To consider the performance of the Community Safety Partnership against its priorities and identify any matters for further consideration.

3.0 Reasons for recommendation:

3.1 To ensure effective scrutiny of the Community Safety Partnership.

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

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

3.3 Other alternative options to be considered:

Not applicable

4.0 Council Priority:

4.1 The relevant Council Priorities are:

- Create safer communities and reduce crime and anti-social behaviour
- Safeguard and protect the most vulnerable
- Improve health and well-being especially for the most disadvantaged

5.0 Background Information

5.1 The statutory partners of Blackpool Community Safety Partnership have been working in partnership in order to reduce crime, antisocial behaviour and the impact of drugs and alcohol misuse for the last 15 years, following the implementation of the 1998 Crime and Disorder Act. During the period between 2004/5 and 2012/13 crime in Blackpool reduced by approximately 30% from 22,196 crimes per year to 15,552. In 2014/15 a further reduction of 6.6% in all crime was achieved compared to 2013/14, therefore creating a rather challenging baseline from which to achieve further reductions in 2015/16.

5.2 All crime in Blackpool showed a minor increase of 0.8% (n. 33) during the first quarter of 2015/16, compared to the same period last year. However, it should be noted that many crime categories are impacted by seasonality trends, and therefore it is not unusual to see increases during the summer months and reductions in the winter months. This often means that increases are experienced in the first two quarters of the financial year, which are then offset by reductions in quarter three and four.

5.3 With regards to the Community Safety Partnership priorities, the performance for quarter one of 2015/16 is as follows:

5.3.1 Assaults

Serious Assaults	up by 3.0% (n= 3)
Less Serious Assaults	up by 21.3% (n= 74)
Non-injury Assaults	up by 41.3% (n=107)

The peak wards for all assaults are Clarendon, Bloomfield and Talbot. These three wards account for approximately half of all assaults. Peak days are Friday, Saturday and Sunday, with peak hours between 21:00 and 02:00 hrs. Repeat locations include:

- The Harbour, NHS, Windmill Rise
- Blackpool Victoria Hospital
- Bar 19 and Walkabout Queen Street

Plans have been put in place by the BSafe Tactical Tasking Group around these repeat locations.

5.3.2 Sexual Offences

All Sexual Offences	up by 16.1% (n=14)
Rape	up by 25% (n=10)
Sexual Assault	down 8.6 % (n=3)
Sexual Offences on children under 16	up by 32.4% (n=12)

Sexual assaults and rape offences are significantly higher than the Lancashire and National average. Approximately 20% of offences for Lancashire happen in Blackpool. Over the last four years the trend has been increasing and there are multiple reasons for these increases. For example, similar to the work done with domestic violence, victims have been encouraged to come forward and report sexual offences, an approach which was cited as good practice in Baroness Sterns report 'The Stern Review'. Moreover, as a result of some high profile prosecutions on historical offences, there has been an increase in non-recent reports.

5.3.3 Domestic Abuse

Serious Assaults	down by 75% (n=12)
Less Serious Assaults	down by 11.3% (n=18)
Non-injury Assaults	up by 16.7% (n=20)

Over one-third of domestic abuse offences are alcohol related. Peak ages for victims and offenders are those in their 20's with two thirds of MARAC cases having links to children. It is pleasing to see that through intense early intervention work with families and children, most domestic abuse assaults are reducing.

5.3.4 Anti-Social Behaviour

Incidents of Anti-Social Behaviour are up by 0.7% (n=23). The number of ASBRAC referrals is up 137%, from eight during quarter one last year to 19 for the same period this year. Of these, 10 were high risk and nine medium risk.

The change in the number of incidents in quarter one is minor (+23) out of a total number of 3499 incidents reported, with the main category remaining reports of noise nuisance. With regards to the ASBRAC referrals, as well as an increase in the number of referrals, the cases referred so far this year have also tended to be more complex with greater vulnerability of the victims concerned. With regards to the tools and powers created by the new Antisocial Behaviour, Crime and Policing Act 2014, during quarter one of 2015/16 98 Warning Letters, 16 Community Protection Notices, three Criminal Behaviour Orders, one Injunction and one Fixed Penalty Notice were issued for a range of issues, which ranged from low level problems like footballing in the street to serious issues such as harassment and stalking.

5.3.5 **Deliberate Fires**

All Deliberate Fires are down by 20%
Deliberate Primary Fires are down by 19%
Deliberate Secondary Fires are down by 21%

5.3.6 **Substance misuse**

At the present time Quarter 1 Outcome data for 2015/16 for Drug and Alcohol treatment services is unavailable. This is due to the changes to the National Drug Treatment Monitoring system. In the absence of data being available a brief overview of treatment services will be provided.

The treatment services were re-tendered during 2014/15 and the new service Horizon was implemented from September 2014. As part of the new provision the providers are required to work towards the 5-ways to well-being. This means individuals receive a full health and wellbeing assessment, rather than just looking at the issues of addiction. This has proved successful with clients who appreciate the holistic approach to their health. The partnership across Horizon is working well and positive outcomes are being realised. An example of this is Positive Steps has been commissioned to deliver a Health Futures programme for individuals accessing drug and alcohol treatment services. The service provides intensive, individualised one-to-one support, which includes help with CV writing, job search, completing application forms, interview techniques and signposting to other services and training. In 2014/15, 39 clients gained paid employment in a variety of areas ranging from engineering through to caring roles. An audit of these clients was undertaken in May 2015 and 30 of these still remained in employment. In Quarter 1 of 2015/16, 13 clients have gained paid employment. The Public Health department is currently undertaking an evaluation on the Social Return on Investment and will be able to report on this later in the year to demonstrate the impact it is having in Blackpool.

Blackpool is building a flourishing recovery community. Two groups have been operating successfully in Blackpool for the past 18 months namely Families in Recovery and Blackpool Recovery. This is having a positive impact in Blackpool and encouraging users to enter treatment. The Recovery Centre is thriving and recently those attending community rehabilitation were involved in the Sun Sea and Spray weekend. This has helped develop the self-confidence of the individuals who are now engaging with their community.

Blackpool Council successfully secured Capital Funding from Public Health England to develop recovery housing. The bid was submitted in partnership with Jobs, Friends and Houses Community Interest Community and it is anticipated that the first house will be operating by November 2015. This will further support and build on the recovery community work.

A review of the Night Safe Haven service was undertaken which resulted in changes in how the service was delivered. The service is now led by North West Ambulance Service (NWAS), which is responsible for the coordination and management of the service delivery. The service re-commenced on the 23 May 2015, and will operate on 30 Saturday nights throughout the year. During Quarter 1, 252 individuals attended the Night Safe Haven provision, with 56 individuals requiring medical interventions. Most were treated at the provision but seven required transfer to Hospital. The service continues to have a positive impact on deflecting individuals from attending the Emergency Department. Of the 252 individuals who attended, 128 required brief interventions and advice. As well as attending to medical issues, Lancashire Police are also a partner involved in the provision. The service provides the public with reassurances about safety and helps reduce the demand on front-line Police Officers.

5.3.7 **Reduce Re-offending**

Monitoring reoffending rates is rather complicated and, in order to do so, the Home Office collates data over a number of years which is then made available to the Probation Services, Community Rehabilitation Companies and their partners to monitor performance. Details of the reoffending rates for adults and juvenile offenders in Blackpool are provided in Appendix 8A. However, overall the average reoffending rate for adults is just below 30% with 28.3% of adults reoffending during the period October 2012 to September 2013. The percentage change for the 12 months ending in September 2012 compared to the 12 months ending in September 2013 is -1.7%. The overall average reoffending rate for juvenile is around 45% and the percentage change for the 12 months ending in September 2012 compared to the 12 months ending in September 2013 is -4.1%.

Does the information submitted include any exempt information? No

List of Appendices:

Appendix 8A – Reoffending data

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 Crime data provided by the Constabulary Analyst using Police CORA recorded crime. Reoffending data has been provided by the Lancashire and Cumbria Community Rehabilitation Company.

Appendix 8A – Reoffending Rate

Table 13a: Proven re-offending of adult offenders, by upper-tier local authority, 2005 to September 2013 rolling quarters¹

	Jan 2012 to Dec 2012	Apr 2012 to Mar 2013	Jul 2012 to Jun 2013	Oct 2012 to Sep 2013	Percentage change 2005 to 12 months ending September 2013 ²	Percentage change 12 months ending September 2012 to September 2013 ²
Blackpool						
Proportion of offenders who re-offend (%)	29.9	29.4	29.1	28.3	0.0pp	-1.7pp
Average number of re-offences per re-offender	3.06	3.01	3.19	3.35	2.4%	9.9%
Average number of re-offences per offender (frequency rate)	0.91	0.88	0.93	0.95	2.5%	3.8%
Number of re-offences	2,668	2,482	2,517	2,477	11.8%	-8.1%
Number of re-offenders	871	825	789	739	9.2%	-16.4%
Number of offenders in cohort	2,916	2,809	2,711	2,615	9.0%	-11.5%
Average number of previous offences per offender	17.70	18.04	18.13	18.58	9.7%	6.3%

Table 13b: Proven re-offending of juvenile offenders, by upper-tier local authority, 2005 to September 2013 rolling quarters¹

Blackpool						
Proportion of offenders who re-offend (%)	44.8	46.9	44.4	43.3	-1.1pp	-4.1pp
Average number of re-offences per re-offender	3.72	4.36	4.81	4.83	38.4%	31.7%
Average number of re-offences per offender (frequency rate)	1.67	2.05	2.14	2.09	34.9%	20.3%
Number of re-offences	495	536	519	420	-49.4%	-21.5%
Number of re-offenders	133	123	108	87	-63.4%	-40.4%
Number of offenders in cohort	297	262	243	201	-62.5%	-34.7%
Average number of previous offences per offender	4.59	5.28	5.46	5.66	114.6%	22.3%

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Report to:	TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE
Relevant Officer:	Ruth Henshaw, Corporate Development Officer
Date of Meeting:	10 September 2015

ANNUAL CUSTOMER FEEDBACK REPORT 2014/2015

1.0 Purpose of the report:

1.1 The Committee to consider the Annual Customer Feedback Report covering the period 1 April 2014 to 31 March 2015.

2.0 Recommendation:

2.1 To consider the performance of the Council in dealing with customer feedback and suggest areas for further discussion or scrutiny. Some proposed actions are listed in Section 6 of the attached Annual Customer Feedback Report.

3.0 Reasons for recommendation:

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 priority is:

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

5.0 Background information

5.1 The report includes a breakdown of the comments, compliments and complaints received by the Council between 1st April 2014 and 31st March 2015. It summarises the Council's performance in dealing with complaints, explores the themes within customer feedback, and includes an overview of complaints made to the Local Government Ombudsman.

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

Does the information submitted include any exempt information?

No

List of Appendices:

Appendix 9a: Annual Customer Feedback Report 2014/15

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.

Annual Customer Feedback Report 2014/15

Blackpool Council



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1. OVERVIEW

This report provides an overview of customer feedback received during the period 1st April 2014 – 31st March 2015.

There are three main types of customer feedback – comments, compliments and complaints. The table below shows a breakdown of the feedback received during the year.

Department	Comments	Compliments	Complaints	Total
Adult Services	24	367	93	484
Chief Executive's Office	0	0	2	2
Children's Services	13	39	125	177
Community & Environmental Services	100	63	261	424
Deputy Chief Executive's	4	24	8	36
Governance & Regulatory Services	3	1	9	13
Places	36	7	97	140
Public Health	0	0	1	1
Resources	23	38	220	281
	203	539	816	1,558

The following sections of this report will analyse the data for comments, compliments and complaints in more detail. An overview of complaints received by the Local Government Ombudsman is included in section 5.

2. COMMENTS

Comments are equally important as complaints as they can help to shape and improve the quality of the services we provide. The following table shows the number of comments received for each department:

Department	Q1	Q2	Q3	Q4	Total
Adult Services	12	6	4	2	24
Chief Executive's Office	0	0	0	0	0
Children's Services	5	5	0	3	13
Community & Environmental Services	15	39	24	22	100
Deputy Chief Executive's	1	2	0	1	4
Governance & Regulatory Services	0	1	1	1	3
Places	4	7	15	10	36
Public Health	0	0	0	0	0
Resources	5	7	5	6	23
Total	42	67	49	45	203
<i>Total 2013/14</i>	<i>n/a</i>	<i>70</i>	<i>40</i>	<i>49</i>	<i>159</i>

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The department that received the most comments during the period was Community & Environmental Services, the majority of which (54%) were requests for service. The four main comment themes were Request for Service, Request for Information, General Comments and Suggestions for Improvement. Below are some examples of comments received during the year:

*Why are the pitch fees for static caravans so expensive in Blackpool? I would like to retire here but cannot afford to (**Public Protection**)*

*I was woken up at 6.38am by a large grass cutter in Moorpark Field. It sounded like the grass cutter was not working properly or the attachment on the back was not fixed on properly (**Parks & Open Spaces**)*

*I visited Blackpool promenade during the weekend to view the Illuminations. We had a great time, yet I was disappointed that the memorial plaque which is erected in Gynn Square for the 3 deceased Police Officers was not illuminated at night. Can we try and get it lit again? The memorial sculpture was lit up beautifully, yet not the plaque in the garden behind it (**Tourism**)*

3. COMPLIMENTS

Compliments are extremely important and help to highlight the areas we are improving in or maintaining levels of high quality service. Therefore, all compliments are passed on to the relevant staff member(s) and service manager to ensure that good practice is commended and to help boost staff morale.

The table below shows a breakdown of the compliments received during 2014/15:

Department	Q1	Q2	Q3	Q4	Total
Adult Services	107	90	81	89	367
Chief Executive's Office	0	0	0	0	0
Children's Services	9	15	6	9	39
Community & Environmental Services	13	22	15	13	63
Deputy Chief Executive's	4	11	7	2	24
Governance & Regulatory Services	0	1	0	0	1
Places	4	3	0	0	7
Public Health	0	0	0	0	0
Resources	7	12	8	11	38
Total	144	154	123	124	539
<i>Total 2013/14</i>	<i>n/a</i>	<i>212</i>	<i>135</i>	<i>128</i>	<i>475</i>

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Nearly three quarters of the compliments received during the year were for Adult Services (367). Across the rest of the Council, Community & Environmental Services 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 doesn't require the same level of involvement as complaints do. Feedback for Adult 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. Combine this with the nature of the services provided and this leads to a much higher number of compliments than for other departments.

The two most common compliment themes are the Quality of Service and Staff Conduct / Treatment of Customer. Below are some examples of compliments received during this period:

*I am very grateful for all my services. I cannot manage without them. I really appreciate having regular carers so we can build a working partnership. All the visits are welcome. Thank you (**Adult Social Care**)*

*I'd like to pass on my thanks as the dog fouling I reported has been cleared now and the area has been left immaculate. I'm very pleased with the quick response and good work (**Street Cleansing**)*

*Can you pass this onto your supervisor, as I'd like them to know what a brilliant service I've had from you? My emails were answered very quickly and explained things perfectly (**Customer First**)*

*From day 1 you have stuck by me and believed in me. Words cannot express how much I appreciate the work you and everyone at the hub has put into helping me turn my life around. THANK YOU. The service I received was fantastic and I want to thank all of the staff involved (**Early Help for Children & Families**)*

4. COMPLAINTS

4.1 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

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

Stage	Q1	Q2	Q3	Q4	Total	
Stage 1	178	207	200	195	780	95.6%
Stage 2	6	6	4	8	24	2.9%
Stage 3	7	0	3	2	12	1.5%
	191	213	207	205	816	

The number of Stage 1 complaints received is relatively consistent across the year. 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.

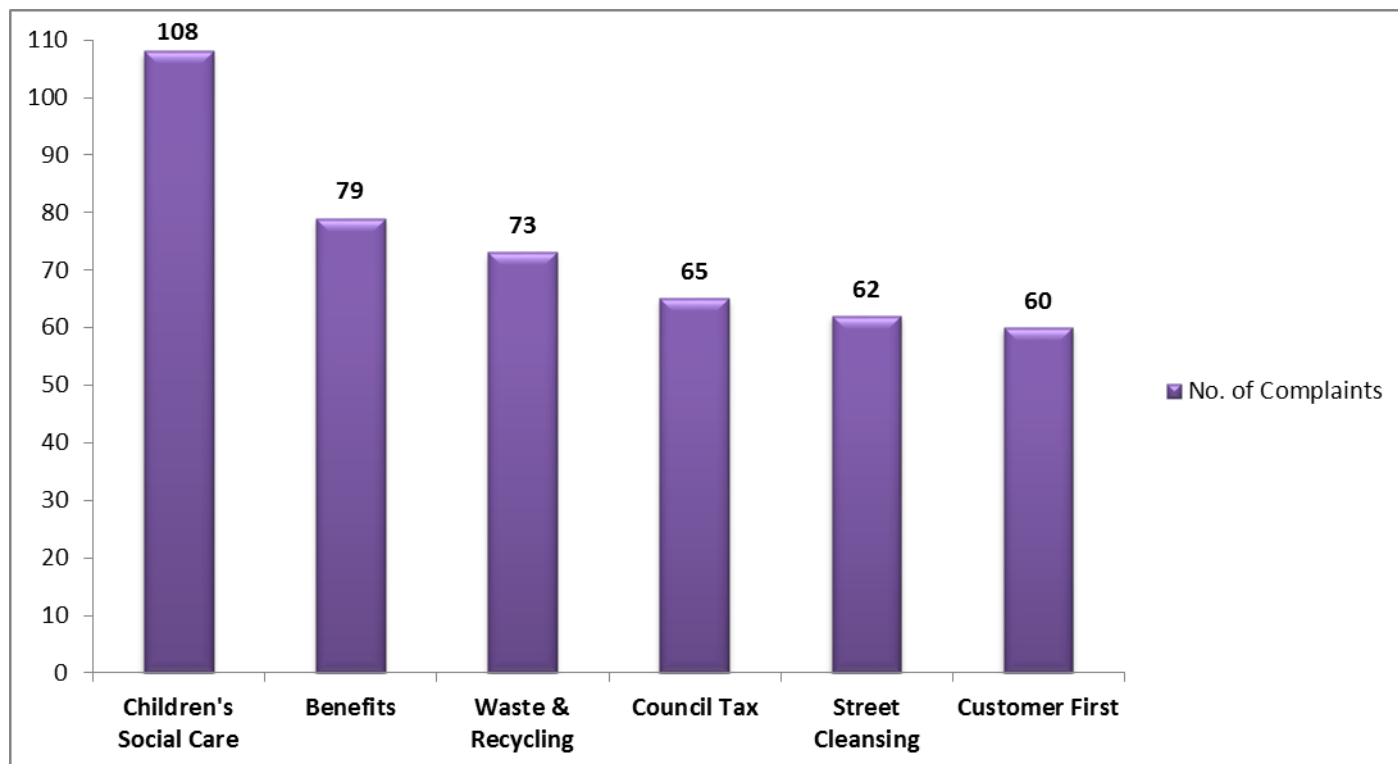
Although the number of Stage 2 and Stage 3 complaints has remained fairly stable when compared with the same period in 2013/14, the number of Stage 1 complaints has increased. Between the 1st July 2013 and the 31st March 2014 the Council received 452 Stage 1 complaints. During the same period in 2014/15, the number of Stage 1 complaints increased to 602. This increase could be attributed to further changes in services and reductions in staff as well as a more consistent approach to capturing complaints across the authority.

4.2 Departments & Service Areas

Department	Q1	Q2	Q3	Q4	Total	
Adult Services	19	18	28	28	93	
Chief Executive's Office	0	0	2	0	2	
Children's Services	31	36	32	26	125	
Community & Environmental Services	70	68	60	63	261	
Deputy Chief Executive's	0	2	3	3	8	
Governance & Regulatory Services	2	3	2	2	9	
Places	21	27	23	26	97	
Public Health	0	0	0	1	1	
Resources	48	59	57	56	220	
	Total	191	213	207	205	816
	<i>Total 2013/14</i>	<i>n/a</i>	<i>178</i>	<i>127</i>	<i>164</i>	<i>469</i>

Almost half of all complaints received by the Council during this period relate to six service areas. These are Children's Social Care, Benefits, Waste & Recycling, Council Tax, Street Cleansing and Customer First.

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A breakdown of the number of complaints received by service area can be found in [Appendix A](#). Ongoing work throughout 2014/15 to further embed the customer feedback process has contributed to an increase in complaints for a number of public facing services. For example, Highways & Transport (delivery), Public Protection, Libraries, Parking etc.

4.3 Complaint Themes

The table below highlights the main complaint themes. As in 2013/14, the majority of all complaints received (86%) relate to the following four themes:

Theme	Q1	Q2	Q3	Q4	Total
Quality of Service	37	77	75	64	253
Staff Conduct / Treatment of Customer	34	36	41	50	161
Lack of Action	36	42	36	35	149
Council Action	50	35	23	31	139
					702

By far, the most common complaint theme was Quality of Service. Over 60% of complaints within this theme relate to the following areas - Benefits (20.2%), Customer First (17.4%), Children's Services (12.6%) and Adult Services (12.3%). We can assume that the increase in the number of complaints about the quality of services are a result of changes to services and reduced staffing levels across departments, however further investigation into the complaints received would need to be undertaken to confirm this.

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The impact of large budget reductions means that the Council can no longer provide the same level of service to residents. As our emphasis shifts to building more resilient communities that can help themselves, it is anticipated that the number of complaints about the quality of services, lack of action and the treatment of customers will increase in the short term. The Strategic Customer Services Group (SCSG) has recently been established to ensure that the Council has a coherent and focused approach to how it supports its customers and service users so that the best possible outcomes are delivered given the resources available. Part of the SCSG's remit will be to ensure that residents are aware of the services the Council can and cannot provide as well as the standard of service they can expect to receive.

4.4 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 372 complaints.

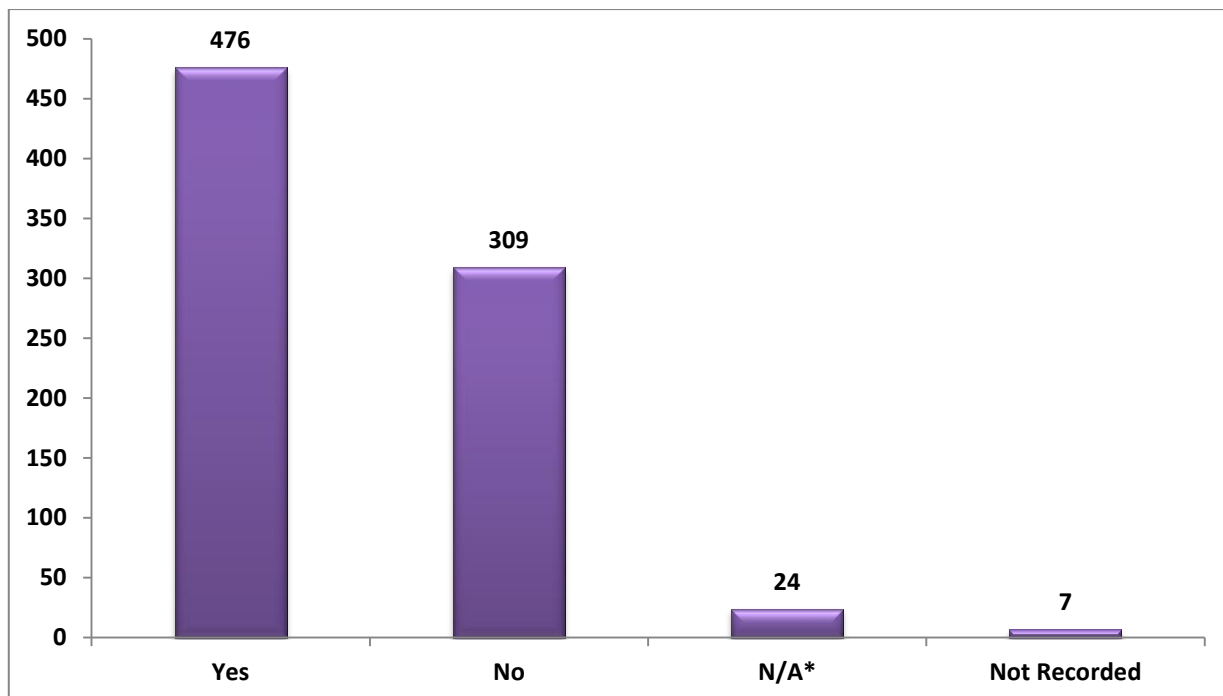
Ward	No.	%	Ward	No.	%
Outside Blackpool	50	6.1%	Waterloo	18	2.2%
Talbot	37	4.5%	Squires Gate	16	2%
Victoria	30	3.7%	Hawes Side	15	1.8%
Claremont	29	3.6%	Marton	14	1.7%
Bloomfield	28	3.4%	Norbreck	14	1.7%
Bispham	25	3.1%	Ingthorpe	13	1.6%
Warbreck	25	3.1%	Layton	12	1.5%
Stanley	20	2.5%	Park	12	1.5%
Clifton	19	2.3%	Tyldesley	11	1.3%
Brunswick	18	2.2%	Anchorsholme	10	1.2%
Greenlands	18	2.2%	Highfield	10	1.2%
			Total	444	

The wards generating the most complaints were Talbot, Victoria, Claremont and Bloomfield. This is a change from 2013/14 where the wards generating the most complaints were Claremont, Layton and Talbot. Although the majority of complaints are made by Blackpool residents, a large proportion were received from people residing outside of Blackpool (a mixture of Fylde Coast residents and visitors to Blackpool).

4.5 Response Timescales

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

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The chart above shows that in 60.1% of cases a response was sent to the complainant within timescale which is an improvement on 2013/14 where 53.7% of complaints were responded to within timescale. In a small number of cases the date a response was provided to the complainant has not been recorded. As a result, changes have been made to the Customer Feedback System to ensure the mandatory recording of this information before a complaint can be closed down. 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.

General reasons for timescales not being met include:

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

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4.6 Outcomes

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

Outcome	Q1	Q2	Q3	Q4	Total	%
Upheld	48	58	49	50	205	25.2%
Partially Upheld	12	18	21	20	71	8.7%
Not Upheld	61	72	72	64	269	33%
Explanation Provided	36	49	63	51	199	24.4%
Complaint Withdrawn	7	1	2	7	17	2.1%
Not Recorded	27	15	0	12	54	6.6%
					815	

In the majority of cases (33%), complaints were not upheld. This means the Council was not at fault. In 24.4% 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 25.2% 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.

A few of the general reasons for complaints being upheld over the year are shown below:

- A lack of action and / or long delays in delivering a service following a request from a customer;
- Errors in service delivery, such as failing to follow correct policies and procedures;
- Staff attitude / behaviour towards customers, ranging from poor customer service to the use of rude or abusive language;
- Failure to communicate with customers, for example, not informing them of a change of policy or action that has been taken in response to a previous request; and
- A combination of minor issues, which have overall resulted in a poor experience for the customer.

Outcomes were not recorded for 54 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. Changes have now been made to the Customer Feedback System to ensure the mandatory recording of this information before a complaint can be closed down.

4.7 Lessons Learned

Officers are encouraged to identify lessons learned from complaints in order to improve the services we deliver as well as share best practice. It should be noted that not all complaints produce lessons learned, however each case should be reviewed to ensure that any learning points are recorded and actioned where applicable.

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Of the complaints received during 2014/15, lessons learned have been logged for 224 complaints (28.1%). Although this is a low percentage, the number of lessons learned that have been captured has increased compared to 2013/14. Examples of learning obtained from complaints during this period include:

- New telephony queuing system introduced in Customer First to reduce delays for customers when contacting the Council by telephone. A number of channel shift projects are also underway to reduce the demand pressure on Customer First.
- It will now be the requirement for all Social Workers to provide an assessment following a visit regardless of whether or not the needs of the resident can be met by Adult Social Care.
- Responsibility for online payment forms on the Council website transferred to Transactional Services to avoid unnecessary delays in dealing with future complaints regarding payment form errors.
- Duration and volume level changed on musical elements of the Illuminations to prevent noise nuisance for local residents.
- The rules prohibiting the use of mobile phones within libraries has been withdrawn to enable customers to gain access to Wi-Fi using mobile devices.
- Continued work required on the transition policy which is to be rolled out to all staff across Adult and Childcare Services. Staff within Adult Social Care and in particular the Community Learning Disability Service need to work actively with Childcare Services to ensure gaps in support do not occur.
- Team talks / training conducted following complaints about poor customer service at the Household Waste & Recycling Centre.

We will continue to encourage the review of complaints to ensure that we learn from the feedback provided by our customers. However, the ability of services to take the time to review complaints and implement changes to improve services will be continually inhibited by the increasing demand on services and the pressure on existing resources.

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5. LOCAL GOVERNMENT OMBUDSMAN (LGO)

5.1 Complaints Received by the LGO

Complaints & Enquiries Received	2011/12	2013/14	2014/15	Trend*
Adult Care Services	6	10	17	↑
Benefits & Tax	5	8	6	↓
Corporate & Other Services	6	3	2	↓
Education & Children's Services	3	8	10	↑
Environmental Services & Public Protection	13	9	3	↓
Highways & Transport	12	4	2	↓
Housing	12	11	5	↓
Planning & Development	5	3	6	↑
	62	56	51	

* Direction of travel compared to 2013/14.

The table above shows the number of complaints received by the LGO in 2014/15 broken down by service area. There has been an increase in the numbers of complaints received for Adult Care Services and a slight increase in complaints relating to Education & Children's Services and Planning & Development during the year. However, the overall number of complaints received by the LGO has continued to decrease.

When compared to other unitary authorities in England, the Council received a below average number of LGO complaints in 2014/15 (the average number of complaints was 69).

5.2 Decisions Made by the LGO

The table below shows a breakdown of the decisions made by the LGO during 2014/15. **Appendix B** contains a definition of the types of decision made.

Decision Type		No. of Complaints	
		2013/14	2014/15
Complaints investigated by LGO	Complaint upheld	11	9
	Complaint not upheld	5	7
Complaints not investigated by LGO	Advice given	4	2
	Closed after initial enquiries	11	12
	Incomplete / invalid	2	1
	Referred back for local resolution	23	20
		56	51

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

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- 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 try and address these points. Ideally we would look at the premature complaints received by the LGO and review them on a case by case basis to establish why the complainant chose to circumvent the Council's complaints procedure. Unfortunately, the LGO does not provide detailed information about the premature complaints they receive so we are unable to track whether these complaints are referred back to the Council at a later date.

Of the 50 complaints received by the LGO, only 16 progressed on to the formal investigation stage. However, when we compare the percentage of complaints upheld following a formal investigation with that of other unitary authorities in England, the Council has one of the highest rates at 56.3%. Analysis is currently being undertaken to explore the reasons why these complaints have been upheld and to identify any actions that can be taken to reduce the number of upheld complaints going forward.

5.3 Lessons Learned from LGO Complaints

Examples of lessons learned from LGO complaints include:

- When informing service users of changes to the amount of care support they receive, the Council should ensure that an adequate explanation is given as to why the amount of care support is being changed and how the new provision will continue to meet the needs of the service user.
 - 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 a resident makes multiple requests for a service, where possible the officers dealing with those requests should ensure that the resident is kept informed of what action will be taken and when, as well as the outcome of any investigative work undertaken.
 - The appeals procedure for home to school transport should be reviewed in line with guidance issued by the Department for Education and Skills to ensure that appeals are considered appropriately and that the reasons for refusing an appeal are fully explained in decision letters.
-

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6. NEXT STEPS

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

- Review mandatory fields on the customer feedback system to encourage the completion of data required for reporting purposes.
- Further work should be undertaken with departments to encourage all services to follow the Council's complaints procedure and improve their complaint handling, particularly across those services which have changed due to restructures or where officers designated to deal with customer feedback have left the authority.
- The causes of complaints within the Quality of Service and Staff Conduct / Treatment of Customer themes should be explored.
- Further work needs to be done to encourage services to capture and act upon learning from complaints 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 and the number of upheld complaints should be investigated.

There is limited capacity within the Corporate Development team and the Customer Relations team to undertake these actions. Therefore, consideration should be given as to which actions should be prioritised over the coming year.

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APPENDIX A – BREAKDOWN OF COMPLAINTS BY SERVICE AREA

Department	Service	Q1	Q2	Q3	Q4	Total
Adult Services	Adult Social Care	9	9	12	14	44
	Business Support & Resources	0	0	1	1	2
	Care & Support	1	0	1	2	4
	Commissioning	9	9	14	11	43
Chief Executive's	Exec Support	0	0	2	0	2
Children's Services	Children's Social Care	27	31	27	23	108
	Early Help for Children & Families	3	2	1	1	7
	Education	1	3	4	2	10
Community & Environmental Services	Animal Wardens & Pest Control	0	0	0	1	1
	Capital Projects	2	4	2	1	9
	Facilities Management	0	0	0	1	1
	Highways & Transport (delivery)	10	9	9	15	43
	Integrated Transport	1	0	3	1	5
	Leisure Centres	1	1	6	2	10
	Parks & Open Spaces	6	3	4	2	15
	Public Protection	13	13	7	7	40
	Stanley Park & Nature Resources	1	0	0	0	1
	Street Cleansing	19	20	14	9	62
	Waste & Recycling	17	18	15	23	73
	Unknown*	0	0	0	1	1
Deputy Chief Executive's	HR, Communications, Engagement & ICT	0	2	3	3	8
Governance & Regulatory Services	Cemeteries & Crematorium	2	0	0	0	2
	Democratic Services	0	1	1	0	2
	Licensing	0	1	0	2	3
	Registrars	0	1	1	0	2
Places	Community Safety	1	3	0	1	5
	Culture	0	0	1	0	1
	Economic Development	1	0	0	0	1
	Highways & Transport (policy)	3	1	1	0	5
	Housing Options	1	1	0	2	4
	Libraries	3	1	2	7	13
	Parking	8	9	13	11	41
	Planning	4	3	4	5	16
	Tourism	0	9	2	0	11
Public Health	Public Health	0	0	0	1	1
Resources	Benefit Fraud	1	1	2	0	4
	Benefits	13	13	23	30	79
	Business Rates	0	0	0	1	1
	Council Tax	18	23	12	12	65
	Customer First	14	18	17	11	60
	Debtors & Creditors	2	2	1	0	5
	Property & Asset Management	0	2	2	2	6
		191	213	207	205	816

* Complaint about a Council employee at Layton Depot but complainant was unable to provide enough information to establish which service the employee works in.

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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.

Report to:	TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE
Relevant Officer:	John Blackledge, Director of Community and Environmental Services
Date of Meeting	10 September 2015

WASTE SERVICES AND STREET CLEANSING PERFORMANCE REPORT

1.0 Purpose of the report:

1.1 The purpose of this report is to provide a basis for the Scrutiny Committee to review the services in relation to delivery with an emphasis on headline data, statistics and performance indicators. It will provide a brief outline of the various elements of the services and highlight any current or anticipated issues.

2.0 Recommendation:

2.1 To scrutinise the performance of the services and identify any matters for further scrutiny.

3.0 Reasons for recommendation:

3.1 To ensure effective scrutiny of the Waste and Street Cleansing services.

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

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

3.3 Other alternative options to be considered:

Request Internal Audit to programme in to the annual work plan.
Refer to external audit.

4.0 Council Priority:

4.1 The relevant Council Priority is:

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

5.0 Report Information

5.1 SCOPE OF THE REPORT

Waste Services (*Waste*) and Street Cleansing (*Cleansing*) are two of the Council's main, high-visibility frontline service areas responsible for delivering a broad range of specialist services to the public.

The scope of this report includes all functional service areas within Waste and Cleansing.

WASTE - including:

- Domestic Waste (incorporating the Refuse and Recycling Collection Contract)
- Household Waste Recycling Centre (HWRC), including the Re-use Shop
- Trade (or business) Waste
- Waste Disposal Contract (Lancashire Waste Partnership with Lancashire County Council (LCC))
- Third Sector Partnerships including Rover (mobile recycling unit), Bulky Matters (bulky items collection), the Re-New Workshop (electrical repair and refurbishment), Domestic Recycling Collections (paper/card) and Wheeled Bin Management.

CLEANSING – including:

- Street Sweeping
- NEAT (Neighbourhood Environmental Action Team) incorporating Enforcement & Fly tipping
- Street Litter Bins
- Beach Cleaning
- Weed Spraying
- Graffiti Removal
- Gully Cleaning

5.2 BUDGET INFORMATION

Waste and Cleansing represent a significant proportion of annual council spend. The combined budgets for the two services are in the region of £18m with the Waste budget currently at c£15m and Cleansing at c£3m.

5.3 **What is going well?**

Waste Services

5.3.1 **The Rover Service**

The Rover service is a mobile recycling unit servicing those residents with no access to a car, which in some of the inner wards is over 50% of the households.

Rover won the Letsrecycle.com National Award for Excellence in Waste Management and Recycling, in Liverpool in March of this year.

In the year 2014/15 Rover exceeded all expectations. It collected 44,183 items totaling 132.5 tonnes of material that was recycled from 7,624 resident visits.

The service was developed and funded over an 18 month period with funding secured via the Waste Disposal Contract with LCC.

Rover is now tendered out to a third sector partner, Helping Hand, who delivers the service on behalf of the Council at a cost of £40k per annum. Rover plays an important role in local, closed-loop recycling and strengthening links in to the Re-use Shop and the Re-New Workshop.

5.3.2 **Household Waste Recycling Centre**

Recycling rate for the Household Waste Recycling Centre (HWRC) continues to be maintained at 70%, which is the second highest of all the HWRC's within the Lancashire Waste Partnership.

The different types of materials being recycled has also been maintained at 30 separate waste streams.

The site Re-use shop has been re-housed in a second hand larger unit which doubled the previous floor space and is a more professional looking enterprise. The shops performance has improved over last year and is now selling refurbished white goods and computers from the Renew workshop, which is also now fully operational.

The site has recently re-tendered the skip transportation contract with the aim of making further savings, forecast to be in the region of £40k.

5.3.3 **Bulky Matters**

Bulky Matters is the Council's bulky item collection service in partnership with a third sector partner, Furniture Matters.

The bulky waste service continues to perform to target and increasing amounts of collected furniture are going back out to those in need across the town through partnership working with the Social Fund.

The service has expanded to cover Wyre through a cost sharing agreement with Wyre Borough Council. The cost of delivering the service is £125k, with £14k met by Wyre BC, £20k income and £56k collection charges, the net cost to the council is £35k per annum.

So far this year the service has made 1090 collections and 207 Social Fund deliveries. Total items collected year to date stands at 5,184 items which comprises 388 items being re-used, 2,365 items recycled with 71 tons to landfill achieving a combine recycling rate of 55%.

5.3.4 **Seagull-Proof Sacks**

Seagull-proof sacks – this is pilot scheme aimed at keeping the streets cleaner which is being trialed in those areas receiving weekly black bag collection. Initial feedback indicates this is being positively received by residents and our collection contractor, Veolia.

5.3.5 **Domestic Euro Containers**

Domestic Euro Containers – this is another scheme which is also aimed at problematic areas either on a black sack collection or where domestic recycling bins are performing poorly. Again, this has had a positive effect on keeping the areas clean and tidy, reducing fly tipping, and been well received by residents. Currently the service is exploring the next phase of roll-out.

Street Cleansing

5.3.6 Street Cleansing has successfully re-organised operationally to offer greater resilience to weekend demand particular to the town centre, promenade, beach and tourism “hot spots”. The impact of the budget cuts has been limited to reducing the frequency for cleaning residential streets to a targeted four-weekly cycle and evening operational hours in the town centre and promenade being limited to 6pm on summer weekends and to 4pm all other days of the week. The service team is flexible, multi skilled and adapts well to change. Despite the cuts to budgets the town centre and promenade are maintained to a high standard and cleaning to the outskirts of the business centre and holiday areas continue to see daily or alternate daily attention.

5.3.7 The service’s ability to react and respond to tourism events has always been proactive and flexible reducing the negative press about unsightly litter, which is often taken out of context. A good example this year would be the Air Show with 100,000 spectators concentrated on the beach and promenade between South and North Piers. The flexibility of deploying all resources to this area the following morning returning the areas to a high standard of

cleanliness by 9am is something which the service should be proud of.

- 5.3.8 Litter bin provision across the borough is continuously reviewed and attempts to standardise litter bin type has been successful. Larger capacity litter bins dominate the promenade with access to a litter bin at every entrance steps to the beach between Cocker Square and the Sandcastle Waterpark and within approximately 50 meters or less along the promenade eastern side. These large capacity bins are serviced by mechanical bin lifting vehicles and only require a single service per day during the majority of the year. Additional service intervals for special events or periods of peak summer holidays are reactively instigated as required.
- 5.3.9 Town centre provision of smaller litter bins has been necessary to allow for sweepers to easily service using traditional hand carts removing the need for heavy vehicles to enter the shopping precincts. There will be occasions where demand outweighs our ability to service but this is infrequent, however the early evening and night time economy can result in numerous bins overflowing due to resources finishing at no later than 6pm.
- 5.3.10 Neighbourhood shopping parades are cleaned on a daily or alternate day frequency depending on the size and footfall in the area. The frequency determines the level of litter migrating to residential streets, which is then cause for complaint. All shops have sufficient litter bin provision and where possible larger capacity litter bins will be installed as funding and replacement provision allows.
- 5.3.11 The reduction in cleansing frequencies to residential streets has had an obvious impact on general cleanliness but not one which has created a windfall of complaints. Supervisors within the service are aware of all the arterial routes throughout the borough and react to obvious issues which are easily remedied. The arterial route continues to be cleaned by a large mechanical sweeper on a fortnightly basis and responsible for highlighting issues during the normal cleansing operation.
- 5.3.12 Departmental restructuring has allowed closer integration between Waste Services and Street Cleansing Services to look at shared responsibility to improve waste collection systems and frequencies. There are several new initiatives which are currently being considered in readiness for consultation with stakeholders.

5.4 **What isn't going well and why?**

Waste Services

5.4.1 **Recycling**

The recycling rate is the amount of waste the Council recycles each year and acts as an important benchmark for performance.

In the last financial year (2014/2015) we collected 52,000 tonnes of waste and recycling from

the kerbside of which 34.1% was in the blue and green lidded bins and brown sacks. This is the material that is sent for recycling and composting at the waste treatment facility in Thornton.

The total amount of waste and recycling collected and disposed of by the authority in 2014/2015 was 71,500 tonnes (slightly down from the previous year), and this includes waste from other sources like the HWRC, Street Cleansing, trade waste, parks, etc. All these different waste types go towards calculating the overall borough recycling rate.

The previous year (2013/2014) saw Blackpool break through the 40% recycling rate threshold for the first time, as one of the main KPI's for Domestic Waste, the service aims to maintain or improve on this year on year.

Unfortunately, early indications are that our overall recycling rate for 2014/2015 will be in the region of 39.9%, a reduction of 1.2% from the previous year. This can be attributed to an increase in total waste arising, a reduction in recycling at the kerbside and also fewer resources on the ground in terms of waste liaison officers.

A study is being undertaken to look at how we can improve the quality and increase the quantity of recyclable material in the blue bins. Also, closer working with Communications to develop targeted campaigns to raise awareness of what can and cannot be recycled.

5.4.2 **Disposal of Waste**

In partnership with Lancashire County Council for the long-term disposal/treatment of waste, the Waste Disposal contract represents one of the Council's largest contracts at c£11m per annum. As a result of this, in a spirit of continuous improvement, we are always looking at ways of releasing efficiency savings year on year.

The termination of the contract with Global Renewables Limited (GRL) and the transfer of responsibilities for operating the waste recycling facilities to an operating company owned by Lancashire County Council and Blackpool Council were reported to the Executive on 21 July 2014, including anticipated financial and performance benefits to the Council. Governance arrangements have been developed along with a Memorandum of Understanding clarifying the Council's involvement in decisions with Lancashire County Council.

Unfortunately, although having realised some savings in the financial re-modeling of this contract, it has resulted in the loss of the government's waste-credits grant (Private Finance Initiative credits) in the region of £800k per annum. This has been met for 2015/2016 from the Waste PFI reserve, however Blackpool and Lancashire County Councils are taking this to judicial review.

Currently we are looking very closely at the waste processing operations of both the Thornton and Farrington (Leyland) plants with a view to increasing the amount of material

that is successfully diverted away from landfill, along with other efficiencies to increase performance and reduce the overall cost of the contract to the council.

Recycling market fluctuations and a change in legislation in relation to the Waste Electrical and Electronic Equipment (WEEE regulations) has resulted in a forecasted reduction in income of c£55k. The rising cost of disposal of many of the waste streams is also adding to that pressure and work is being carried out with Procurement to mitigate this as far as possible.

Street Cleansing

- 5.4.3 Refuse collection within the town has always impacted on the Street Cleansing service. This is particularly problematic where Houses of Multiple Occupation and high density housing areas present their domestic waste for collection in alleyways and service roads.
- 5.4.4 The Neighbourhood Environmental Action Team (NEAT) are responsible for investigating incidents of fly tipping, which are predominately waste put out for collection on none collections days and/or bulky waste such as white goods and furniture simply abandoned in the alleyways. The culture to dump waste has increased over recent years for a variety of reasons, which includes the cost of waste disposal, "cowboy" disposal collectors, no transport to take bulky items and white goods to the Household Waste Recycling Centre, a lack of suitable storage for waste in Houses of Multiple Occupation. Those areas where refuse collection remains on bagged collection service have the greatest impact on the cleanliness of streets. Scavenging from the bags by cats, dogs, and seagulls impact on a daily basis on the service's resources to react to migrating litter and contents of domestic waste.
- 5.4.5 The treatment of weeds throughout the borough is another area which effects the perception of cleanliness. Weed treatment is carried out with the use of quad bike spraying equipment with treatments carried out three times a year commencing as early as March and April. Second treatments will commence in June through to July with a final treatment to be carried out in September. The operation is wholly governed by the weather as environmental controls are strict to prevent unnecessary damage to the environment and health and safety issues for the employees. It is not possible to spray where average wind speeds exceed four miles per hour, to prevent drifting of the chemical and following treatments a window of six hours of dry weather is necessary for the chemical to be absorbed by the plant. Poor weather conditions this year have frustrated our ability to carry out the second treatment resulting in heavy weed growth around the borough. In addition the level of parked vehicles including those overriding the pavement cause inconsistent treatments street by street.

5.5 What are the barriers to improvement?

The refuse collection contract is the Council's domestic household kerbside collection service delivered by Veolia Environmental Services. It is a substantial contract and accounts for c£3.6m of the Council's budget. A substantial amount of work has been carried out by the

management team over the last four years to reduce the overall cost of this contract, which was in the region of £4.5m in 2010.

As this contract runs until 2019, there are restrictions on opportunities to make major changes to the way that household waste is collected in Blackpool. Work will begin on procuring a new contract in 2017 with a view to making further significant savings as well as making it easier for residents to recycle and increasing the recycling rate.

Reducing budgets will put pressure on service areas to maintain service targets and standards with diminishing resources. If service levels are to change then the balance will be to manage our residents' expectations and what we can realistically and consistently achieve. Staff in waste and street cleansing are committed to continuous improvement, however after three years of reductions morale is a concern and we are actively engaged in ensuring standards remain high and that all staff are engaged in the change management process.

5.6 PERFORMANCE

In which areas are we performing well?

The Household Waste Recycling Centre Re-use shop function is still growing enterprise with an income target for this year of £80k. Prior to the shop much of this material would have been sent to landfill so the benefit of the shop is of a twofold nature, income generation and landfill diversion. The Re-use shop generated income of £55k in 2013/2014, £75k in 2014/2015 with a target of £80k in 2015/2016. The Re-use shop also makes an annual contribution to the Mayor's charity of £10k.

The Commercial Waste service continues to operate at optimum levels and efficiency, firmly established as the largest local provider in the area with 3,154 customers, equating to a market share of between 48% to 50% (based on c.6000 active businesses in the town), including over 300 customers in Wyre (business rates data).

The service is delivered in-house and yields consistently good returns year on year, contributing in the region of £130k per annum to comprehensive spending review savings.

5.7 **How do we compare with other authorities in terms of benchmarking?**

The Council's Waste Service is an active member of the Association of Public Service Excellence (APSE). Through this association we subscribe to APSE's Performance Networks benchmarking group. This group allows us to compare and benchmark ourselves with other authorities or 'family groups' (in terms of demographics, deprivation indices, etc.).

The number of performance indicators produced is vast and far-ranging, attached to this document is an extract for illustration purposes. In essence, benchmarked against other authorities, Blackpool Council's Waste Services is a good performer (within its constraints)

however in the spirit of continuous improvement we are always looking at how to do things better and more cost effectively.

Our recycling rate is now at the national average and it ought to be noted that the highest performing Council can count on 30% of their overall rate coming from garden waste. Garden waste only contributes 12.5% of Blackpool’s overall recycling rate, which reflects the low number of gardens in the Blackpool housing profile, but highlights that in all other areas of waste collected we outperform most districts in Lancashire.

The Household Waste Recycling Centre is in the upper quartile of national performance, waste disposal the highest proportion of overall site costs at 35% compared to 27% last year. This highlights the market trends of increasing costs of disposal.

5.8 What are our priorities in terms of improving performance this year?

- Major litter campaign with Keep Britain Tidy
- Consideration of the integration of Street Cleansing and Domestic Services
- In conjunction with Lancashire County Council, review Thornton and Farrington waste processing operations
- Review of domestic kerbside recycling rounds in terms of participation and utilisation efficiency
- Review of our third sector working partnerships and capacity to deliver additional services (i.e. Rover)
- Review of the recycling off-take contracts at the Household Waste Recycling Centre
- Review of the haulage/skip transport contract within the Household Waste Recycling Centre
- Review of commercial waste customer base and service development
- Review of the kerbside textile collection service
- Review of on-street recycling facilities
- Review of subscription based green waste collections
- Review of Euro Bin provision and seagull sack pilot
- Consideration of Channel Shift initiatives.

5.9 FINANCE

The 2015/2016 revised budgets for Waste and Street Cleansing are shown in more detail in the table below:

SERVICE	BUDGET
Tower Commercial Waste	(651,763)
Bristol Ave Hwrc	404,806
Bulky Waste Collection Service	67,130
Pfi	10,964,071

Regular Collections	4,151,852
Bin Purchase	52,739
Helping Hands	51,971
Waste Disposal	260,935
Waste Communications & Promotion	11,031
TOTAL WASTE BUDGET	15,312,772
Street Cleansing	2,543,498
LEAF	335,155
Winter Maintenance	114,812
Pest Control	17,605
TOTAL STREET CLEANSING BUDGET	3,011,070
TOTAL COMBINED WASTE AND CLEANSING BUDGET	18,323,842

5.10 CROSS DEPARTMENTAL WORKING

The service interacts with every department across the organisation due to the fact it has to service the waste and recycling requirements of each and every person and department. This leads to closer working relationships with key people in delivering our objectives, in key areas such as Communications and Marketing, PR, Print Services and Business Support. As the waste contracts are of a substantial size and value it also means the service works very closely with Finance, Legal Services and Procurement.

Closer integration of Waste with Street Cleansing has allowed more coordinated approach to cleaning the town.

5.11 ENGAGEMENT AND COMMUNICATION

5.11.1 **How we communicate the good work we are doing to residents.**

- Direct communications via the Council's website, Your Blackpool and mail shots to residents.
- Utilise the bin wagons with positive messages on waste disposal and recycling allied to national campaigns.
- Regular conversations with residents through the Household Waste Recycling Centre and the Rover service also provide valuable feedback. Use is made of our Waste Liaison officer to deal with residents and members of the public face to face. We also undertake a varied array of internal and external advertising campaigns.

5.11.2 How do we know that the services we provide are making an impact and are valued by residents?

The annual Household Waste Satisfaction Survey, piloted by Ipsos MORI, is carried out across the town with around 40% coming back. The results showed that broadly the Waste Service remains positively viewed, but overall satisfaction is down at the Household Waste Recycling Centre reflecting the site being closed on a Thursday and reduced opening hours the rest of the week.

The questionnaire results highlighted a number of areas where residents want to see change in the mediums we use to communicate, namely increased use of leaflets.

Questionnaires from residents utilising the ROVER service and the Household Waste Recycling Centre also informs our decision making and helps to drive future strategy.

Does the information submitted include any exempt information? No

List of Appendices:

Appendix 10a - Household Waste and Recycling Public Satisfaction Survey 2014
Appendix 10b - APSE Performance Network PI Standings Report 2013/14

6.0 Legal considerations:

6.1 None

7.0 Human Resources considerations:

7.1 N/A

8.0 Equalities considerations:

8.1 N/A

9.0 Financial considerations:

9.1 The pressures noted in the report including back-dated VAT and recycling income are included in the 2015/16 forecast outturn for Waste. The forecast loss of Waste PFI Grant has been covered by the specific Waste PFI Reserve.

10.0 Risk management considerations:

10.1 N/A

11.0 Ethical considerations:

11.1 N/A

12.0 Internal/ External Consultation undertaken:

12.1 None

13.0 Background papers:

13.1 None

BLACKPOOL COUNCIL HOUSEHOLD WASTE & RECYCLING PUBLIC SATISFACTION SURVEY 2014



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1. SUMMARY

KEY SATISFACTION INDICATORS (KSI'S)

KSI's are derived by aggregating the results of Satisfaction Indicators (SI's) and use weighted data, see www.hwrsurvey.org.uk for details. Results for Blackpool Council are shown as 'Authority'.

KSI ANALYSIS

Question	Authority	HWR Average	HWR Best	Rank	Change from 2013	
KERBSIDE COLLECTION						
KSI 01 - Collection, Service Overall	79.5	80.0	84.3	4	2.3	
KSI 02 - Collection, Aspects of Service	78.0	77.8	83.7	3	2.5	
KSI 03 - Recycling Collection, Aspect of Service	75.2	75.8	80.6	4	1.3	
KSI 04 - General Waste Collection	81.1	82.3	85.1	4	1.1	
KSI 05 - Recycling Collection	77.6	81.7	85.8	5	-0.7	
KSI 07 - Garden Waste Collection	83.9	83.8	85.0	3	-1.2	
KSI 08 - Bulky Waste Collection	55.1	55.3	59.6	4	2.1	
RECYCLING CENTRES						
KSI 09 - Recycling Centres, Service Overall	84.3	83.8	87.9	3	2.4	
KSI 10 - Recycling Centres, Aspects of Service	80.5	81.5	84.8	4	1.2	
COMMUNICATION						
KSI 11 - Collection/Recycling Information Overall	65.5	69.2	72.5	5	0.3	
KSI 12 - Collection/Recycling Information, Aspects	65.3	67.6	69.9	5	-0.7	
KSI 13 - Recycling Centre Information	60.8	69.4	73.5	5	-1.1	
ENQUIRIES/COMPLAINTS						
KSI 14 - Collection Enquiry/Complaint Handling	70.6	74.1	76.8	5	-2.4	
KSI 15 - Recycling Centre Enq/Complaint Handling	73.6	77.3	81.3	5	-6.4	

HOUSEHOLD WASTE & RECYCLING SURVEY 2014

1. SUMMARY




SATISFACTION INDICATORS (SI's)

SI's are derived using weighted data, see www.hwrsurvey.org.uk for details. Results for Blackpool Council are shown as 'Authority'.

Question	Authority	HWR Average	HWR Best	Rank	Change from 2013	
GENERAL WASTE COLLECTION						
1.01 Frequency of general waste collection	77.8	79.2	83.3	4	1.6	
1.02 Type of general waste container provided	84.6	86.0	88.6	5	2.3	
1.03 Size of general waste container provided	81.0	81.8	84.9	4	-0.4	
RECYCLING COLLECTION						
2.01 Frequency of recycling collection	82.3	83.2	86.8	5	0.6	
2.02 Type of recycling container provided	75.0	81.8	86.9	6	-1.5	
2.03 Size of recycling container provided	75.5	80.1	84.0	5	-1.1	
GARDEN WASTE COLLECTION						
4.01 Frequency of garden waste collection	83.4	81.5	83.4	1	-0.8	
4.02 Type of garden waste container provided	84.8	86.4	87.9	5	-1.6	
4.03 Size of garden waste container provided	83.5	83.5	85.4	3	-1.1	
4.04 Amount Household have to Pay	62.5	61.9	67.4	2	-0.3	
COLLECTION SERVICE						
5.01 Number of containers you have to use	79.5	77.0	80.2	2	2.3	
5.02 The reliability of collections	89.4	86.8	89.7	2	3.3	
5.03 The friendliness/helpfulness of crew	80.2	79.0	84.0	3	4.6	
5.04 Levels of noise during collection	78.0	78.3	82.8	4	1.4	
5.05 Your container put back in the same place	70.2	70.6	81.4	3	0.1	
5.06 'Clean and tidy' street after collection	70.9	75.3	83.9	5	3.6	
5.07 The collection scheme overall	79.5	80.0	84.3	4	2.3	
RECYCLING COLLECTION ASPECTS						
6.01 Range of materials recycled	74.6	75.5	84.0	3	0.9	
6.02 How much separation of materials	77.4	77.8	81.3	4	1.3	
6.03 How much preparation of materials	73.7	74.0	76.6	5	1.7	
BULKY WASTE						
10.01 Range of bulky waste items collected	62.6	63.5	68.0	5	2.9	
10.02 Amount households pay for bulky collections	41.0	40.8	44.7	4	2.9	
10.03 Ease arranging bulky waste collection	61.7	61.6	66.0	3	0.6	
INFORMATION ON COLLECTION/RECYCLING						
11.01 What can/can't be put out for general waste	69.6	73.3	77.0	5	2.4	
11.02 What can/can't be recycled	65.5	69.5	75.8	5	1.5	
11.03 Collection dates	78.6	81.3	85.1	5	-1.5	
11.04 Changes to collection dates	76.2	74.3	77.4	2	-1.9	
11.05 How to arrange assisted collections	60.1	63.1	67.2	5	-4.2	
11.06 How to donate items	60.5	61.2	65.7	5	-2.0	
11.07 What happens to recyclable materials	57.0	55.5	57.0	1	1.5	
11.08 How to report a problem	62.0	69.2	73.6	6	-4.2	
11.09 How to reduce waste in the first place	63.2	66.1	69.5	5	1.4	
11.10 How to home-compost	60.1	62.1	67.1	5	0.1	

HOUSEHOLD WASTE & RECYCLING SURVEY 2014

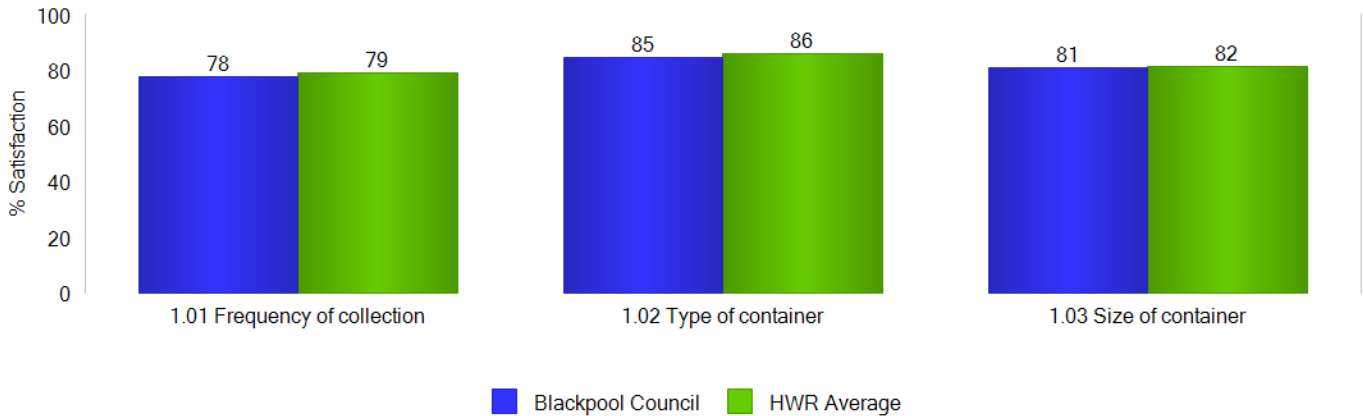
1. SUMMARY

Question	Authority	HWR Average	HWR Best	Rank	Change from 2013	
11.11 The provision of information overall	65.5	69.2	72.5	5	0.3	
COLLECTION COMPLAINTS/ENQUIRIES						
14.01 Ease getting through to the right person	65.1	73.8	78.5	5	-4.7	
14.02 Helpfulness of staff	77.4	78.5	80.9	4	0.0	
14.03 Outcome of contact	69.3	69.9	73.0	3	-2.6	
RECYCLING CENTRES						
16.01 Their opening hours	70.2	77.4	84.4	5	-0.5	
16.02 Ease of finding them	81.7	86.7	88.2	5	2.3	
16.03 Queuing time	78.3	79.6	84.5	4	1.5	
16.04 Layout	82.1	80.0	86.1	3	1.9	
16.05 Signage advice on containers	79.4	80.1	84.9	4	-1.5	
16.06 The range of materials that are accepted	82.1	84.4	86.8	5	-0.3	
16.07 Ease of getting waste into the containers	80.8	79.8	83.4	4	1.2	
16.08 Frequency of containers being emptied	79.3	80.4	83.2	4	-0.4	
16.09 The friendliness/helpfulness of staff	84.6	82.1	85.8	2	4.7	
16.10 How 'clean and tidy' the centre is	87.0	84.5	87.0	1	2.9	
16.11 Recycling centres overall	84.3	83.8	87.9	3	2.4	
INFORMATION ON RECYCLING CENTRES						
18.0 Availability of recycling centres information	60.8	69.4	73.5	5	-1.1	
RECYCLING CENTRE COMPLAINTS/ENQUIRIES						
21.01 Ease getting through to the right person	68.8	76.4	81.5	5	-10.3	
21.02 The helpfulness of staff	77.9	80.5	82.2	5	-7.1	
21.03 The outcome of your contact	74.0	75.2	81.1	3	-1.7	

Q1 THINKING ABOUT GENERAL WASTE (RUBBISH) COLLECTION FROM YOUR HOME, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

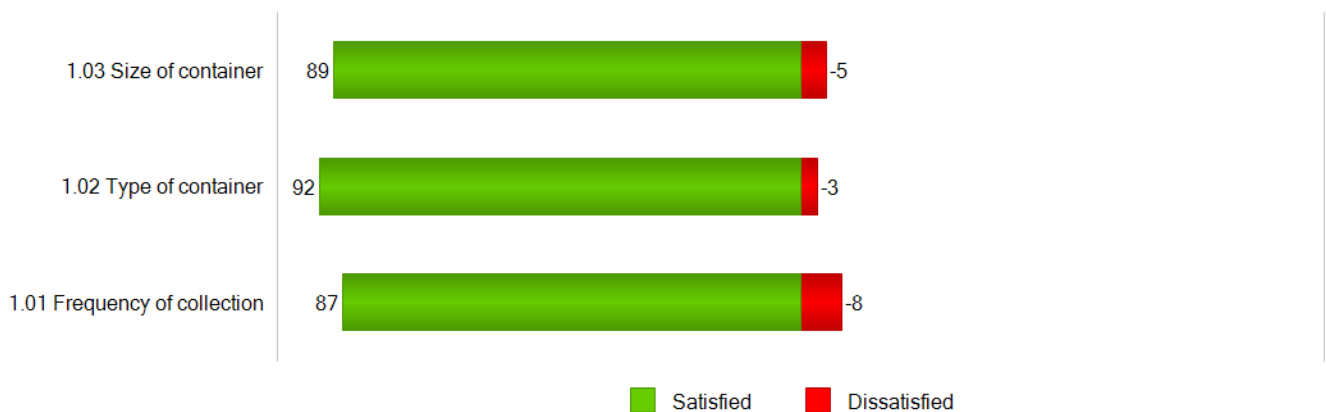
COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores for General Waste Collection compared with the HWR Survey Average scores



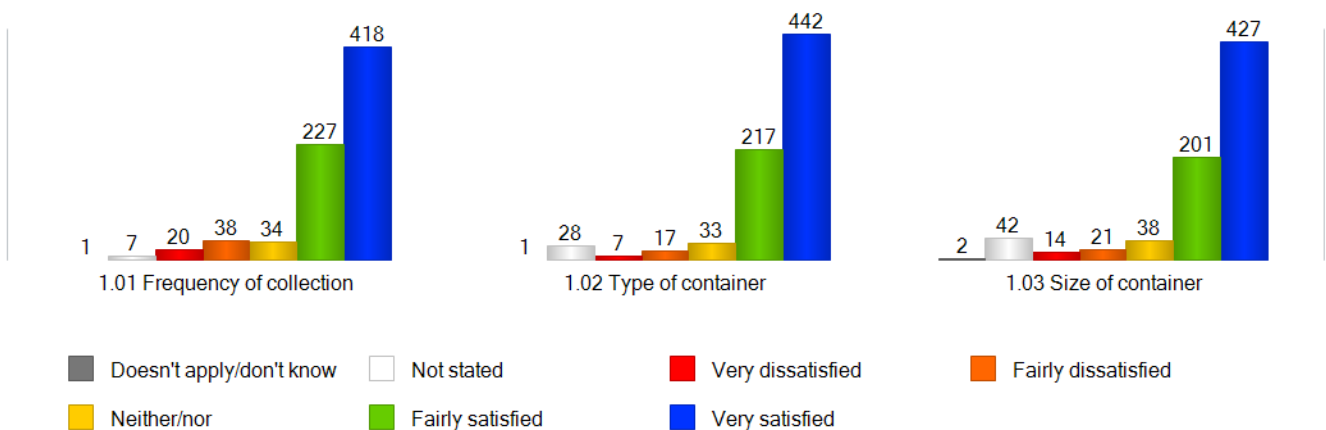
NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with General Waste Collection against those that were fairly or very dissatisfied (uses unweighted data)



RESPONSE ANALYSIS

This graph shows a breakdown of the Blackpool Council resident responses to General Waste Collection questions

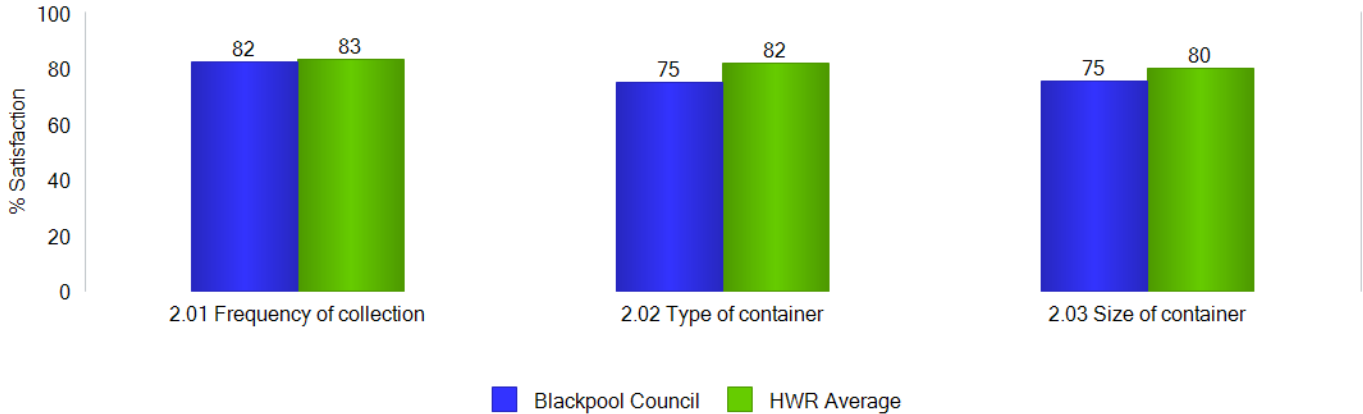


3. RECYCLING WASTE COLLECTION

Q2 THINKING ABOUT THE COLLECTION OF RECYCLING (E.G. PAPER, CANS, PLASTIC BOTTLES) FROM YOUR HOME, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

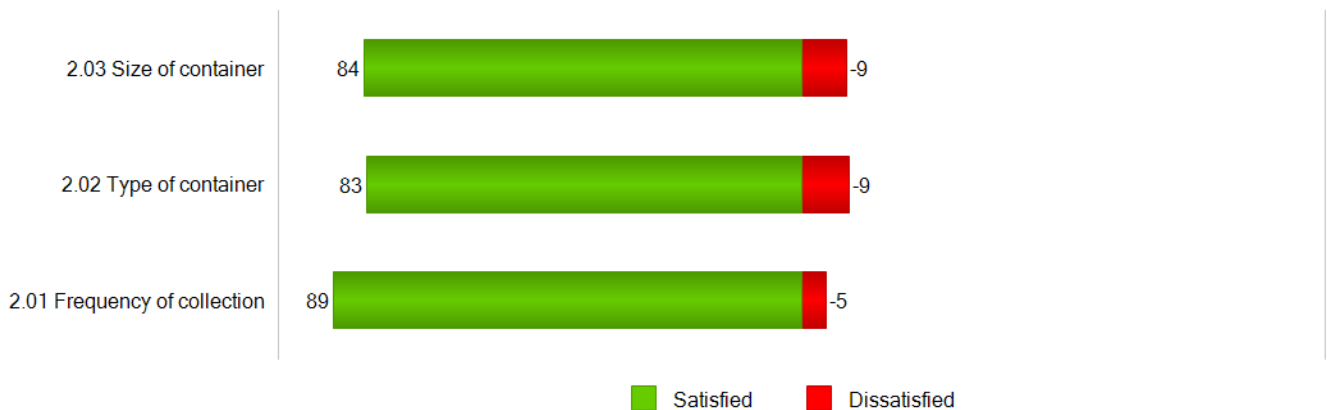
COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores for Recycling Collection compared with the HWR Survey Average scores



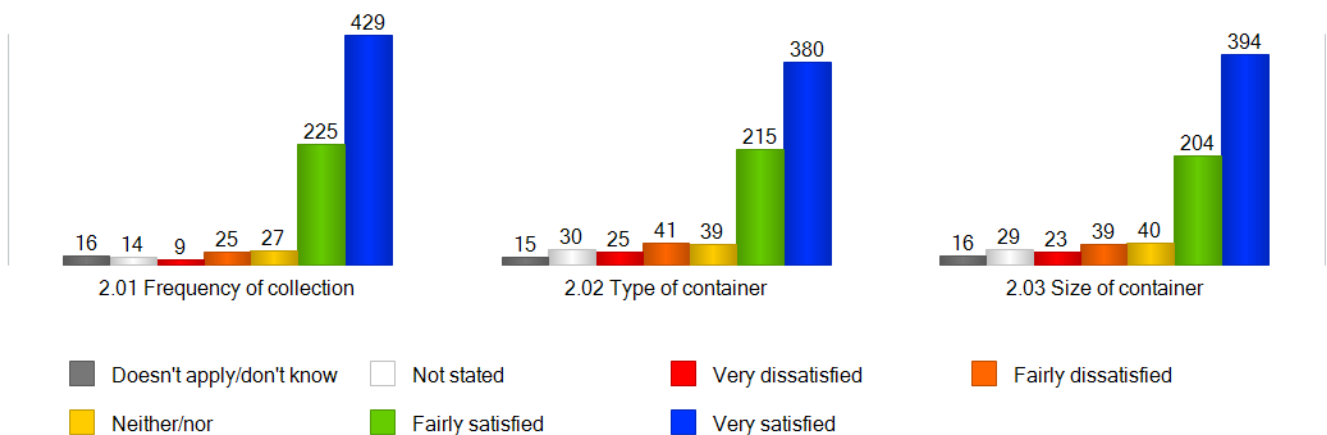
NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with Recycling Collection against those that were fairly or very dissatisfied (uses unweighted data).



RESPONSE ANALYSIS

This graph shows a breakdown of the Blackpool Council resident responses to the Recycling Collection questions

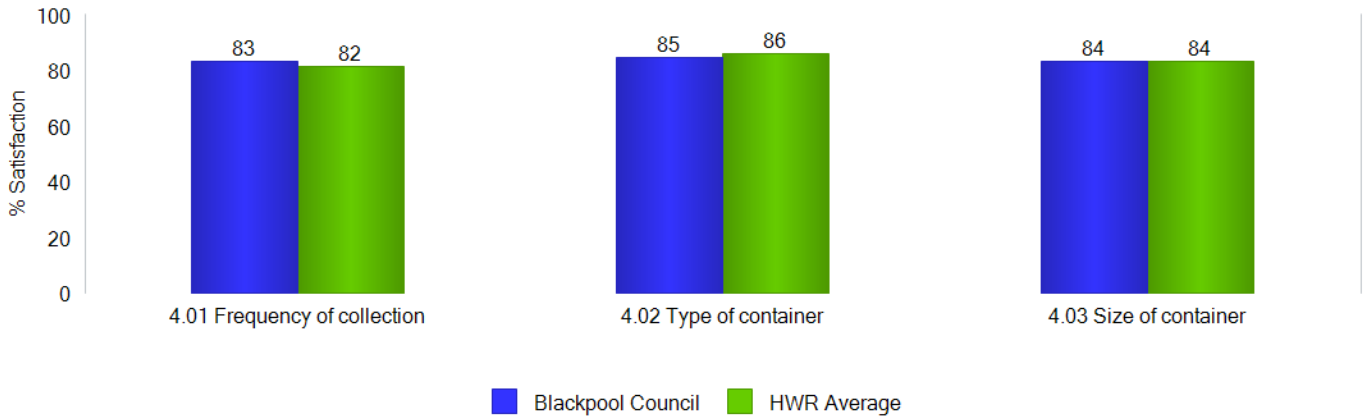


4. GARDEN WASTE COLLECTION

Q4 THINKING ABOUT COLLECTION OF GARDEN WASTE FROM YOUR HOME, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

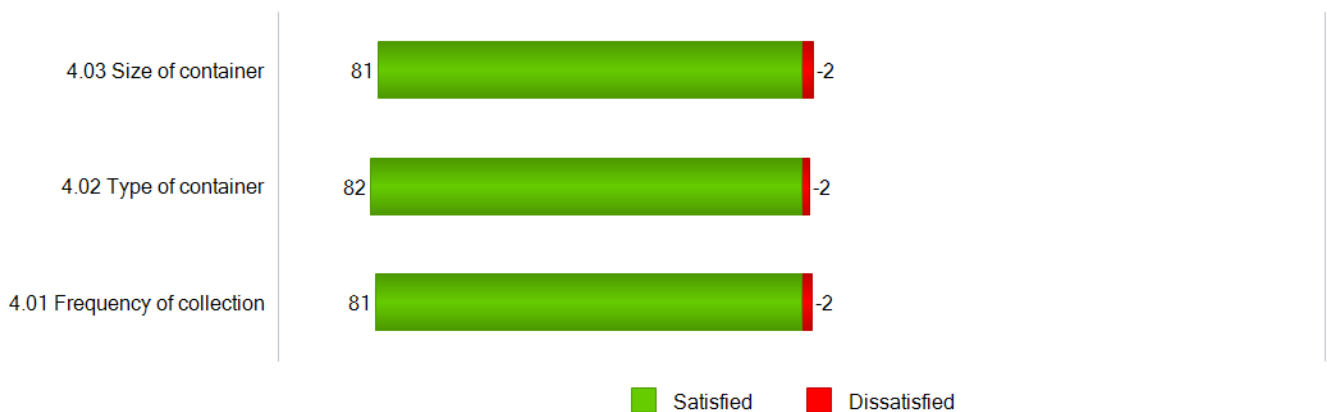
COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores for Garden Waste Collection compared with the HWR Survey Average scores.



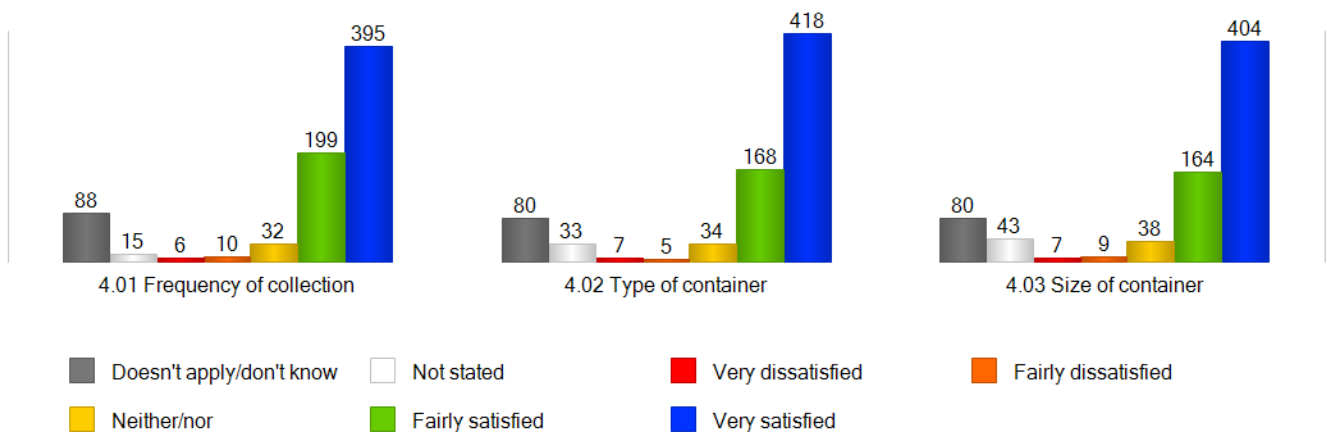
NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with Garden Waste Collection against those that were fairly or very dissatisfied (uses unweighted data)



RESPONSE ANALYSIS

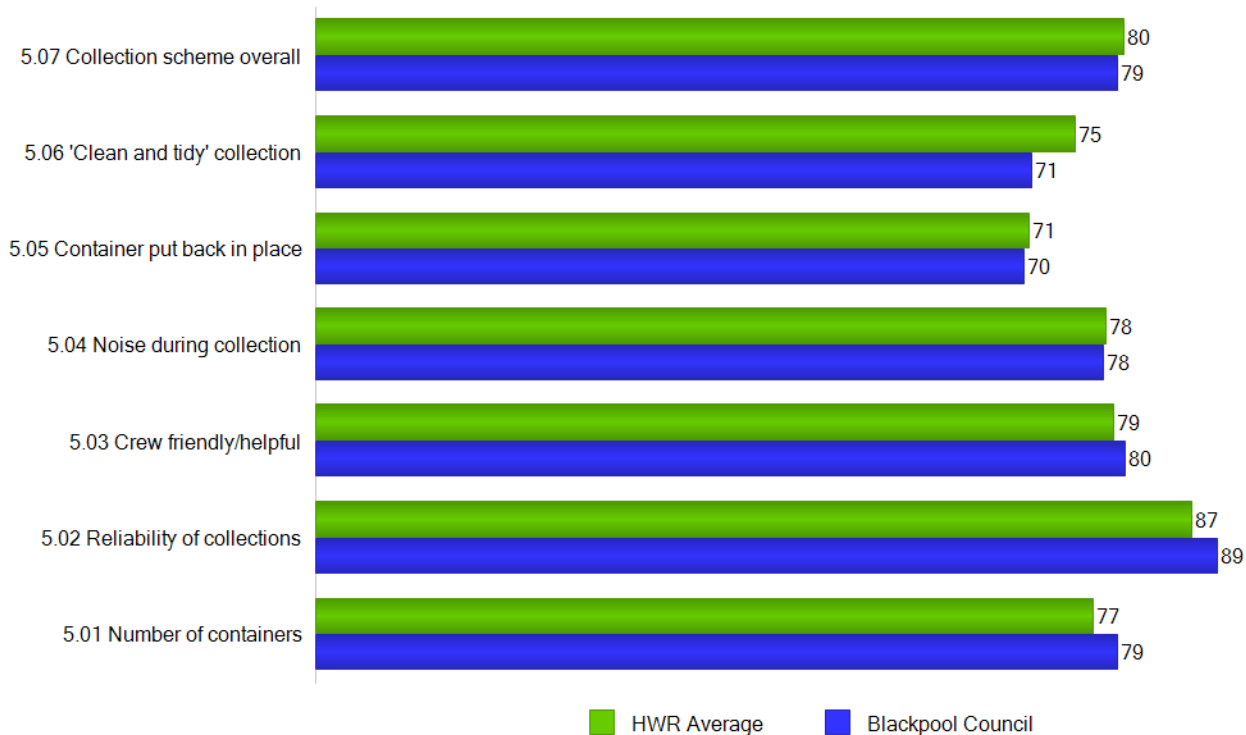
This graph shows a breakdown of the Blackpool Council resident responses to the Garden Waste Collection questions



Q5 THINKING ABOUT COLLECTION IN GENERAL, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

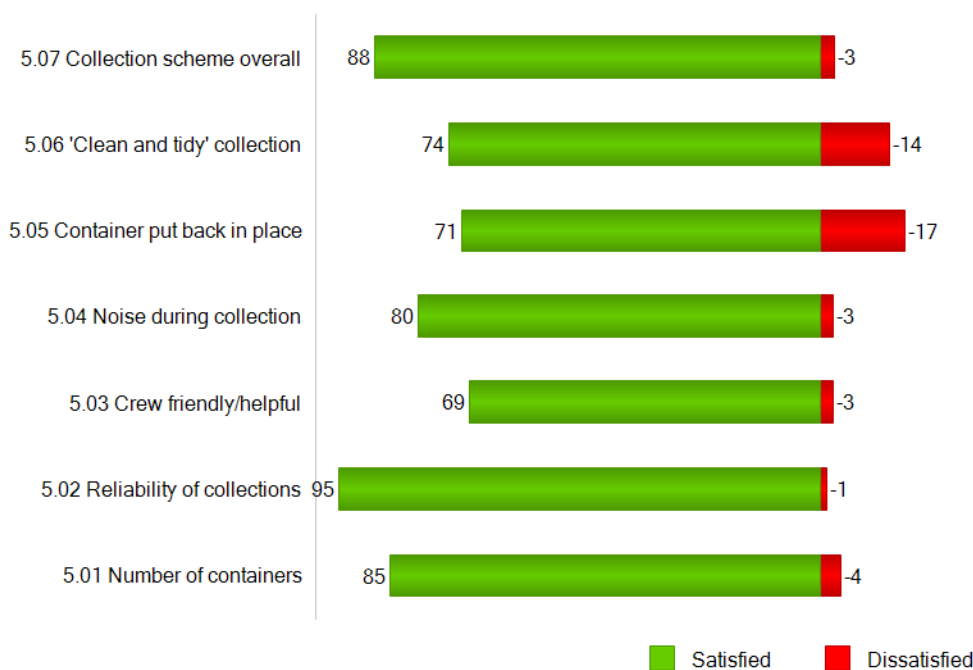
COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores with Collection generally compared with the HWR Survey Average scores



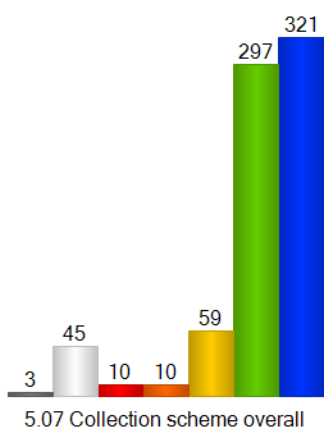
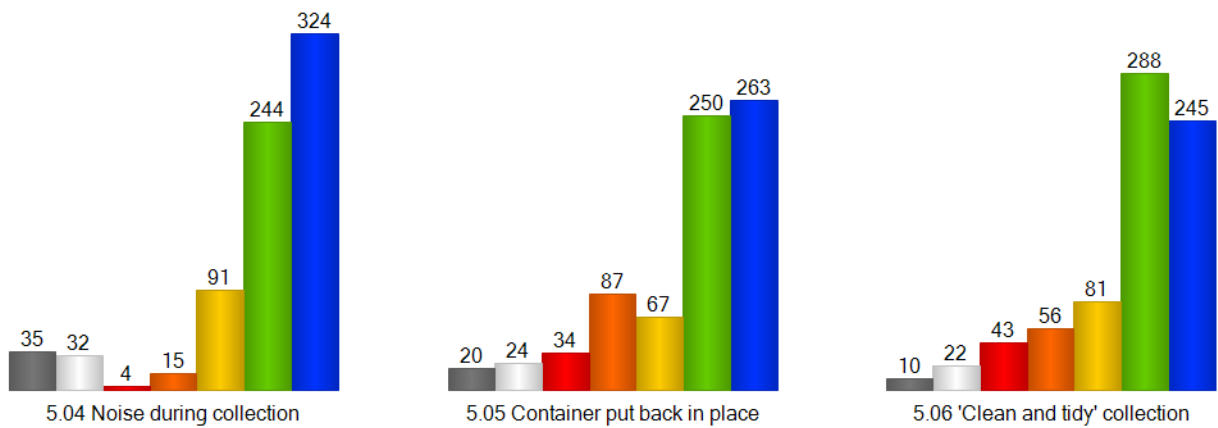
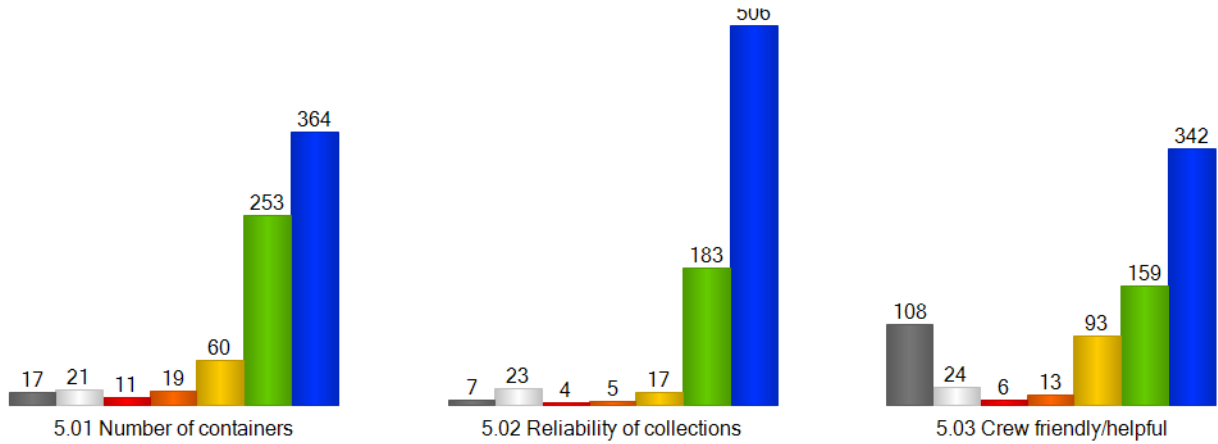
NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with Collection generally against those that were fairly or very dissatisfied (uses unweighted data)



RESPONSE ANALYSIS

This graph shows a breakdown of the Blackpool Council resident responses to the questions about Collection in general



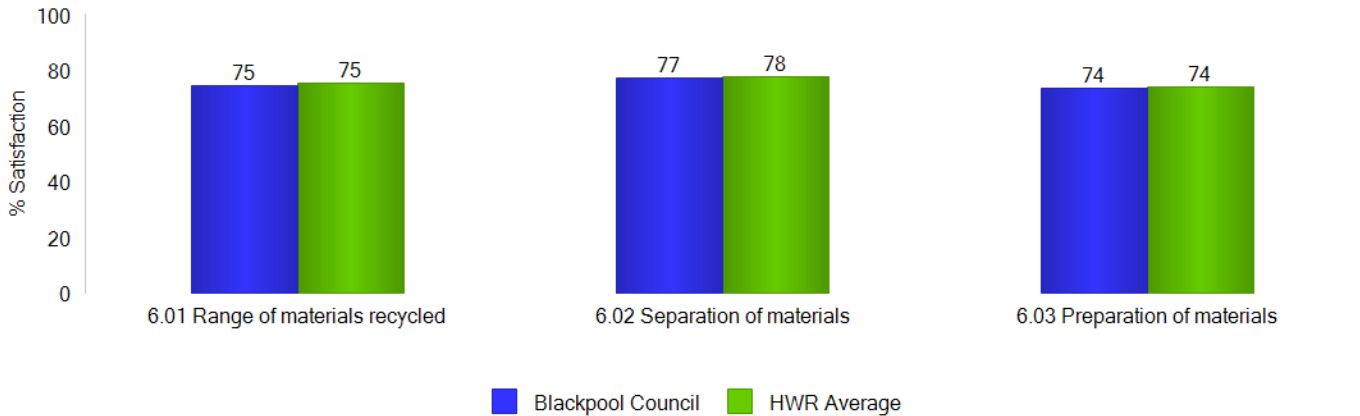
HOUSEHOLD WASTE & RECYCLING SURVEY 2014

6. RECYCLING IN GENERAL

Q6 THINKING ABOUT THE COLLECTION OF MATERIALS FOR RECYCLING FROM YOUR HOME, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

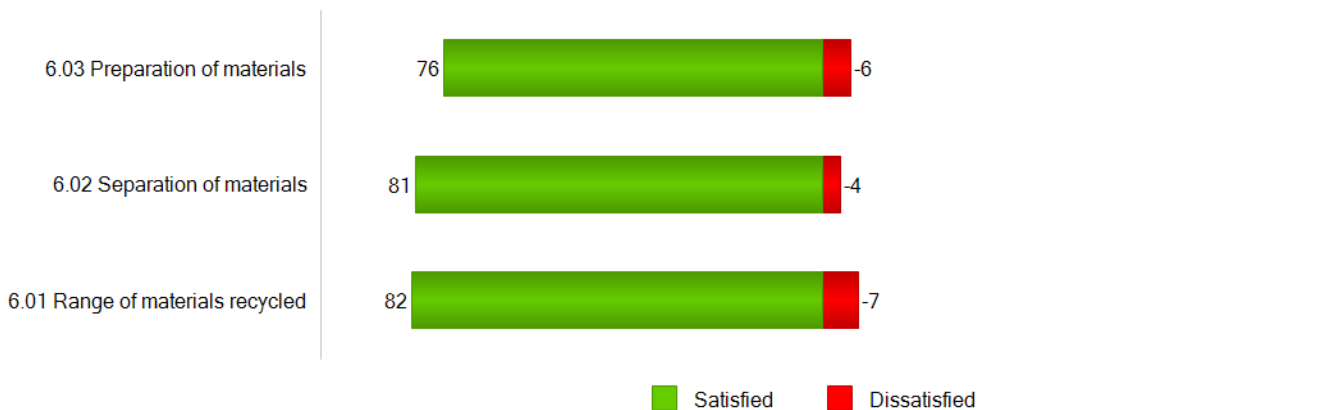
COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores for recycling generally compared with the HWR Survey Average scores



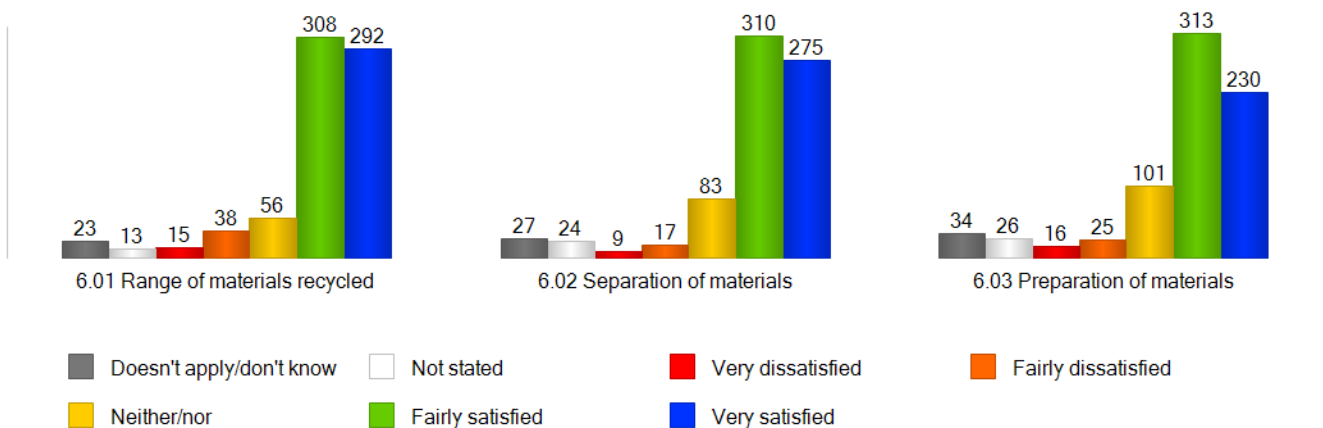
NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with recycling generally against those that were fairly or very dissatisfied (uses unweighted data)



RESPONSE ANALYSIS

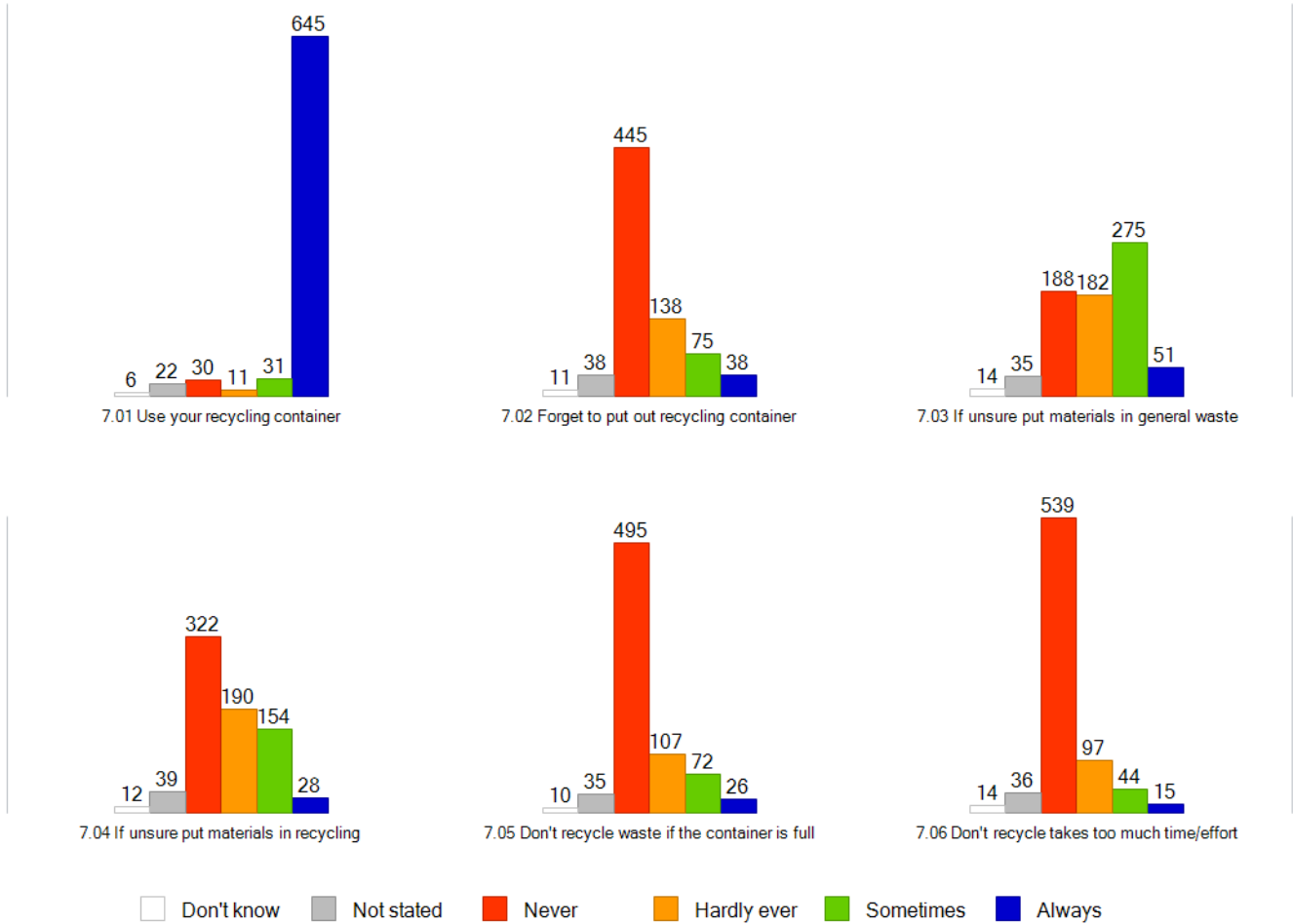
This graph shows a breakdown of the Blackpool Council resident responses to the Recycling Collection questions



Q7 HOW OFTEN IF AT ALL DO YOU DO THE FOLLOWING ...?

RESPONSE ANALYSIS

The graphs below show a breakdown of the Blackpool Council resident responses to the questions on recycling



Q8 HOW OFTEN IF AT ALL, DO YOU USE LOCAL RECYCLING BANKS FOR SMALL ITEMS SUCH AS GLASS BOTTLES, PAPER AND TEXTILES?

RESPONSE ANALYSIS

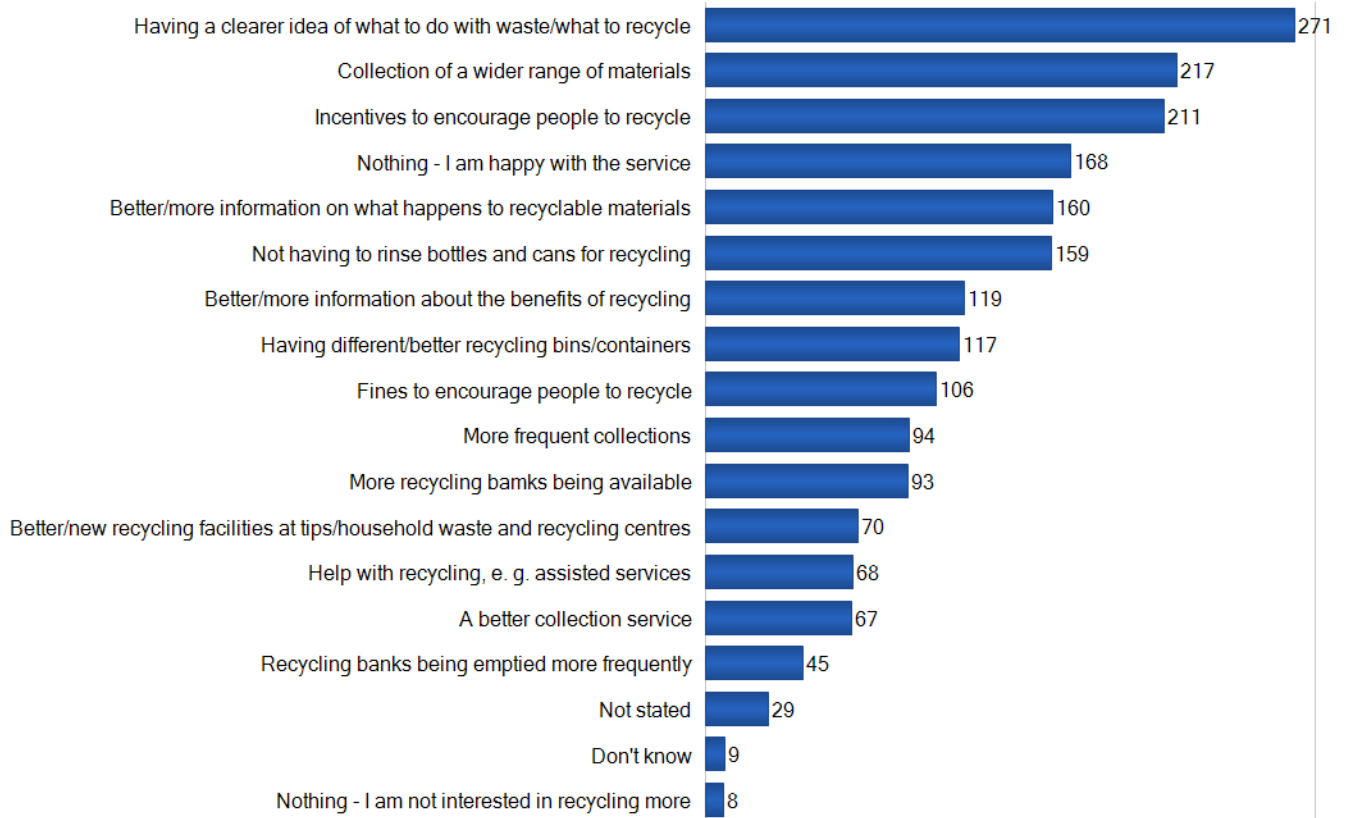
This pie chart shows a breakdown of the Blackpool Council resident responses to using local recycling banks



Q9 WHAT IF ANYTHING WOULD PERSUADE YOU PERSONALLY TO RECYCLE MORE ...?

RESPONSE ANALYSIS

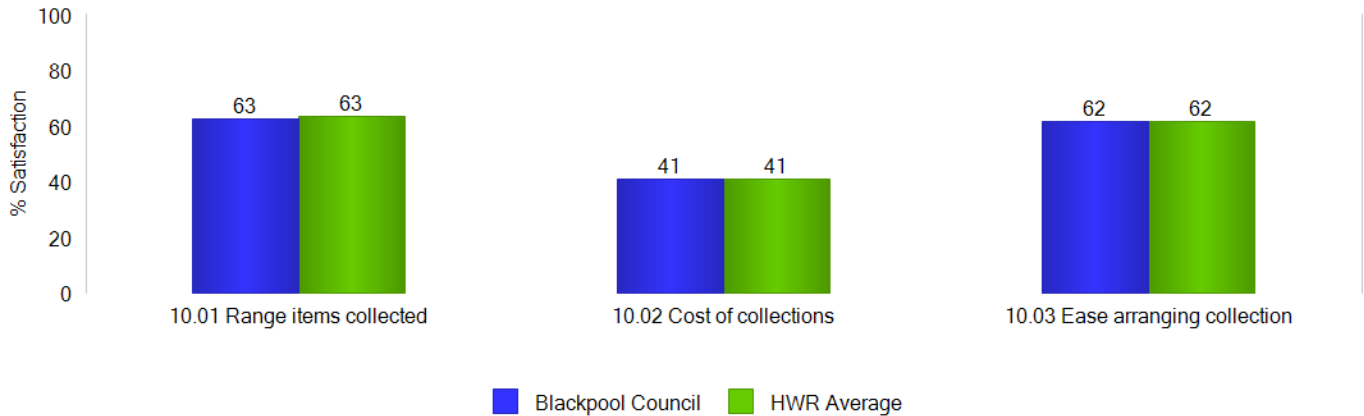
This graph shows a breakdown of the Blackpool Council responses to the questions on what would persuade residents to recycling more



Q10 THINKING ABOUT BULKY WASTE E.G. FURNITURE, LARGE ELECTRICAL APPLIANCES, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

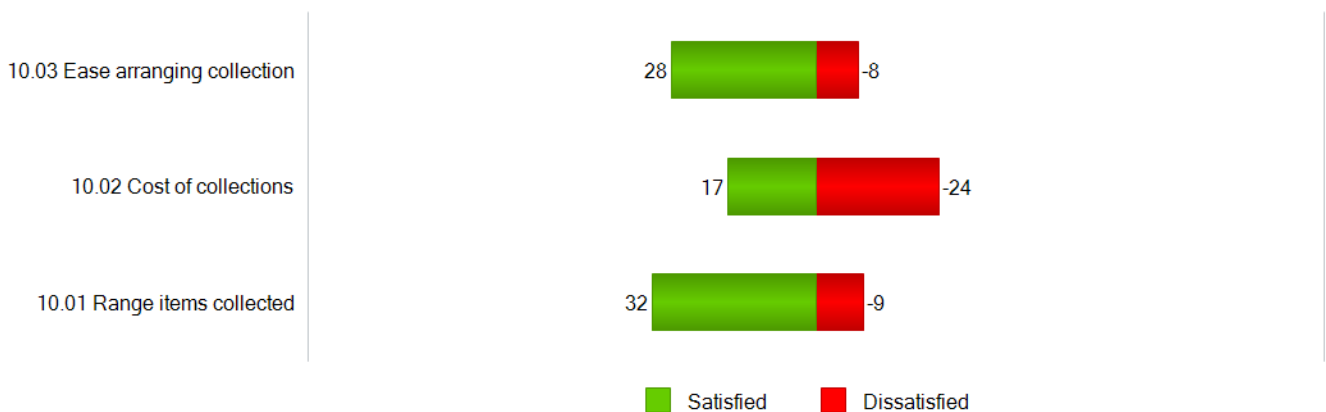
COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores for Bulk Waste Collection compared with the HWR Survey Average scores



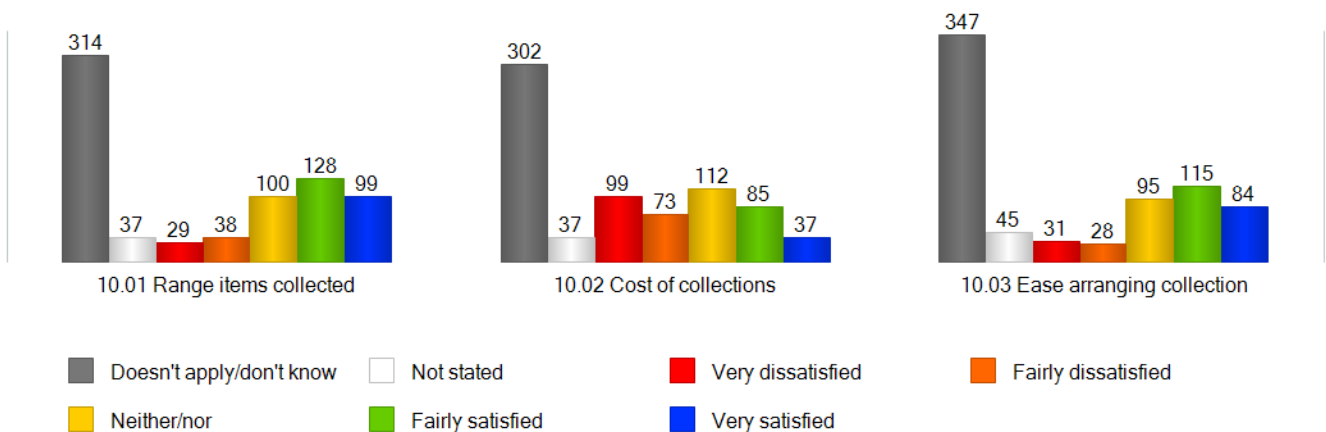
NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with Bulky Waste Collection against those that were fairly or very dissatisfied (uses unweighted data)



RESPONSE ANALYSIS

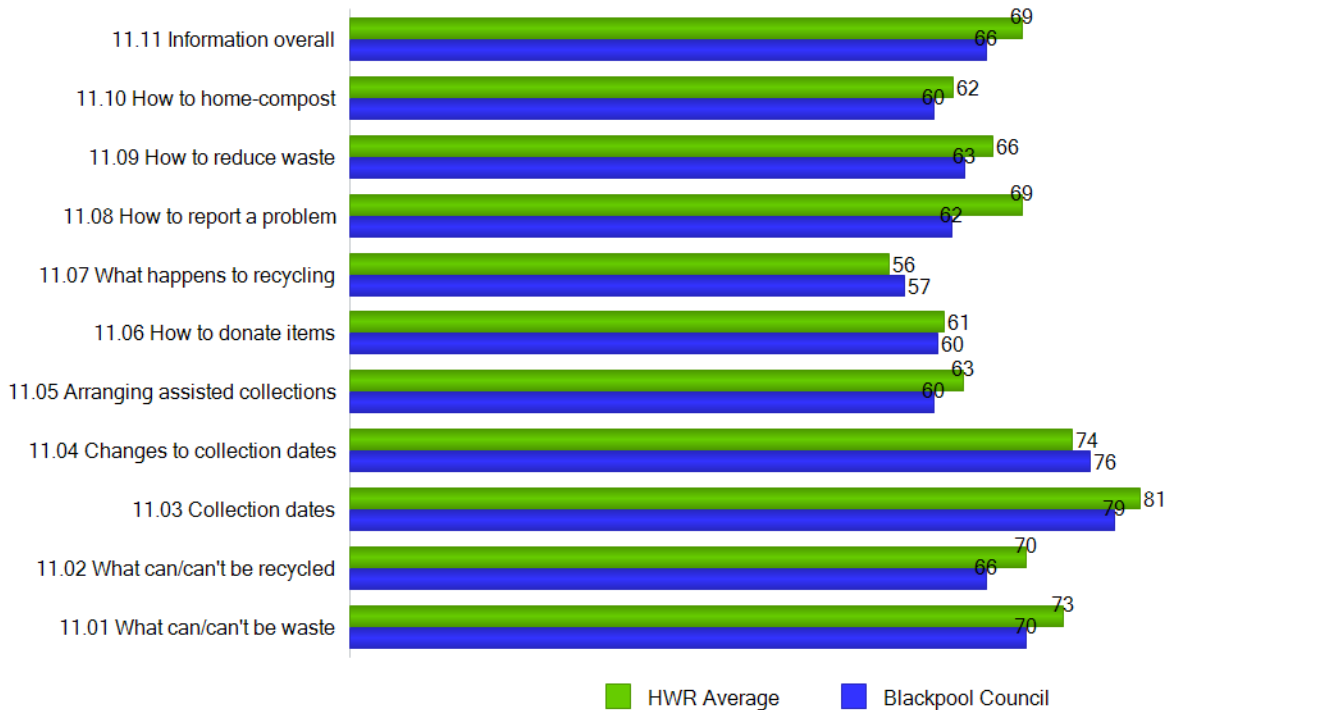
This graph shows a breakdown of the Blackpool Council resident responses to the Bulky Waste Collection questions



Q11 HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE AMOUNT OF INFORMATION AVAILABLE ON THE FOLLOWING?

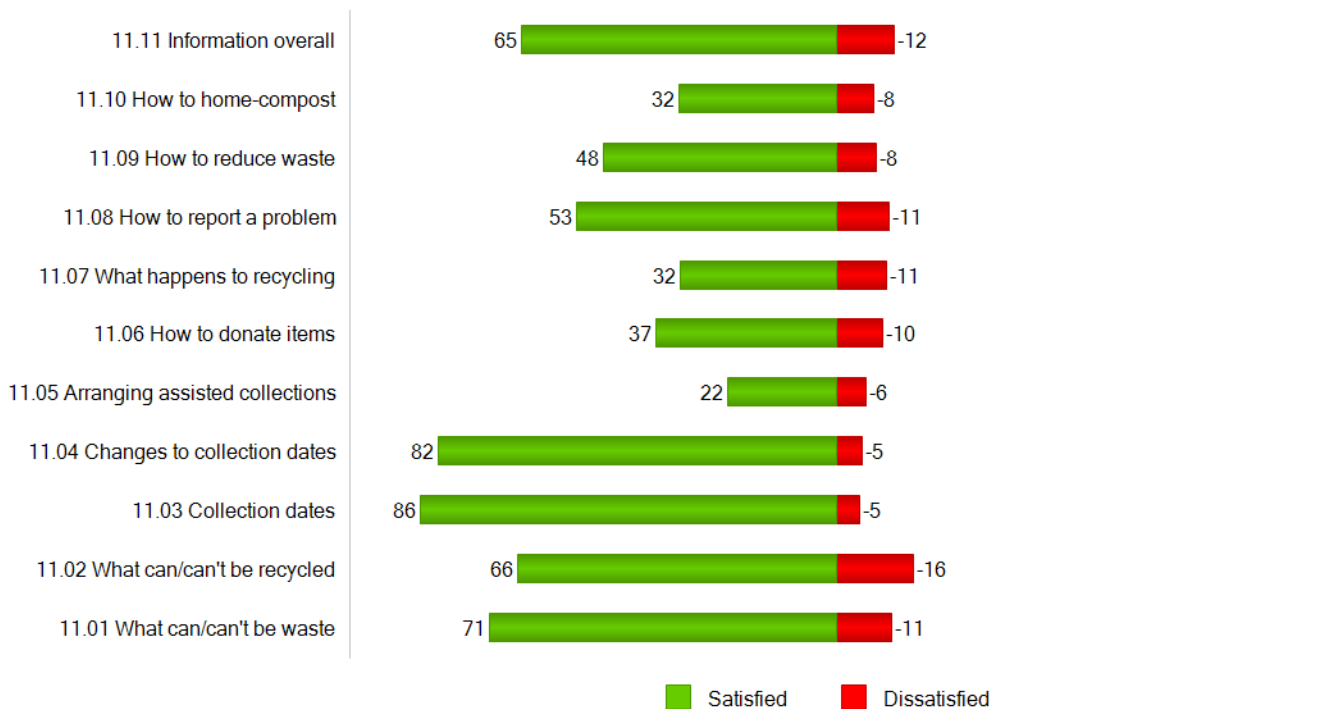
COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores with information on collection compared with the HWR Survey Average scores



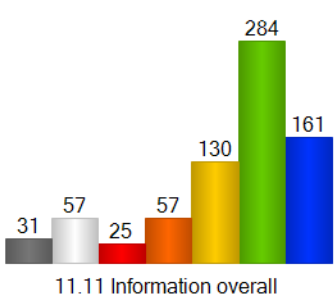
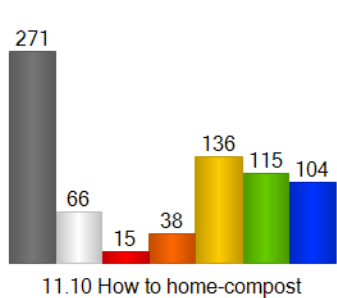
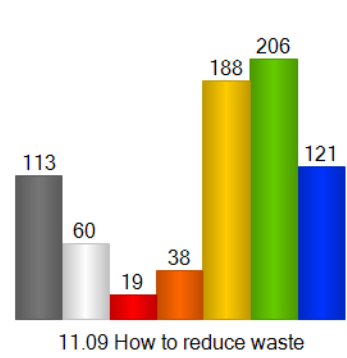
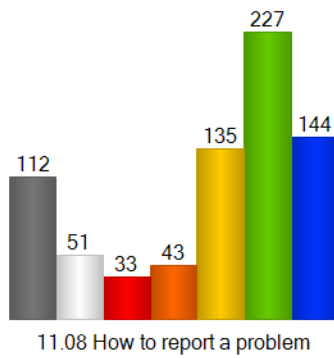
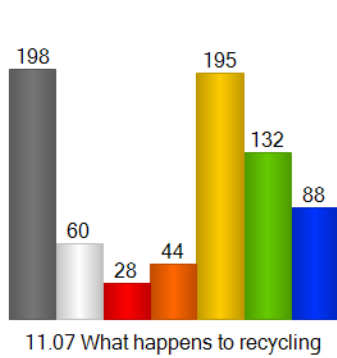
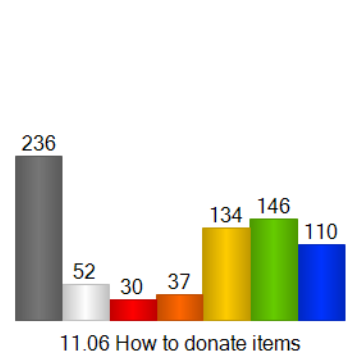
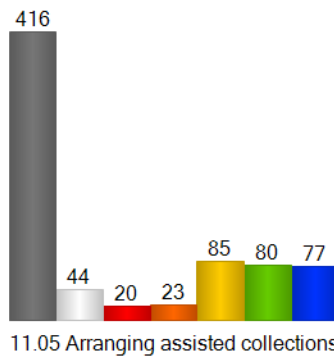
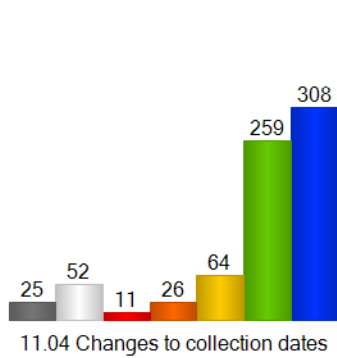
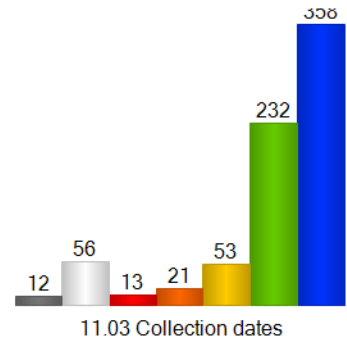
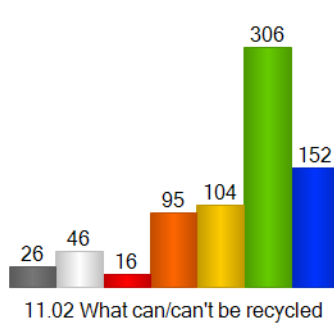
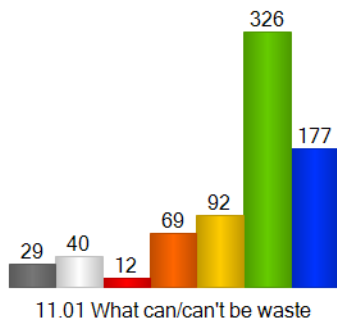
NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with information of collection against those that were fairly or very dissatisfied (uses unweighted data)



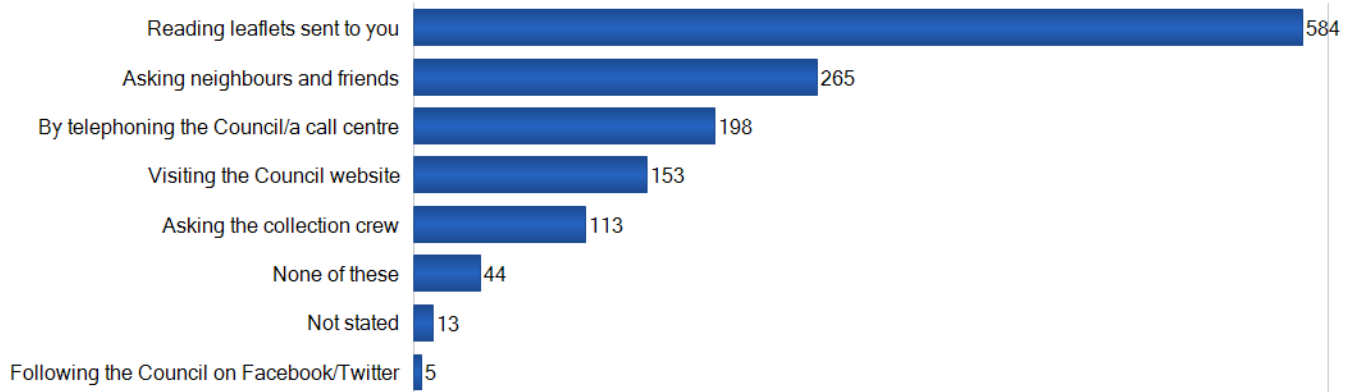
RESPONSE ANALYSIS

This graph shows a breakdown of the Blackpool Council resident responses to the questions about the amount of information available



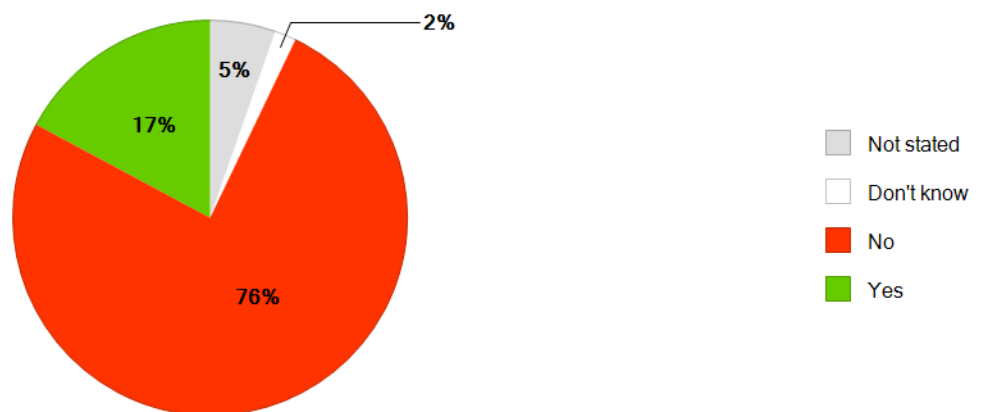
Q12 WHICH, IF ANY, OF THESE METHODS HAVE YOU EVER USED TO FIND OUT ABOUT COLLECTION OF WASTE/RECYCLING FROM YOUR HOME?

This graph shows a breakdown of the Blackpool Council responses on methods used to find out about collection of waste /recycling from the home



Q13 IN THE LAST 12 MONTHS HAVE YOU CONTACTED YOUR COUNCIL TO MAKE A COMPLAINT OR ENQUIRY ABOUT WASTE/RECYCLING COLLECTIONS FROM YOUR HOME?

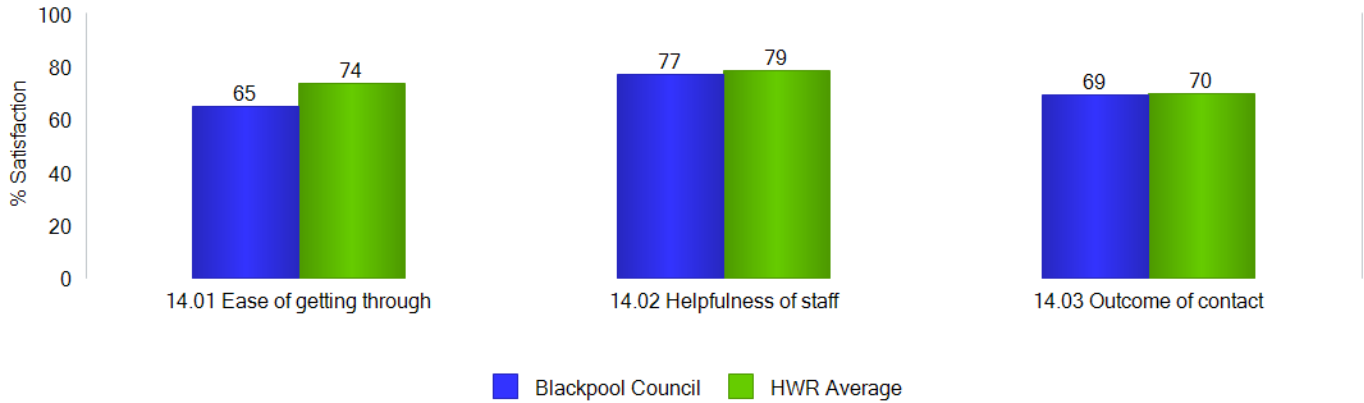
This pie chart shows a breakdown of the Blackpool Council residents contacting the local council to make a complaint or enquiry about waste/recycling collections from their home



Q14 THINKING ABOUT THE MOST RECENT TIME YOU CONTACTED THE COUNCIL, HOW SATISFIED OR DISSATISFIED WERE YOU WITH THE FOLLOWING?

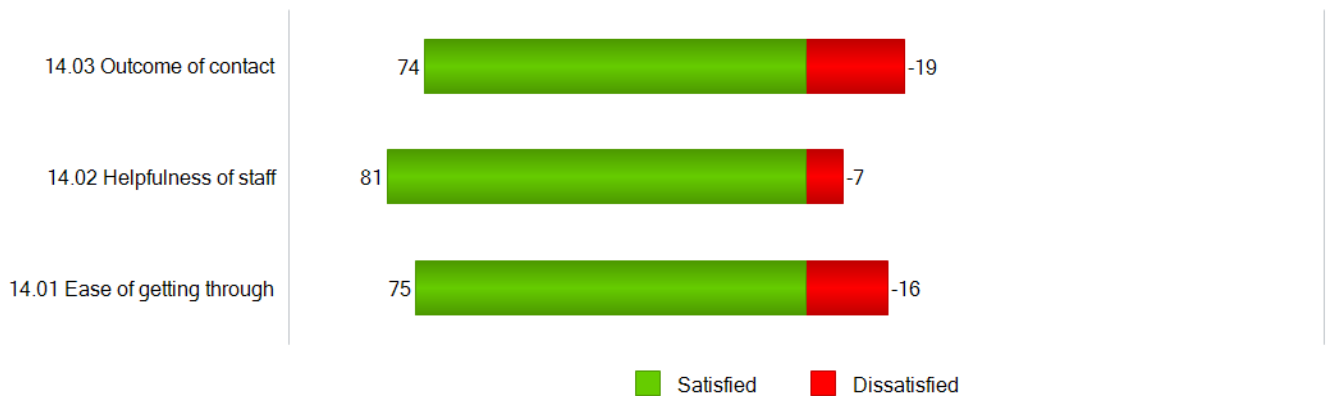
COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores for the handling of enquiries and complaints compared with the HWR Survey Average scores



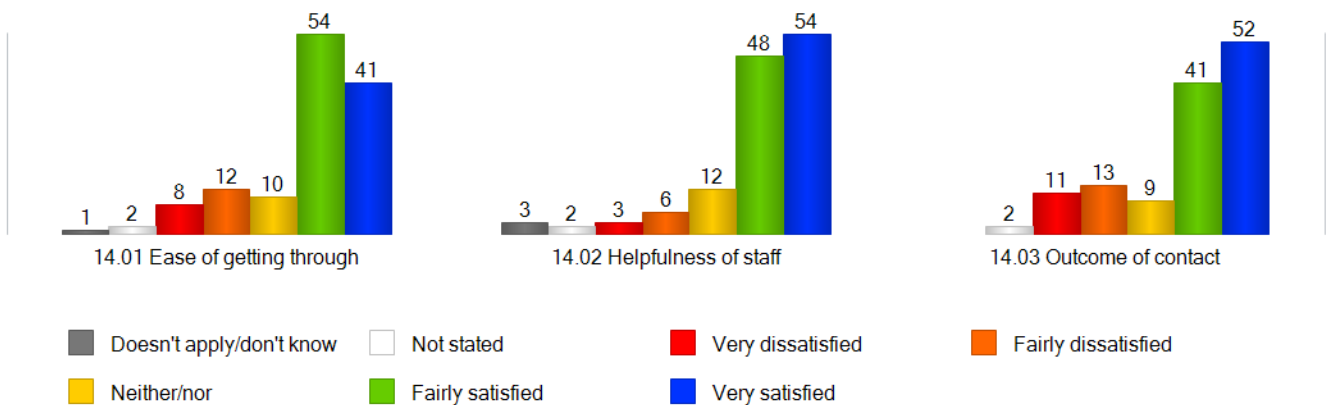
NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with the handling of enquiries and complaints against those that were fairly or very dissatisfied (uses unweighted data)



RESPONSE ANALYSIS

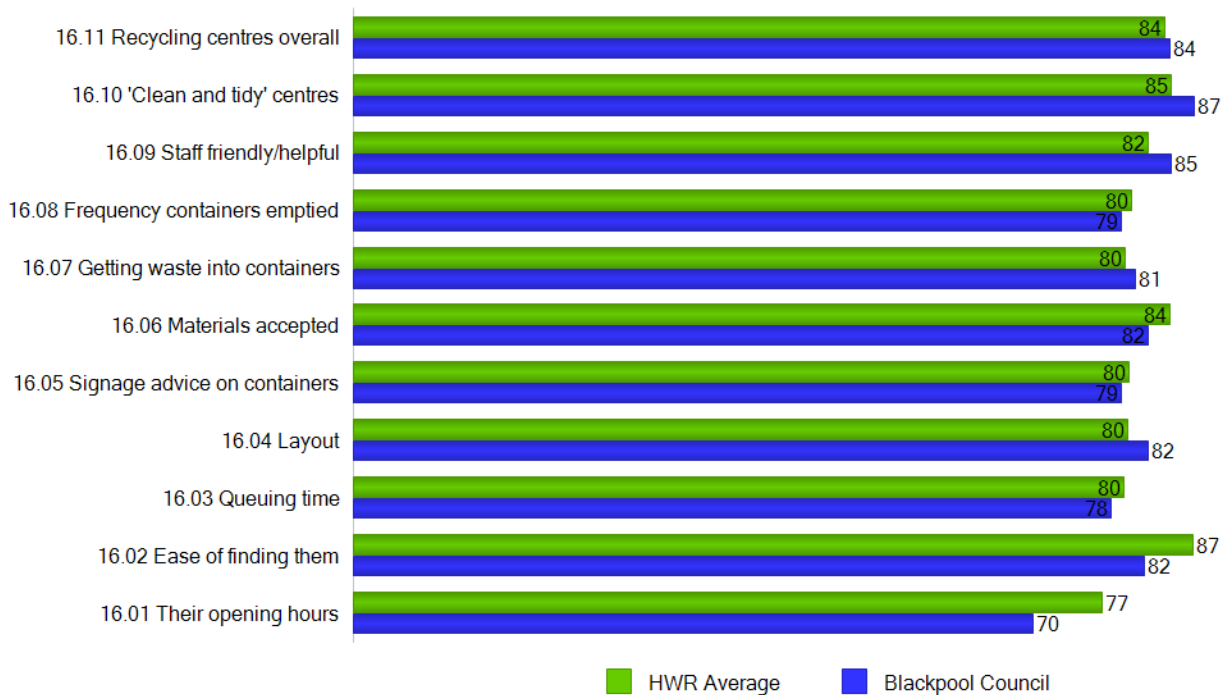
These graphs show a breakdown of the Blackpool Council resident responses to questions about contacting the Council



Q16 THINKING ABOUT HOUSEHOLD WASTE RECYCLING CENTRES HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

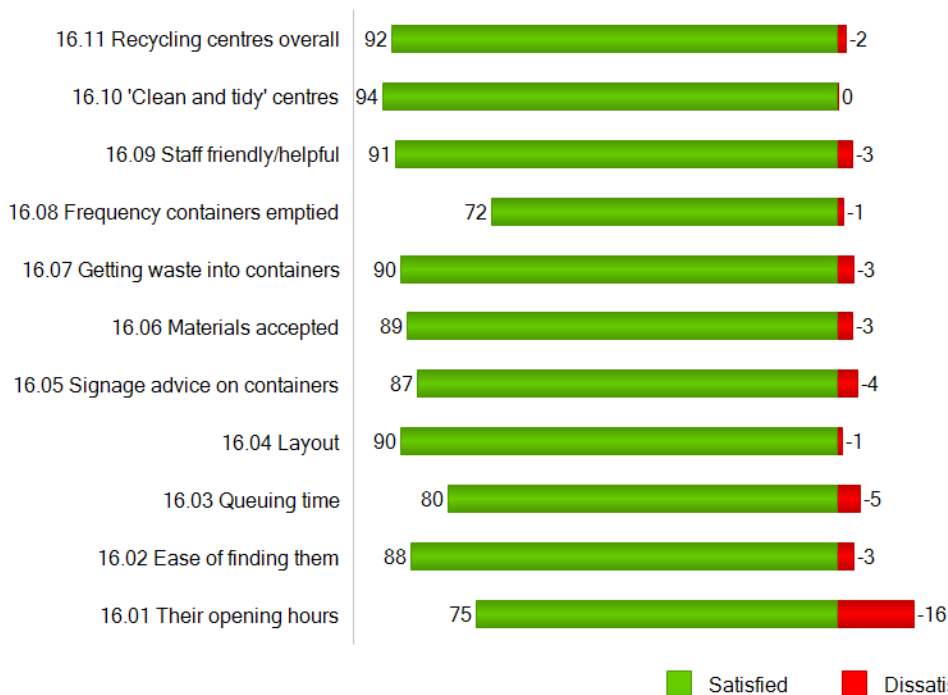
COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores with recycling centres compared with the HWR Survey Average scores



NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with recycling centres against those that were fairly or very dissatisfied (uses unweighted data)

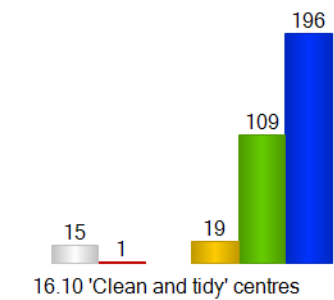
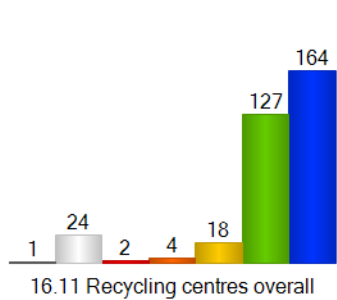
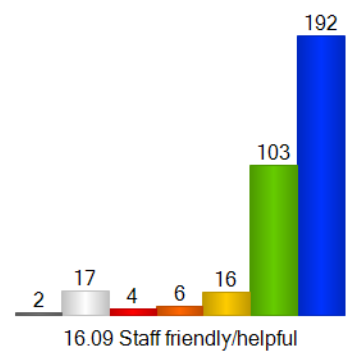
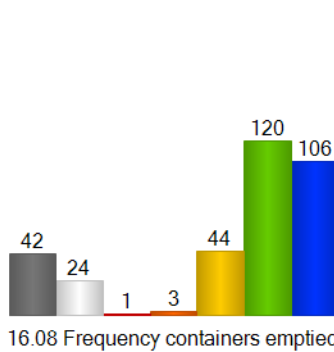
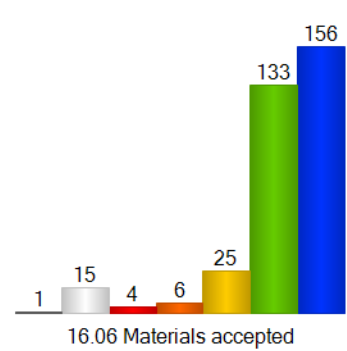
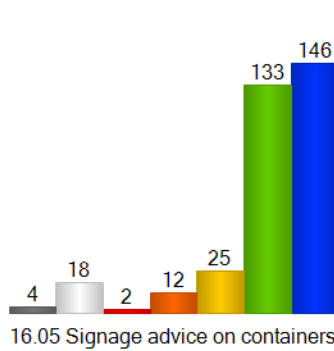
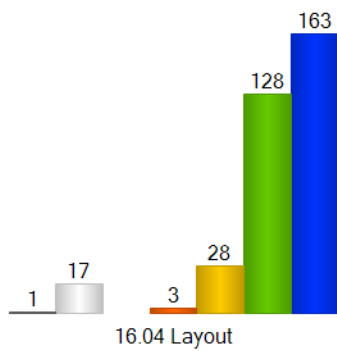
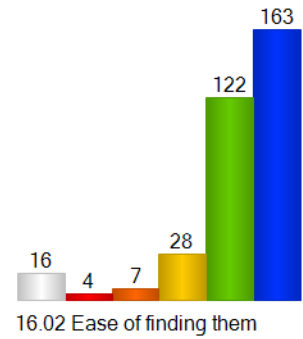
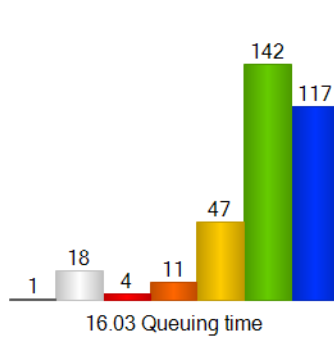
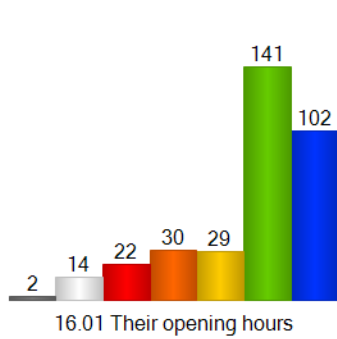


HOUSEHOLD WASTE & RECYCLING SURVEY 2014

11. RECYCLING CENTRES IN GENERAL

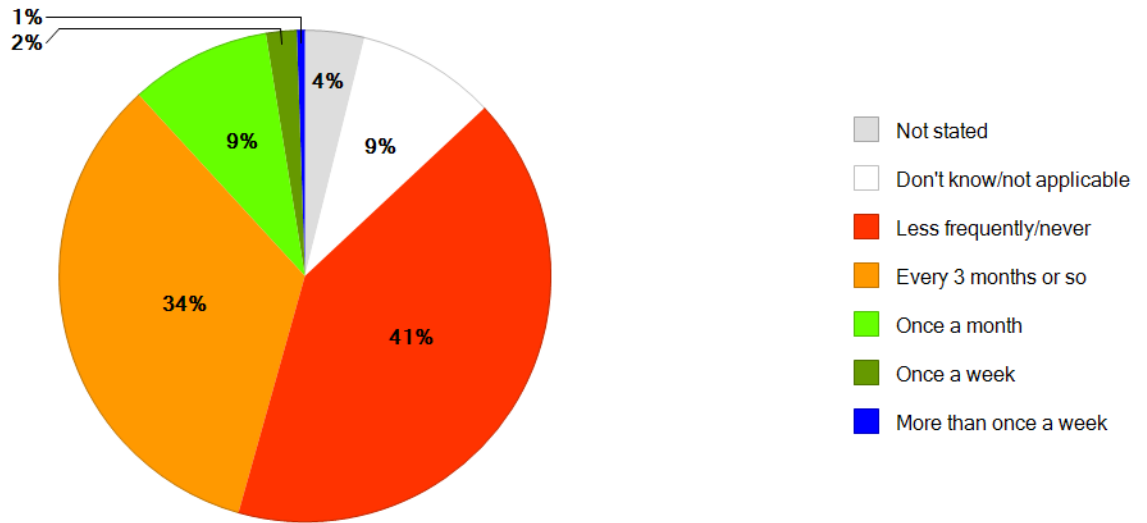
RESPONSE ANALYSIS

This graph shows a breakdown of the Blackpool Council resident responses to the questions about recycling centres



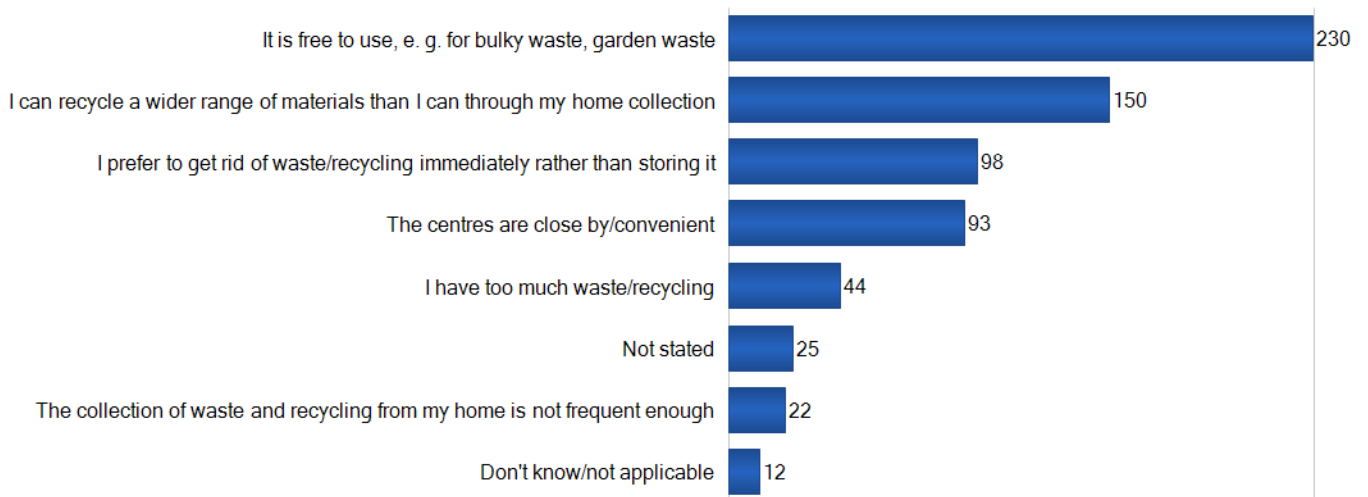
Q15 THINKING ABOUT THE LAST 12 MONTHS OR SO, HOW OFTEN IF AT ALL WOULD YOU SAY YOU, OR MEMBERS OF YOUR HOUSEHOLD, HAVE TYPICALLY TAKEN WASTE AND RECYCLING TO HOUSEHOLD WASTE AND RECYCLING CENTRES?

This pie chart shows a breakdown of the Blackpool Council resident responses to using household waste recycling centres



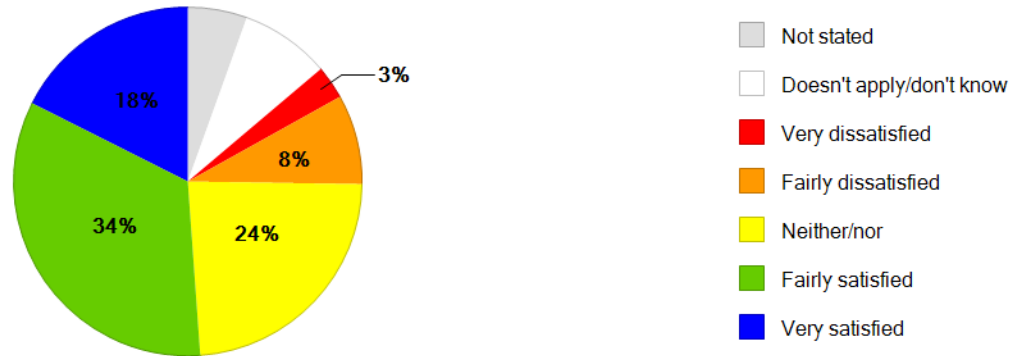
Q17 WHICH OF THESE POSSIBLE REASONS, IF ANY, BEST EXPLAINS WHY YOU OR MEMBERS OF YOUR HOUSEHOLD USE WASTE AND RECYCLING CENTRES?

This graph shows a breakdown of the Blackpool Council responses on reasons for using household waste recycling centres



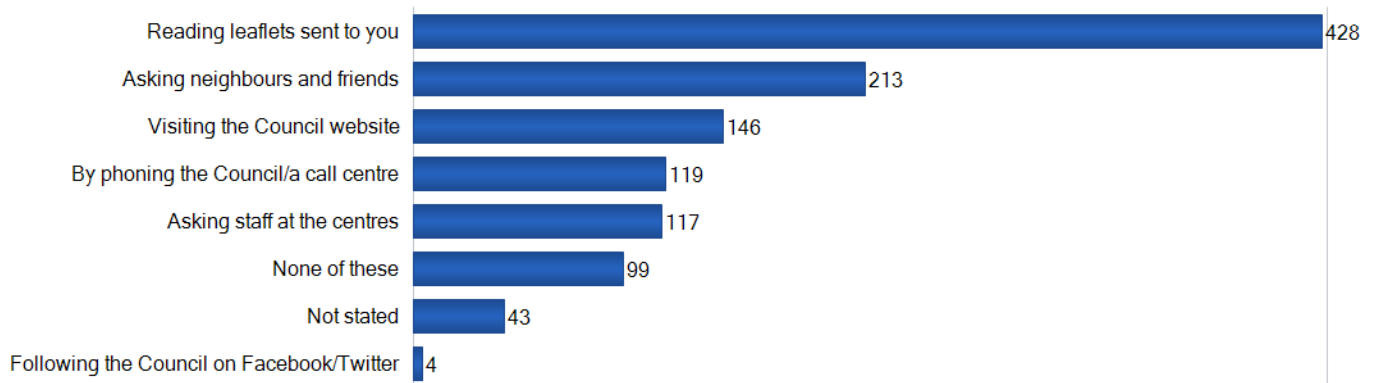
Q18 HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE AVAILABILITY OF INFORMATION FOR HOUSEHOLDS ABOUT LOCAL HOUSEHOLD RECYCLING CENTRES

This pie chart shows a breakdown of the Blackpool Council resident responses to the availability of information on local household waste recycling centres



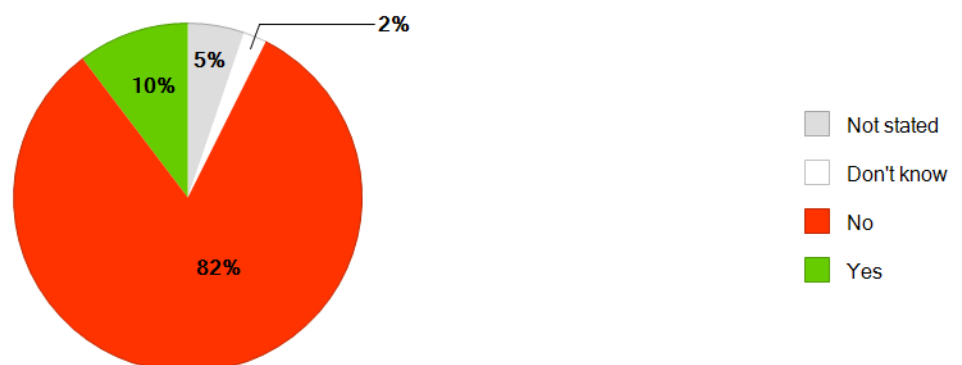
Q19 WHICH IF ANY OF THESE METHODS HAVE YOU EVER USED TO FIND OUT ABOUT HOUSEHOLD WASTE AND RECYCLING CENTRES?

This graph shows a breakdown of the Blackpool Council responses on methods used to find out about household waste and recycling centres



Q20 HAVE YOU CONTACTED YOUR LOCAL COUNCIL ABOUT HOUSEHOLD WASTE AND RECYCLING CENTRES IN THE PAST 12 MONTHS?

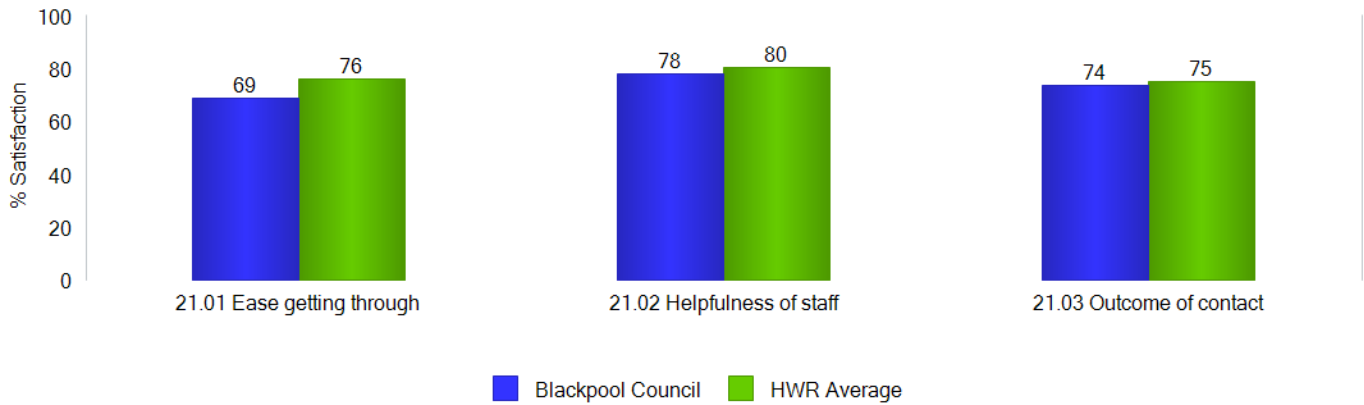
This pie chart shows a breakdown of the Blackpool Council residents contacting the local council to make a complaint or enquiry about household waste recycling centres



Q21 THINKING ABOUT THE MOST RECENT TIME YOU CONTACTED THE COUNCIL HOW SATISFIED OR DISSATISFIED WERE YOU WITH THE FOLLOWING ...?

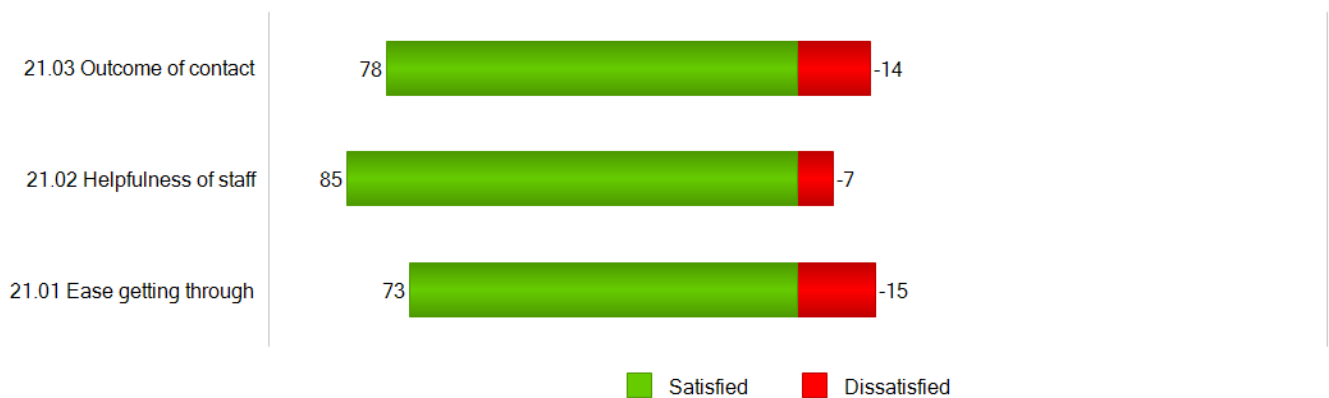
COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores for handling enquiries and complaints with recycling centres compared with the HWR Survey Average scores



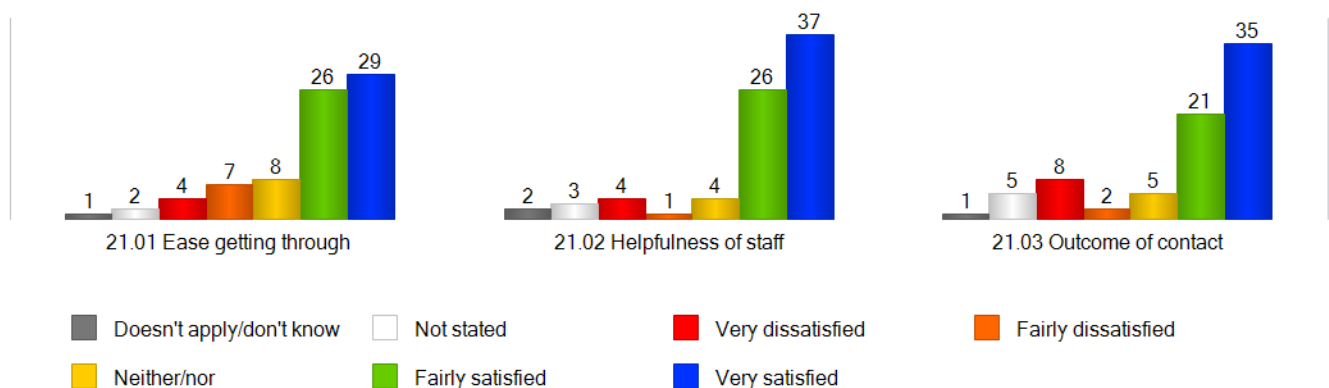
NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with the handling of enquiries and complaints with recycling centres against those that were fairly or very dissatisfied (uses unweighted data)



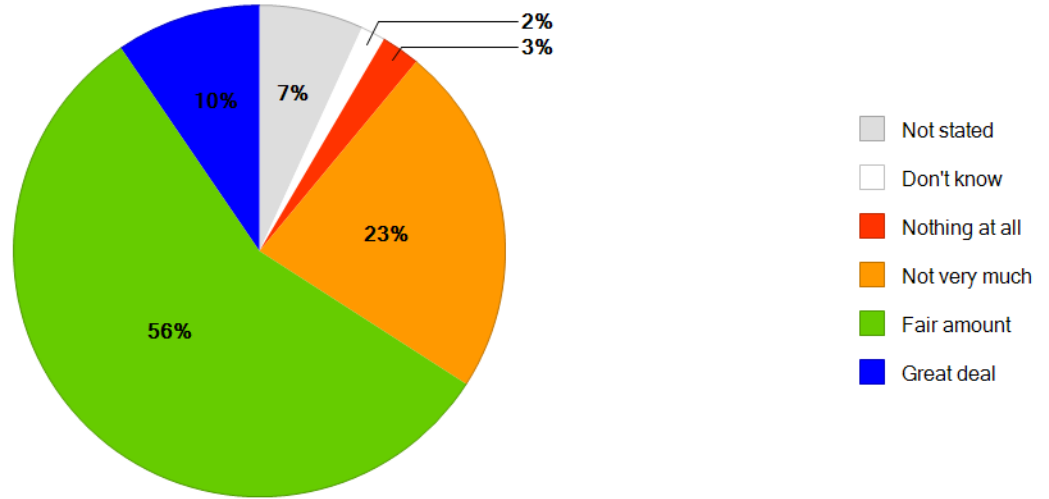
RESPONSE ANALYSIS

This graph shows a breakdown of the Blackpool Council resident responses to the contacting the council



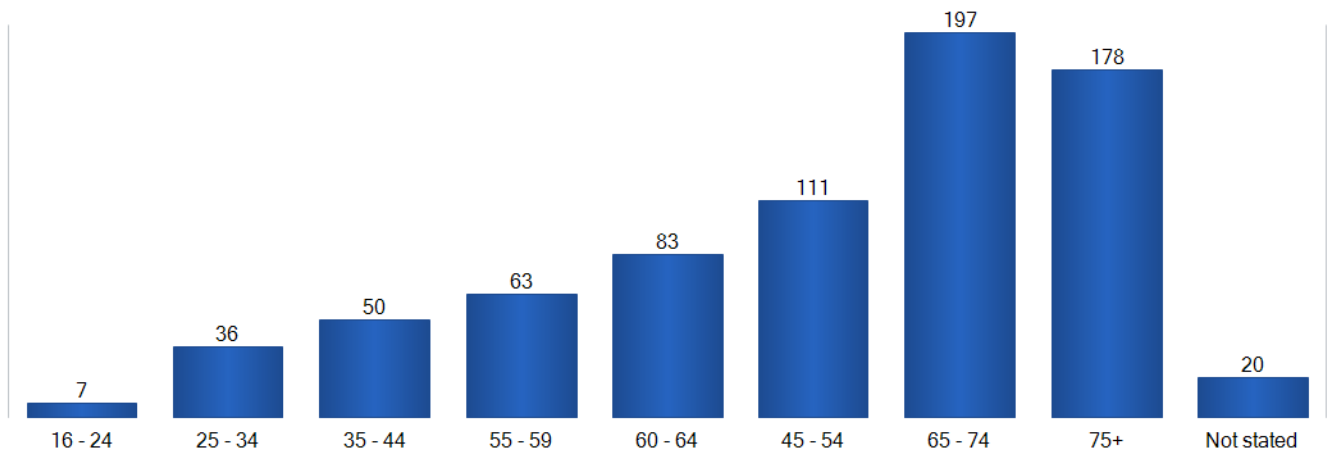
Q22 HOW MUCH IF ANYTHING DO YOU FEEL YOU KNOW ABOUT HOW TO REDUCE THE AMOUNT OF WASTE YOU/YOUR HOUSEHOLD PRODUCES?

This pie chart shows a breakdown of the Blackpool Council resident responses to knowing how to reduce the amount of waste their household generates



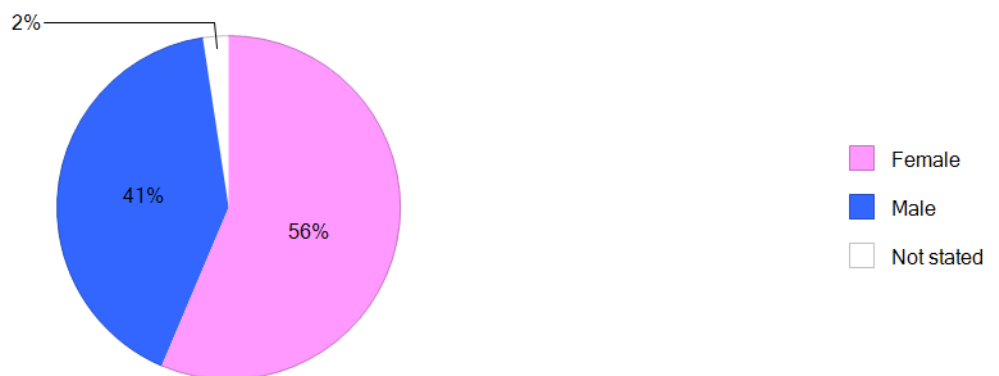
D1 AGE GROUPS

This graph shows a breakdown of the Blackpool Council respondents by age group



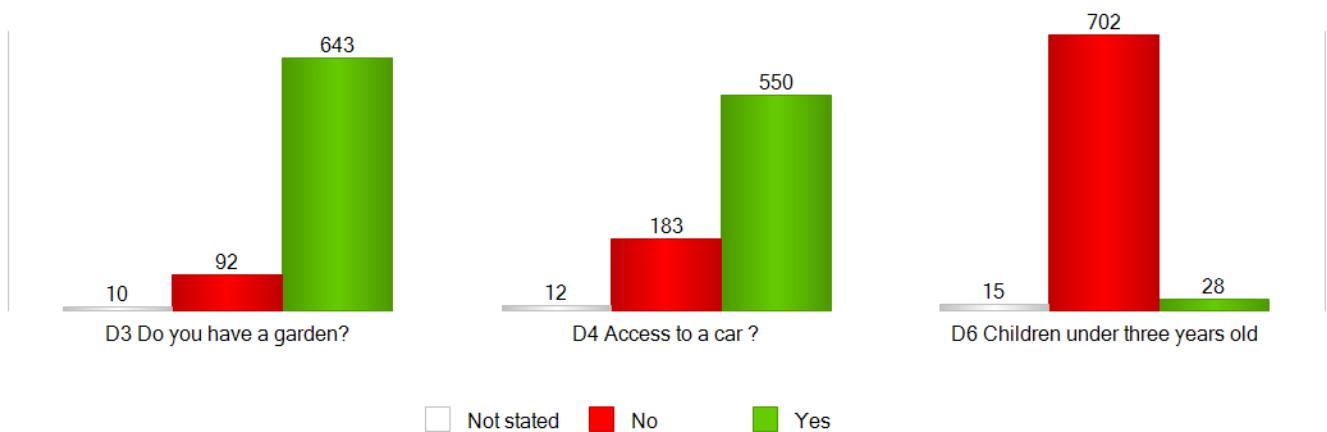
D2 GENDER

This graph shows a breakdown of the Blackpool Council respondents by gender



D3 GARDEN, D4 CAR OWNER, D6 CHILDREN UNDER THREE

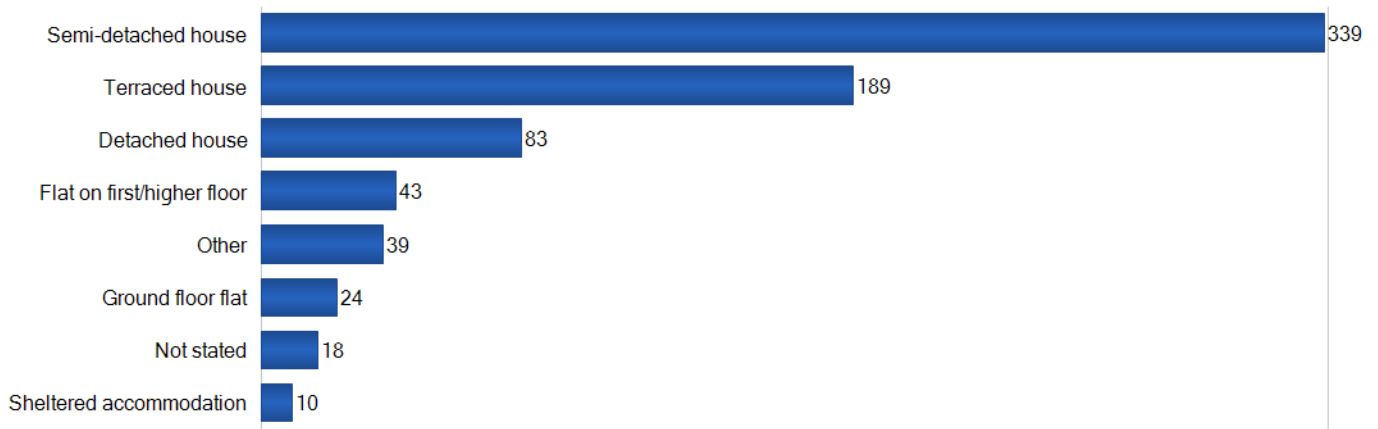
This graph shows the proportion of Blackpool Council respondents that have a garden, that own a car and that have children under three.



16. RESPONDENTS

D5 ADDRESS

This graph shows a breakdown of the Blackpool Council respondents by type of address



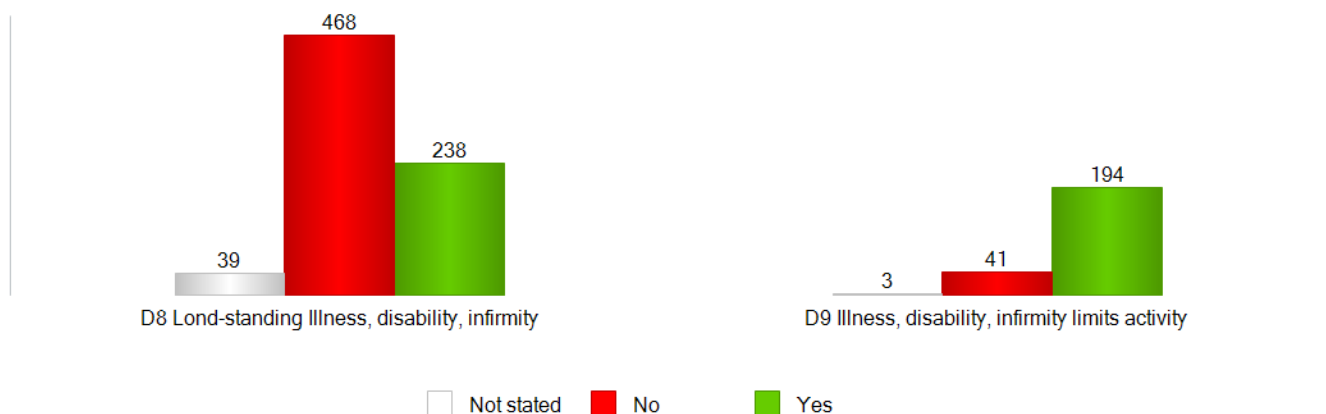
D7 ETHNICITY

This graph shows a breakdown of the Blackpool Council respondents by ethnic group



D8 & D9 LONG STANDING ILLNESS, DISABILITY OR INFIRMITY

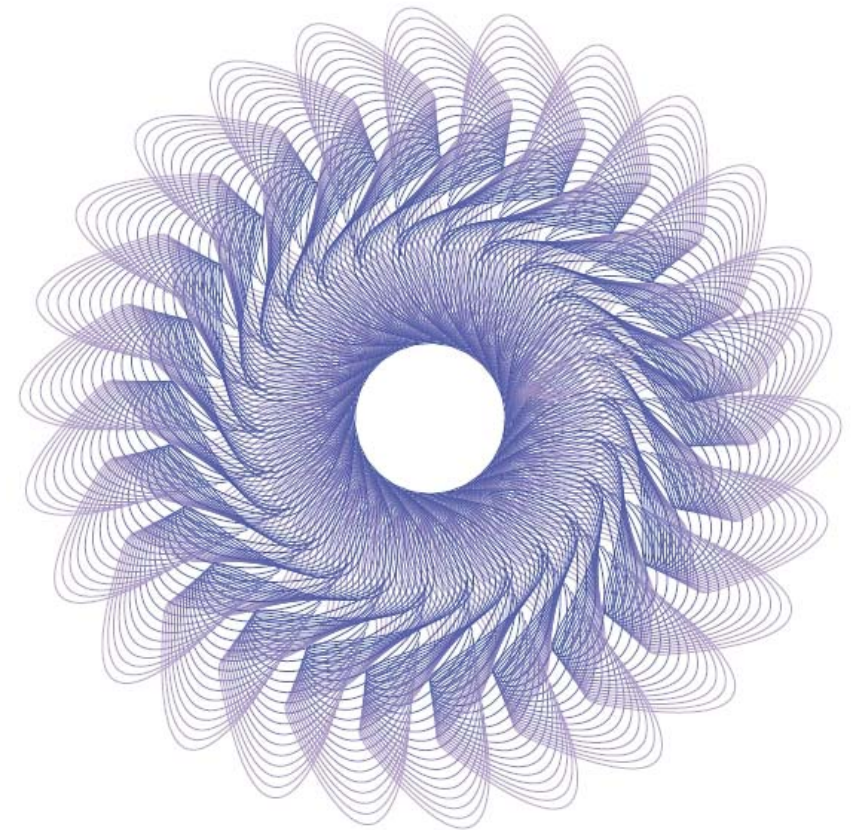
This graph shows the proportion of Blackpool Council respondents with a long standing illness, disability or infirmity and whether that limits their activities



Refuse collection

PI standings report, 2013/14

Issue 2, March 2015



Refuse collection performance indicator standings 2013/14 : Family group report

Name of authority
PIN
Family group

Blackpool Council
4281
R3

Performance indicator

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
Key performance indicators									
PI 01c - Cost of refuse collection service per household (excluding landfill tax & waste disposal)	14	£104.15	£60.76	£35.30	£51.80	8	£38.85	3	£37.11
PI 02c - Cost of refuse collection service per household (excluding landfill tax & waste disposal and CEC)	14	£98.56	£56.27	£27.18	£50.70	8	£37.06	3	£33.85
PI 03a - Net cost of recycling per household	9	£33.94	£22.18	£11.88			£16.46		£13.16
PI 03b - Tonnes of domestic waste sent for recycling per household	15	0.57	0.39	0.22	0.36	9	0.44	3	0.50
PI 03c - Kg of domestic waste sent for recycling per head of population	15	251.78	175.01	102.09	180.89	8	200.16	2	231.72
PI 03d - Cost of recycling per household covered by kerbside recycling collections (including CEC)	—	—	—	—			£16.46	—	—
PI 03e - Tonnes of domestic waste recycled per household	15	0.56	0.38	0.23	0.36	8	0.44	2	0.50
PI 03f - Kg of domestic waste recycled per head of population	15	247.63	169.97	105.65	180.06	7	191.88	2	227.69
PI 11 - Percentage of households covered by kerbside recycling collections	15	100.00%	98.50%	91.97%	100.00%	1	100.00%	1	100.00%
PI 12a - Percentage of total domestic waste collected which is sent for recycling	15	46.98%	37.34%	28.96%	36.88%	7	43.19%	2	44.62%
PI 12b - Percentage of household waste collected which is composted	15	21.38%	13.26%	3.68%	14.10%	7	16.47%	2	18.93%
PI 12c - Percentage recovery of energy from waste collected (England and Scotland; Unitary only)	8	69.21%	30.58%	1.28%	23.22%	5	66.09%	3	67.02%
PI 12g - Percentage recovery of energy from waste collected (Wales only)	0	0.00%	0.00%	0.00%					
PI 12f - Percentage of total waste collected which is recycled	15	45.95%	36.64%	27.67%	36.71%	6	42.88%	2	44.41%
PI 17 - Customer satisfaction surveys	—	—	—	—		—	—	—	—
PI 32a - Kg of residual waste sent to landfill per annum per head of population (Unitary only)	11	285.86	146.37	1.51	131.15	5	35.68	2	31.53
PI 32d - Kg of residual waste sent to landfill per annum per household (Unitary only)	11	625.35	321.74	3.43	263.00	5	75.59	2	67.82

Notes:

- The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicator.
- Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.
- Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.

Refuse collection performance indicator standings 2013/14 : Family group report

Name of authority

Blackpool Council

PIN

4281

Family group

R3

Performance indicator

	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
Other cost performance indicators									
PI 01d - Cost of refuse collection per head of population (excluding landfill tax & waste disposal)	14	£49.16	£27.85	£15.38	£25.83	8	£16.60	3	£15.79
PI 02d - Cost of refuse collection per head of population (excluding landfill tax & waste disposal and CEC)	14	£46.79	£25.82	£11.42	£25.28	9	£15.16	3	£14.78
PI 08b - Total labour costs as a percentage of total expenditure (excluding waste disposal costs)	14	52.80%	44.32%	29.01%	29.01%				
PI 10b - Transport costs as a percentage of total expenditure (excluding waste disposal costs)	13	42.75%	31.01%	20.57%					
PI 18b - Front line labour costs as a percentage of total expenditure (excluding waste disposal costs)	13	47.18%	40.73%	35.41%					
PI 29b - Central establishment charges as a percentage of total expenditure	13	11.03%	4.82%	1.58%	1.58%				
PI 26 - Average cost per front line vehicle	12	£99,171	£70,099	£51,203			£64,963		£63,877
PI 31a - Cost of recycling per tonne (tonnes sent for recycling)	8	£108.16	£57.30	£31.88			£37.07		£33.36
PI 31b - Cost of recycling per tonne (tonnes actually recycled)	8	£109.36	£58.33	£32.49			£37.07		£33.54
PI 07 - Trade waste - operational recovery ratio	10	302.63%	147.22%	87.00%	107.02%	7	166.05%	3	220.22%
PI 27 - Cost per household excluding trade waste costs	13	£110.96	£61.54	£35.26	£53.06	8	£45.63	3	£37.45
PI 37 - Cost of domestic waste disposal per household	6	£84.24	£59.75	£43.20					£44.82
PI 38 - Cost of municipal waste disposal per household	6	£84.24	£60.12	£43.20					£45.91
Efficiency performance indicators									
PI 22a - Missed collections per 100,000 collections (full year)	13	82.86	42.97	0.47	32.65	5	31.94	2	19.48
PI 22b - Missed collections per 100,000 collections (April - Sept)	13	100.02	45.65	0.52	32.65	3	34.18	1	21.16
PI 04a - Trade waste contracts (charged) as a percentage of available market	13	43.42%	20.35%	4.67%	43.42%	1	25.64%	1	32.56%
PI 04b - Number of trade waste agreements for recycling (free or charged)	11	1,034	332	0	2	8	714	3	875
PI 04c - Percentage change in trade waste contracts	12	27.83%	0.63%	-41.27%	-9.49%	11	12.03%	4	23.54%
PI 34 - Average number of lifts per collection round	7	1,987	1,418	559					1,863
PI 35 - Litres of fuel used annually in refuse collection vehicles per 1,000 head of population	11	2860.01	1762.33	873.20	1277.61	3	1277.61	1	1261.44
PI 20a - Staff absence (all employees)	14	14.10%	6.40%	2.60%	7.00%	9	4.57%	3	3.87%
PI 20b - Staff absence - days lost per FTE (Scotland only)	2	16.90	9.94	2.97					4.36

Refuse collection performance indicator standings 2013/14 : Family group report

Name of authority

Blackpool Council

PIN

4281

Family group

R3

Performance indicator

	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
Other Recycling performance indicators									
PI 32b - Percentage of household waste sent to landfill per annum (England and Scotland; Unitary only)	11	60.53%	33.13%	0.35%	29.82%	5	8.48%	2	8.03%
PI 32c - Percentage of municipal waste sent to landfill per annum (Wales and Scotland only)	3	60.18%	55.19%	45.77%					48.54%
PI 26 - Kerbside recycling recovered per property (kgs) (England and Wales only)	12	323.04	254.81	137.53	254.22	9	304.97	3	305.73
PI 12d - Percentage recycled organic waste which constitutes garden waste	9	100.00%	60.82%	3.97%	18.33%				
PI 12e - Percentage recycled organic waste which constitutes food waste	3	21.52%	10.48%	3.28%					
Customer Services performance indicators									
PI 10 - Quality assurance and consultation process	15	135.00	76.40	26.00	98.00	4	98.00	1	128.20
PI 11 - Human resources and people management	14	78.00	57.00	24.00	52.00	7	71.00	2	76.50
PI 3 - Community / customer surveys undertaken	11	97.00%	86.36%	74.00%	85.00%	7	92.00%	3	93.00%

Refuse collection performance indicator standings 2013/14 : whole service report

Name of authority
PIN

Blackpool Council
4281

Performance indicator

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
Key performance indicators									
PI 01c - Cost of refuse collection service per household (excluding landfill tax & waste disposal)	47	£120.10	£61.74	£29.00	£51.80	19	£38.28	2	£34.77
PI 02c - Cost of refuse collection service per household (excluding landfill tax & waste disposal and CEC)	47	£113.85	£57.18	£25.62	£50.70	20	£36.41	2	£28.32
PI 03a - Net cost of recycling per household	36	£58.98	£26.67	£8.81			£17.78		£12.68
PI 03b - Tonnes of domestic waste sent for recycling per household)	54	0.72	0.42	0.20	0.36	38	0.49	3	0.55
PI 03c - Kg of domestic waste sent for recycling per head of population	54	280.70	184.49	102.09	180.89	30	212.48	3	248.60
PI 03d - Cost of recycling per household covered by kerbside recycling collections (including CEC)	35	£51.25	£25.89	£9.26			£16.46		£12.37
PI 03e - Tonnes of domestic waste recycled per household	54	0.71	0.40	0.16	0.36	35	0.48	3	0.53
PI 03f - Kg of domestic waste recycled per head of population	54	261.23	179.07	83.45	180.06	29	206.65	3	238.78
PI 11 - Percentage of households covered by kerbside recycling collections	52	100.00%	98.60%	89.61%	100.00%	1	100.00%	1	100.00%
PI 12a - Percentage of total domestic waste collected which is sent for recycling	54	58.43%	40.29%	17.93%	36.88%	35	45.24%	3	51.33%
PI 12b - Percentage of household waste collected which is composted	52	35.13%	16.28%	3.68%	14.10%	31	20.66%	3	25.05%
PI 12c - Percentage recovery of energy from waste collected (England and Scotland; Unitary only)	19	69.21%	31.88%	0.32%	23.22%	11	57.13%	3	65.66%
PI 12g - Percentage recovery of energy from waste collected (Wales only)	0	0.00%	0.00%	0.00%					
PI 12f - Percentage of total waste collected which is recycled	54	58.43%	39.42%	17.93%	36.71%	30	44.38%	3	49.17%
PI 17 - Customer satisfaction surveys	0	0.00%	0.00%	0.00%					
PI 32a - Kg of residual waste sent to landfill per annum per head of population (Unitary only)	32	296.75	150.55	1.51	131.15	14	64.41	2	22.88
PI 32d - Kg of residual waste sent to landfill per annum per household (Unitary only)	32	650.96	336.21	3.43	263.00	11	140.12	2	56.06

Notes:

- The authority will only be ranked in service if it has shown an output / score within the set parameters for the performance indicator.
- Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.
- Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.

Refuse collection performance indicator standings 2013/14 : whole service report

Name of authority

Blackpool Council

PIN

4281

Performance indicator

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
Other cost performance indicators									
PI 01d - Cost of refuse collection per head of population (excluding landfill tax & waste disposal)	48	£61.31	£28.23	£12.93	£25.83	24	£16.83	2	£15.18
PI 02d - Cost of refuse collection per head of population (excluding landfill tax & waste disposal and CEC)	49	£62.85	£26.96	£11.42	£25.28	27	£15.51	3	£13.03
PI 08b - Total labour costs as a percentage of total expenditure (excluding waste disposal costs)	49	62%	46%	20%	29%				
PI 10b - Transport costs as a percentage of total expenditure (excluding waste disposal costs)	46	43%	27%	16%					
PI 18b - Front line labour costs as a percentage of total expenditure (excluding waste disposal costs)	47	55.80%	41.18%	26.88%					
PI 29b - Central establishment charges as a percentage of total expenditure	47	15.54%	5.87%	0.11%	1.58%				
PI 30 - Average cost per front line vehicle	41	£99,171	£63,181	£28,615			£51,203		£43,298
PI 31a - Cost of recycling per tonne (tonnes sent for recycling)	35	£128.79	£66.32	£24.42			£37.35		£32.72
PI 31b - Cost of recycling per tonne (tonnes actually recycled)	34	£124.59	£66.03	£24.44			£37.35		£32.94
PI 07 - Trade waste - operational recovery ratio	38	302.63%	119.74%	46.55%	107.02%	21	132.16%	3	190.73%
PI 27 - Cost per household excluding trade waste costs	49	£132.30	£62.70	£30.21	£53.06	21	£40.72	2	£34.47
PI 37 - Cost of domestic waste disposal per household	24	£84.24	£55.79	£23.80			£43.35		£34.40
PI 38 - Cost of municipal waste disposal per household	24	£84.24	£59.18	£33.45			£48.62		£43.39
Efficiency performance indicators									
PI 22a - Missed collections per 100,000 collections (full year)	40	102.89	44.67	0.47	32.65	14	24.36	2	9.54
PI 22b - Missed collections per 100,000 collections (April - Sept)	39	108.19	44.25	0.52	32.65	14	21.83	2	8.03
PI 04a - Trade waste contracts (charged) as a percentage of available market	41	74.67%	23.50%	3.66%	43.42%	3	29.42%	1	34.55%
PI 04b - Number of trade waste agreements for recycling (free or charged)	44	2,423	410	0	2	31	714	3	1,024
PI 04c - Percentage change in trade waste contracts	35	27.83%	-2.87%	-41.27%	-9.49%	28	5.89%	4	12.24%
PI 34 - Average number of lifts per collection round	32	1,987	1,206	559			1,533		1,736
PI 35 - Litres of fuel used annually in refuse collection vehicles per 1,000 head of population	39	3169.98	1950.67	873.20	1277.61	5	1451.07	1	1274.38
PI 20a - Staff absence (all employees)	46	14.10%	6.10%	0.94%	7.00%	31	4.80%	3	3.55%
PI 20b - Staff absence - days lost per FTE (Scotland only)	10	24.09	15.23	2.97			12.17		5.75

Refuse collection performance indicator standings 2013/14 : whole service report

Name of authority

Blackpool Council

PIN

4281

Performance indicator

	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
Other Recycling performance indicators									
PI 32b - Percentage of household waste sent to landfill per annum (England and Scotland; Unitary only)	29	73.72%	34.16%	0.35%	29.82%	12	10.01%	2	5.68%
PI 32c - Percentage of municipal waste sent to landfill per annum (Wales and Scotland only)	12	78.47%	52.09%	5.24%			45.77%		40.87%
PI 26 - Kerbside recycling recovered per property (kgs) (England and Wales only)	41	501.71	308.40	84.26	254.22	31	380.69	3	416.08
PI 12d - Percentage recycled organic waste which constitutes garden waste	29	100.00%	68.06%	0.20%	18.33%				
PI 12e - Percentage recycled organic waste which constitutes food waste	8	42.84%	19.06%	3.28%					
Customer Services performance indicators									
PI 15 - Quality assurance and consultation process	50	135.00	67.70	16.00	98.00	7	83.00	1	100.40
PI 9 - Human resources and people management	51	90.00	54.51	20.00	52.00	28	66.00	3	74.00
PI 33 - Community / customer surveys undertaken	28	97.00%	86.31%	71.00%	85.00%	18	92.00%	3	94.94%

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Report to:	TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE
Relevant Officer:	Sharon Davis, Scrutiny Manager.
Date of Meeting	10 September 2015

SCRUTINY WORKPLAN

1.0 Purpose of the report:

1.1 The Committee to consider the Workplan and to approve the scoping document for the Landau Scrutiny Review Panel.

2.0 Recommendation(s):

2.1 To approve the Committee Workplan, taking into account any suggestions for amendment or addition.

2.2 To approve the scoping document of the Landau Scrutiny Review Panel.

3.0 Reasons for recommendation(s):

3.1 To ensure the Workplan is up to date and is an accurate representation of the Committee's work.

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

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

3.3 Other alternative options to be considered:

None.

4.0 Council Priority:

4.1 N/A

5.0 Background Information

5.1 Scrutiny Workplan

5.1.1 The Scrutiny Committee Workplan is attached at Appendix 11a. The Workplan is a flexible document that sets out the work that the Committee will undertake over the course of the year.

5.1.2 Committee Members are invited, either now or in the future, to suggest topics that might be suitable for scrutiny in order that they be added to the Workplan.

5.2 Scrutiny Review Checklist

5.2.1 The Scrutiny Review Checklist is attached at Appendix 11b. The checklist forms part of the mandatory scrutiny procedure for establishing review panels and must therefore be completed and submitted for consideration by the Committee, prior to a topic being approved for scrutiny.

5.2.2 The Committee is recommended to place an emphasis on the priorities and performance of the Council when considering requests for scrutiny reviews.

5.3 Landau Scrutiny Review

5.3.1 At the Tourism, Economy and Resources Scrutiny Committee on 9 July 2015 Members agreed to set up a scrutiny review of landaus on the promenade.

5.3.2 The panel has met to consider and determine the scope for this review. The scoping document is attached at Appendix 11c for the Committee's approval.

Does the information submitted include any exempt information?

No

List of Appendices:

Appendix 11a – Tourism, Economy and Resources Scrutiny Committee Workplan

Appendix 11b - Scrutiny Review Checklist

Appendix 11c – Landau Scrutiny Review Scoping Document

6.0 Legal considerations:

6.1 None.

7.0 Human Resources considerations:

7.1 None.

8.0 Equalities considerations:

8.1 None.

9.0 Financial considerations:

9.1 None.

10.0 Risk management considerations:

10.1 None.

11.0 Ethical considerations:

11.1 None.

12.0 Internal/ External Consultation undertaken:

12.1 None.

13.0 Background papers:

13.1 None.

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TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE WORKPLAN 2015/2016

<p>9th July 2015</p>	<p>Council Plan</p> <p>RESOURCES - Provisional Revenue Outturn 2014/2015 - Treasury Management Outturn Report 2014/2015</p> <p>TOURISM – Destination Management Plan 2015-2017</p> <p>Overview and Scrutiny Annual Report 2014/2015 Roles, Responsibilities and Attributes of Scrutiny Members Scrutiny Review Checklist/ Llandau scrutiny proposal Scrutiny Workplan</p>
<p>10th September 2015</p>	<p>HOUSING - Decent Homes CSP – Q1 Performance of the Blackpool Community Safety Partnership OTHER - Council Complaints Annual Report Waste Collection Street Cleansing</p> <p>Scrutiny Workplan Landau Scoping document</p>
<p>15th October 2015</p>	<p>RESOURCES - Financial Reporting – Month 4 (Month 3 if required) Health and Safety Annual Report 2014-2015</p> <p>HOUSING - Transience Projects TOURISM – Performance of Blackpool Zoo Car Parking</p> <p>Scrutiny Workplan</p>
<p>19th November 2015</p>	<p>Council Plan – Performance Monitoring - Economy</p> <p>RESOURCES - Financial Reporting – Month 5 - Treasury Management half-yearly report</p> <p>HOUSING – Blackpool Coastal Housing Performance CSP – Q2 Performance of the Blackpool Community Safety Partnership</p> <p>Scrutiny Workplan</p>
<p>21st January 2016</p>	<p>Council Plan – Performance Monitoring - Economy</p> <p>RESOURCES - Financial Reporting – Month 8 (Months 6 and 7if required) MUNICIPAL ASSETS - Flood Risk Management and Drainage Annual Report TOURISM – Performance of Blackpool Airport CSP – Q3 Performance of the Blackpool Community Safety Partnership</p> <p>Scrutiny Workplan</p>
<p>3rd March 2016</p>	<p>RESOURCES - Financial Reporting – Month 9 MUNICIPAL ASSETS - Bathing Water Quality Annual Report OTHER –</p>

	Scrutiny Workplan
31 st March 2016	<p>RESOURCES - Financial Reporting – Month 10 HOUSING - MUNICIPAL ASSETS - BUSINESS – Performance of Economic Development Company TOURISM – OTHER -</p> <p>Scrutiny Workplan</p>
19 th May 2016	<p>Council Plan – Performance Monitoring - Economy</p> <p>RESOURCES – N/A HOUSING - MUNICIPAL ASSETS - BUSINESS - TOURISM – CSP – Q4 Performance of the Blackpool Community Safety Partnership, 2016/2017 Partnership Priorities and key community safety issues in Blackpool. OTHER -</p> <p>Scrutiny Workplan</p>

SCRUTINY SELECTION CHECKLIST

Title of proposed Scrutiny:

The list is intended to assist the relevant scrutiny committee in deciding whether or not to approve a topic that has been suggested for scrutiny.

Whilst no minimum or maximum number of 'yes' answers are formally required, the relevant scrutiny committee is recommended to place higher priority on topics related to the performance and priorities of the Council.

Please expand on how the proposal will meet each criteria you have answered 'yes' to.

	Yes/No
The review will add value to the Council and/or its partners overall performance:	
The review is in relation to one or more of the Council's priorities:	
The Council or its partners are not performing well in this area:	
It is an area where a number of complaints (or bad press) have been received:	
The issue is strategic and significant:	
There is evidence of public interest in the topic:	
The issue has potential impact for one or more sections of the community:	
Service or policy changes are planned and scrutiny could have a positive input:	
Adequate resources (both members and officers) are available to carry out the scrutiny:	

Please give any further details on the proposed review:

Completed by:

Date:

Scrutiny Review Draft Scope	
Proposed Title	Scoping Date
Landau Scrutiny Review	25 August 2015
Criteria and reasons for selecting topic	
<p>The review topic was chosen following a referral from the Public Protection Sub-Committee regarding reviewing the Council's policy on landaus following an increase in the number of complaints throughout 2014 about the amount of horse droppings on the Promenade and about carriage drivers driving down the middle of the road and going through red lights. There had also been an increase in the number of queries concerning the welfare of the horses whilst on the Promenade. In addition, in October 2014 a serious incident took place where a horse was startled and bolted down the Promenade. The carriage in question collided with members of the public on the Promenade and a six year old boy broke his collar bone as a result.</p> <p>A previous scrutiny review of the landau service was undertaken in 2007. Since then, the layout of the Promenade has changed significantly and, in light of the above mentioned increase in complaints, it was therefore considered appropriate for the issue to be considered in detail once more.</p>	
Which objectives within the Corporate Performance Plan does this topic address?	
<ul style="list-style-type: none"> • Expanding and Promoting our tourism, arts, heritage and cultural offer • Encouraging responsible entrepreneurship for the benefit of our communities 	
How is it envisaged that the scrutiny will assist in meeting the objectives listed above?	
<p>The review will examine the current landau operations in light of the increased number of complaints and changes to the Promenade layout to ascertain whether they meet the Council objectives listed above.</p>	
What are the main objectives of the scrutiny?	
<p>To consider the horse, passenger and road safety of the landaus.</p>	
What specific issues will be addressed as part of the scrutiny?	
<p>Consideration will be given to:</p> <ul style="list-style-type: none"> • Data relating to the frequency and types of complaints; • Information relating to the serious incident in October 2014; • Road safety concerns in light of the new Promenade layout; • The welfare of horses in light of the new Promenade layout; • The beneficial impact the landau service has upon tourism in Blackpool; • Identifying required improvements and producing relevant, achievable recommendations 	
What possible outcomes are envisaged in terms of service improvements / benefits to the community?	
<p>The review will help the Licensing department to provide an improved landau service provision, which will enhance the tourist experience and improve safety on the promenade for road users and pedestrians.</p>	
How will the public be involved? (consider invitations / press releases for meetings, consultation with community groups / clubs, etc)	
<p>The Landau Association, landau operators and the Landau driving tester will be invited to provide evidence to the Panel. The Police will also be invited to attend in order to contribute with regards to public road safety.</p>	

How will the scrutiny achieve value for money for the Council / Council Tax payers?
It is expected that the scrutiny review will potentially result in an improved service but at no extra cost to the Council.
What primary / new evidence is needed for the scrutiny?
<ul style="list-style-type: none">• Complaints data• Road Safety information• Information relating to the welfare of horses• Evidence demonstrating the tourism impact
What secondary / existing information will be needed? (include background information / existing reports (consider Internal Audit) / legislation / central government information and reports, etc.
The current Landau licensing policy and landau policies in other local authorities.
Which Council officers / departments will provide information, advice and assistance for the scrutiny?
Sharon Davies, Head of Licensing Services Mark Marshall, Licensing and Health and Safety Manager Jez Evans, Streetscene Manager Philip Welsh, Head of Visitor Economy
What type of meetings (e.g. fact finding, evidence gathering, consultations, questioning, site visits), and how many in number are envisaged for the scrutiny?
Aside from an initial meeting to scope the review, it is proposed that this will be an 'in a day scrutiny review'.
Timescales / likely duration of enquiry
This will be an 'in a day scrutiny review', with a meeting likely to be held in late September/ early October.
Lead Scrutiny Officer
Chris Kelly, Senior Democratic Services Adviser (Scrutiny)
Scrutiny Panel Members
Councillors Hunter (Chairman), Mrs Callow, Henderson MBE, Hutton and O'Hara.