

Blackpool Council

12 July 2016

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

The above members are requested to attend the:

TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE

Thursday, 21 July 2016 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 16 JUNE 2016 (Pages 1 - 8)

To agree the minutes of the last meeting held on 16 June 2016 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 - 18)

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 19 - 24)

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

6 COUNCIL PLAN PERFORMANCE REPORT 2015/2016 (Pages 25 - 38)

To consider performance against the Council Plan 2015-20 for the period 1 April 2015 – 31 March 2016.

7 TRANSIENCE PROGRAMME (Pages 39 - 44)

To consider an update on the progress of the Transience Programme.

8 SCRUTINY WORKPLAN (Pages 45 - 58)

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

9 DATE OF NEXT MEETING

To note the date and time of the next meeting as Thursday, 15 September 2016, 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

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

Agenda Item 2

MINUTES OF TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE MEETING - THURSDAY, 16 JUNE 2016

Present:

Councillor Hunter (in the Chair)

Councillors

Mrs Callow JP
D Coleman

G Coleman
Galley

Hobson
Roberts

Ryan

In Attendance:

Councillor Simon Blackburn, Leader of the Council

Councillor Gillian Campbell, Deputy Leader of the Council

Councillor Mark Smith, Cabinet Member for Business and Economic Development

Councillor Mrs Christine Wright, Cabinet Member for Housing, Procurement and Income Generation

Mr Steve Thompson, Director of Resources

Mr Alan Cavill, Director of Place

Mrs Marie McRoberts, Assistant Treasurer

Mr Philip Welsh, Head of Visitor Economy

Mr Dominic Blackburn, Community Safety and Drugs Officer

Mr Chris Kelly, Senior Democratic Governance Adviser (Scrutiny)

1 DECLARATIONS OF INTEREST

There were no declarations of interest on this occasion.

2 MINUTES OF THE LAST MEETING HELD ON 31 MARCH 2016

The Committee agreed that the minutes of the Tourism, Economy and Resources Scrutiny Committee meeting held on 31 March 2016, be signed by the Chairman as a correct record.

3 PUBLIC SPEAKING

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

4 EXECUTIVE AND CABINET MEMBER DECISIONS

The Committee considered 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.

**MINUTES OF TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE MEETING -
THURSDAY, 16 JUNE 2016**

Members raised questions in regard to decision number EX22/2016 'Additional Licensing for the Central Area' and Councillor Campbell, Deputy Leader of the Council advised Members that the additional licensing scheme did not apply for holiday lets, but that other methods of enforcement would be considered where appropriate, in order to improve the standards of properties in the area.

The Committee noted decision number EX26/2016 and requested that the total figure for sundry debt write-offs for 2015/2016 be circulated amongst Committee Members. With regards to decision number PH36/2016 'Kerbside Green Waste Collection – Creation of a Charging Scheme', Members queried the level of response to the charging scheme. In response, Councillor Campbell advised that 5,696 residents had currently signed up to the scheme.

In regards to a question raised in relation to decision number EX27/2016 'Provision of Loan Finance to Blackpool Transport Limited', Councillor Blackburn, Leader of the Council, advised that the loan of £7,740,000 to purchase 10 double buses in June 2016 and 25 vehicles in June 2017, was based upon recommendations from the Finance Director of Blackpool Transport Services Limited. Councillor Blackburn advised that he was satisfied that Blackpool Transport Services Limited was able to operate as a going concern with adequate resources.

The Committee discussed decision number EX24/2016 'Acquisition of Wilkinson's building, Talbot Road'. In response to Members' questions, Councillor Blackburn advised that the Homes and Communities Agency had inspected the site and officers were continuing to explore the possibility of selling part of the site to the Agency. Questions were also raised by the Committee in relation to the possibility of establishing a 'transport interchange' in the area and Councillor Blackburn explained that options were currently being explored with Network Rail to establish such an interchange, although it would not necessarily involve a specific building.

The Committee agreed:

- 1) To request that the total figure for sundry debt write-offs for 2015 / 2016 be circulated amongst Committee Members following the meeting.
- 2) To note the Executive and Cabinet Member Decisions.

5 FORWARD PLAN

The Committee considered the items contained within the Forward Plan, June 2016 – September 2016, relating to the portfolios of the Leader of the Council and Deputy Leader of the Council.

The Committee agreed to note the Forward Plan items.

6 ENGAGEMENT OF CONSULTANTS OVER £25K MONITORING REPORT

The Committee considered the report detailing the appointment of consultants exceeding £25,000 for the period 1 February 2016 to 30 April 2016.

**MINUTES OF TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE MEETING -
THURSDAY, 16 JUNE 2016**

Members queried the identity of the third parties referred to in the appendix and Councillor Smith, Cabinet Member for Business and Economic Development advised that they were Fylde Borough Council and Wyre Borough Council, which were the other local authorities in ownership of the Economic Development Company.

The Committee agreed to note the report.

7 CORPORATE CUSTOMER SERVICES STRATEGY

Mrs McRoberts, Assistant Treasurer, presented a report to the Committee that provided information on the Corporate Customer Services Strategy and progress and findings of the channel shift project.

Members were advised that the Channel Shift Group had been formed to ensure a systematic approach to moving services on-line where appropriate, which was essential activity to reduce demand on the face-to-face and telephone channels in Customer First, following the reduction of resource in the service.

The Committee was provided with the Customer Services Strategic Group plan, which set out the vision and principles that every service should strive to deliver when dealing with residents, businesses and clients. Members were also provided with details of the methodology used to engage service users with services for channel shift activities and details of the outcomes achieved so far in the process.

In response to questions raised by Members, Mrs McRoberts advised that the Highways Service was on the Channel Shift Plan and officers were working closely with Highways officers to bring its services on-line. It was explained that there were currently some issues relating to the compatibility of back office software, but that work was being undertaken to resolve the problems.

The Committee raised questions regarding how services used emails received from residents and it was queried whether residents' email addresses could be used by services to market Council news and issues. Mrs McRoberts advised that email exchanges with residents placed significant demand upon resources in a manner similar to telephone interactions. Instead, the aim of the Channel Shift system was to steer residents more towards using digital channels to access the service directly, which would reduce the back office resources required. It was explained to Members that the development of a Council app for smartphones would assist in the achievement of the aim further. Members discussed the potential for the Council app in more detail, with Councillor Blackburn advising that the rationale for its development would be to have one app with a drop down menu enabling users to access all appropriate services and Council news.

In response to questions relating to social media, Mrs McRoberts advised that the Communications Team monitored social media platforms and forwarded any appropriate data or comments to the relevant service.

**MINUTES OF TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE MEETING -
THURSDAY, 16 JUNE 2016**

Members raised further questions regarding staffing levels and Mrs McRoberts advised that in regards to staffing levels, there were now 20 full time equivalent staff in the Customer Service Team, compared with 47.5 in 2012. It was noted that vacant posts were filled internally where possible.

Background papers: None.

8 TOURISM PERFORMANCE REPORT

Mr Welsh, Head of Visitor Economy presented a report on tourism performance between January and April 2016 using various indicators including number of visits, footfall, tram usage, satisfaction ratings and events.

He reported to Members that the first four months of the calendar year had been positive, although performance over the Easter holidays had not been to the levels that had been expected, which was attributed to poor weather.

In response to questioning from the Committee regarding the reduction of visitors in the evening compared with during the daytime, Mr Welsh advised that it remained a challenge to encourage visitors to stay for longer, but that it was hoped that the investment in the early evening economy would help to assist with achieving the aim.

Members noted the media's recent reporting of the Visit England Survey and raised questions regarding the basis that had been used for the resort of Scarborough being placed higher than Blackpool. Mr Welsh advised that the media coverage had focused on the figures for the numbers of leisure tourists staying overnight. He noted that when daytime visitors were taken into account, Blackpool had approximately two million more visits per year than Scarborough.

Members considered that the performance figures were useful and it was requested that the Visitor Economy Performance Indicator report be circulated to Members on a monthly basis.

The Committee raised questions relating to the former King Edward Cinema and its potential future usage. Mr Cavill, Director of Place reported that the site was part of the wider Central Station development site and, as a result, it would be difficult to attract an investor as only a very short term lease would be able to be offered and the building required significant levels of investment. On the subject of the Central Station development site, the Committee questioned whether there was any update regarding the relocation of the County and Magistrates courts to new sites within Blackpool. Mr Cavill advised that negotiations were ongoing with the Ministry of Justice, but that progress on the relocation had been slow.

Members queried the location of the cameras for recording the levels of footfall in the town centre and Councillor Campbell provided Members with a list of the Camera positions, which amongst others included outside Coral Island, Marks and Spencer's, and the Credit Union on Birley Street.

**MINUTES OF TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE MEETING -
THURSDAY, 16 JUNE 2016**

Members noted the increased usage on the trams and queried the reasons for the increased patronage and whether the trend would continue. Mr Welsh advised that the performance was partly due to increased numbers on the trams, but was also due in part to the ability to better manage usage. He explained that the ability to manage usage included improved queuing systems and being better equipped to ensure all people using the trams paid for their journeys. Councillor Blackburn also noted that the decision to restrict concessionary fares on trams to Blackpool residents only had resulted in an increased number of fare paying customers on the trams.

The Committee agreed to request that the Visitor Economy Performance Indicator report be circulated to Members on a monthly basis.

Background papers: None.

9 PARKING SERVICES PERFORMANCE REPORT

Councillor Wright introduced a report that provided the Committee with information on the performance data of Council owned car parks, both with regards to patronage and income. She considered that the performance for 2015/2016 had been positive, with it being noted that both occupancy and income had improved, compared to recent years. The Committee was advised that the income generated from the car parks and on street parking during 2015/2016 was up by 5.1% from the 2014/2015 income and was the highest amount received in the last five years, despite the closure of a number of Council-owned car parks.

The Committee raised questions regarding East Topping Street and was advised that the car park had been unavailable for a number of months whilst the Syndicate building had been demolished. However, the car park was now very busy and changes to the staff parking scheme, which would be introduced in August 2016, would positively impact on the income generated by the car park.

Members also raised questions in relation to the former Devonshire Road Hospital site and were advised that the car park would no longer be included in the staff parking scheme from 1 August 2016. Councillor Wright also advised that notice had been served to terminate the lease for the site and return it to the site's owners. Upon further questioning from Members, it was reported that the rental costs for the site were approximately £30,000 per year.

Background papers: None.

10 COMMUNITY SAFETY PERFORMANCE REPORT APRIL 2015 TO MARCH 2016

Councillor Campbell presented a report that detailed performance against the Community Safety Partnership's priorities between April 2015 and March 2016. The report also set out the new Partnership priorities for the 2016/2019 period, as well as the addition of several areas of further consideration deemed as 'causation factors'.

**MINUTES OF TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE MEETING -
THURSDAY, 16 JUNE 2016**

Councillor Campbell reported that all crime in Blackpool had increased over the period, which was considered disappointing, despite reflecting a trend across Lancashire.

The Committee questioned whether any organisation involved with the Partnership did not contribute appropriately. Mr Blackburn, Community Safety and Drugs Officer, advised that there was a strong tradition of partnership working in Blackpool and all partners contributed appropriately.

The Committee also raised questions in relation to Community Protection Notices, with specific regards to whether they would be issued to a child as young as 10 years old. Mr Blackburn advised that, although it was possible, it was not always appropriate to issue to children of that age. However, if a child was not issued with a notice in such circumstances, notices would be issued against the parents of the child. Members noted that during the period of April 2015 to March 2016, 645 Warning Letters, 78 Community Protection Notices, seven Fixed Penalty Notices, five Civil Injunctions and one Criminal Behaviour Order had been issued. Mr Blackburn considered that Blackpool was leading nationally on the utilisation of Community Protection Warnings and Notices.

The Committee discussed a known cohort of approximately 50 to 60 young people who had been causing a great deal of nuisance within the town centre, parks, car parks and leisure centres. Councillor Blackburn reported that a large piece of work had been undertaken to gather intelligence and address the antisocial behaviour issues caused by the cohort. He advised that using Community Protection Notices, as well as other powers available to the Partnership, was starting to have an impact in reducing the levels of antisocial behaviour caused by the cohort.

The Committee also raised questions relating to hate crimes and Mr Blackburn advised that victims appeared to be more willing to report crimes, which was considered positive. However, concerns were raised with regards to the increased numbers of sexual hate crimes.

Background papers: None.

11 SCRUTINY WORKPLAN

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

The Committee noted that the Monitoring Committee Recommendations table had been included that enabled Members to monitor how their recommendations had been implemented.

The Committee agreed:

- 1) To approve the Workplan

**MINUTES OF TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE MEETING -
THURSDAY, 16 JUNE 2016**

2) To note the Monitoring Committee Recommendations table.

12 DATE OF NEXT MEETING

The Committee agreed to note the date of the next meeting as Thursday, 21 July 2016, at 6.00 p.m.

Chairman

(The meeting ended at 7.20 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	21 July 2016

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	21 July 2016

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(s):

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

3.0 Reasons for recommendation(s):

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

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

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

3.3 Other alternative options to be considered:

None.

4.0 Council Priority:

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

5.0 Background Information

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

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

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

5.4 Witnesses/representatives

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

- Councillor Blackburn
- Councillor Campbell

Does the information submitted include any exempt information?

No

List of Appendices:

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

6.0 Legal considerations:

6.1 None.

7.0 Human Resources considerations:

7.1 None.

8.0 Equalities considerations:

8.1 None.

9.0 Financial considerations:

9.1 None.

10.0 Risk management considerations:

10.1 None.

11.0 Ethical considerations:

11.1 None.

12.0 Internal/ External Consultation undertaken:

12.1 None.

13.0 Background papers:

13.1 None.

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DECISION / OUTCOME	DESCRIPTION	NUMBER	DATE	CABINET MEMBER
<p><u>LOCAL TRANSPORT PLAN</u> The Executive resolved: 1. To recommend the Council to extend the Local Transport Plan Strategy, 2011 to 2016, until April 2017. 2. To recommend Council to delegate authority to the Director of Place to make the necessary amendments to the Local Transport Plan document to confirm the new period covered by the Plan and publish the Plan.</p>	<p>Blackpool is required to have a Local Transport Plan in place for this year which will be sent to the Department for Transport. It is proposed to extend the current plan approved in March 2011 for a further year.</p>	<p>EX30/2016</p>	<p>20/6/2016</p>	<p>Cllr Campbell</p>
<p><u>BLACKPOOL TRAMWAY EXTENSION TO BLACKPOOL NORTH STATION</u> The Executive resolved to recommend to the Council to approve the making of an application to the Secretary of State for Transport for a Transport and Works Act Order under the 1992 Act, to authorise an extension of the Blackpool Tramway to Blackpool North Station.</p>	<p>To consider recommending the Full Council to apply for the necessary order to authorise an extension of the Blackpool Tramway to Blackpool North Station.</p>	<p>EX31/2016</p>	<p>20/6/2016</p>	<p>Cllr Campbell</p>
<p><u>MEMBER DEVELOPMENT PLAN 2016 – 2019</u> The Executive agreed the recommendation to agree the Member Development Plan 2016 – 2019.</p>	<p>To consider the Member Development Plan that was produced that sets out priorities for member development for the current term of office (with individual training needs addressed through Personal Development Plans).</p>	<p>EX32/2016</p>	<p>20/6/2016</p>	<p>Cllr Blackburn</p>
<p><u>LITTER STRATEGY 2016 TO 2020 AND LITTER AND DOG FOULING ENVIRONMENTAL ENFORCEMENT</u> The Executive agreed the recommendations as outlined above namely: 1. To agree to the adoption of the ‘Keep Blackpool Tidy’ Litter Strategy 2016-2020.</p>	<p>To consider the ‘Keep Blackpool Tidy’ Litter Strategy 2016-2020, prepared in conjunction with Keep Britain Tidy and to consider entering into a one-year pilot with 3GS Environmental Enforcement Solutions in relation to taking a more robust approach in litter and dog fouling</p>	<p>EX33/2016</p>	<p>20/6/2016</p>	<p>Cllr Campbell</p>

<p>2. To agree to a one-year pilot working in conjunction with 3GS Environmental Solutions to carry-out cost neutral enforcement activity in relation to litter and dog fouling.</p> <p>3. To authorise the Director of Community and Environmental Services, after consultation with the Chief Corporate Solicitor, to enter into an appropriate one-year contract with the company.</p> <p>4. To authorise the Director of Community and Environmental Services, after consultation with the Head of Procurement and Development, to grant an exception to Corporate Procurement Rules under clause 10.11 to undertake a 12-month pilot with 3GS Environmental Enforcement Solutions.</p>	<p>enforcement.</p>			
<p><u>PUBLIC SPACE PROTECTION ORDER - DOG EXCLUSION BISPHAM BATHING WATER-DUCHESS DRIVE TO SANDHURST AVENUE</u></p> <p>The Deputy Leader of the Council agreed the recommendations:</p> <p>1. To note that a number of representations have been received regarding the making of the Public Space Protection Order proposal relating to the beach and slopes and stairways between Duchess Drive and Sandhurst Avenue.</p> <p>2. To agree that the Public Space Protection Order relating to these areas will not be made at present and to share the feedback received with the community he Council’s partner agencies and the Fylde Peninsula Water Management Partnership.</p> <p>3. To note that only one representation was received in favour of the proposed dog exclusion from these areas.</p> <p>4. To note that given no relevant representations were received regarding the order between South Pier and Harrow Place and this part of the order has therefore been confirmed as a decision by the Director of Community and Environmental Services.</p>	<p>To consider of the making of the Public Protection Order insofar as it would restrict dogs from the beach in Blackpool between Duchess Drive and Sandhurst Avenue and the adjoining slopes and stairways.</p>	<p>PH46/2016</p>	<p>24/06/2016</p>	<p>Cllr Campbell</p>

Report to:	TOURISM, RESOURCES AND ECONOMY SCRUTINY COMMITTEE
Relevant Officer:	Sharon Davis, Scrutiny Manager.
Date of Meeting	21 July 2016

FORWARD PLAN

1.0 Purpose of the report:

1.1 The Committee to consider the content of the Council’s Forward Plan, July 2016 – October 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 The relevant Council Priority is “The economy: Maximising growth and opportunity across Blackpool”

5.0 Background Information

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

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

5.3 Attached at Appendix 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 Campbell
- Councillor Jackson

Does the information submitted include any exempt information?

No

List of Appendices:

Appendix 5 (a) – Summary of items contained within Forward Plan
July 2016 – October 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**(JULY 2016 to OCTOBER 2016)***** Denotes New Item**

Page Nº	Anticipated Date of Decision	Matter for Decision	Decision Reference	Decision Taker	Relevant Cabinet Member
1	July 2016	To approve the Built Heritage Strategy	23/2014	Executive	Cllr Campbell
3	July 2016	Social housing lettings – New Partnership Agreement with housing associations and neighbouring authorities to continue to deliver the My Home Choice Fylde Coast system, and updated policies for letting social housing	25/2015	Executive	Cllr Campbell
5	July 2016	Prudential Borrowing to improve 1 Clifton Street	9/2016	Executive	Cllr Jackson
*9	July 2016	Article 4 Direction Order Raikes Parade	15/2016	Executive	Cllr Campbell
*10	July 2016	Redevelopment plans for the South Shore Crescents.	16/2016	Executive	Cllr Jackson
*11	July 2016	Blackpool Airport Enterprise Zone Rates Relief Policy And Resource Requirement	17/2016	Executive	Cllr Blackburn
*12	July 2016	Winter Gardens Conference and Exhibition Centre Development.	18/2016	Executive	Cllr Blackburn

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Report to:	TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE
Relevant Officer:	Ruth Henshaw, Corporate Development Officer
Date of Meeting:	21 July 2016

COUNCIL PLAN PERFORMANCE REPORT 2015/2016

1.0 Purpose of the report:

1.1 To consider performance against the Council Plan 2015-2020 for the period 1 April 2015 – 31 March 2016.

2.0 Recommendation(s):

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

3.0 Reasons for recommendation(s):

3.1 To ensure constructive and robust scrutiny of the report.

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

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

3.3 Other alternative options to be considered: N/A

4.0 Council Priority:

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

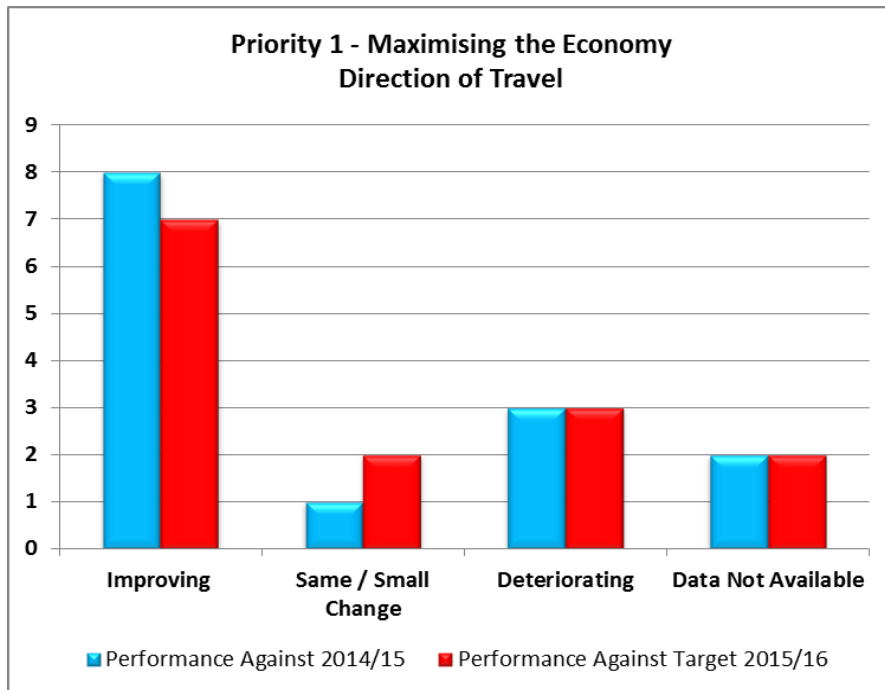
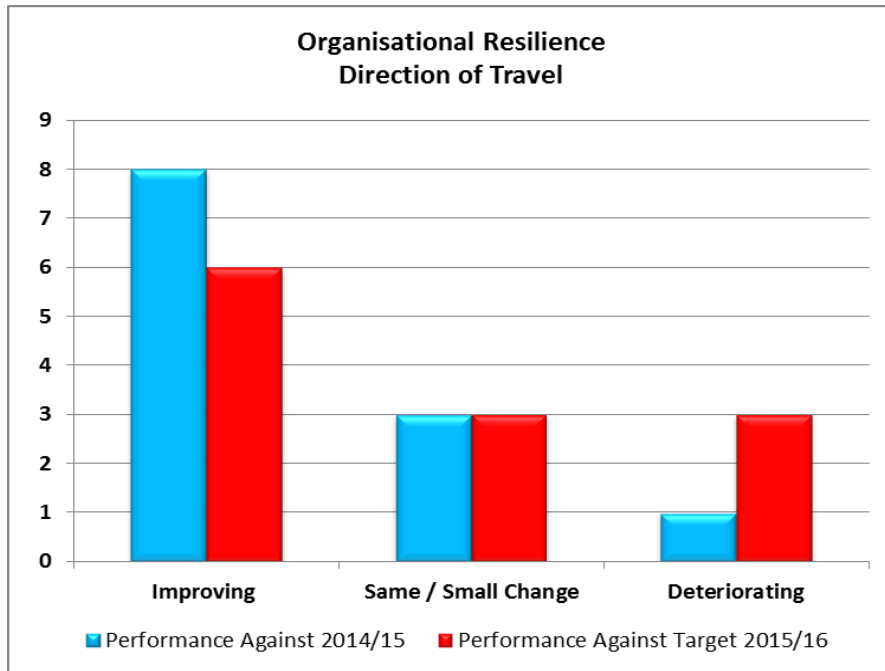
5.0 Background information

5.1 This is the second report reviewing performance against the priorities in the Council Plan 2015 - 2020. The report focuses on a set of core performance indicators which have been developed in consultation with the Corporate Leadership Team. From 2016/2017, performance will be reported on a quarterly basis.

- 5.2 At the 21 January 2016 Tourism, Economy and Resources Scrutiny Committee and the 4 February 2016 Resilient Communities Scrutiny Committee meetings, Members agreed to establish a Scrutiny Panel to consider in more detail how performance information was presented to scrutiny committees and to further consider the Council's approach to target setting.
- 5.3 The Target Setting Scrutiny Panel was held on 27 June 2016 and included Members from all three scrutiny committees, namely Councillors Hunter, Mrs Callow, P Callow, O'Hara, Scott and L Williams.
- 5.4 The Panel was provided with information regarding the establishment of the 'Corporate Delivery Unit' to implement challenging and supportive action to strengthen delivery and the development of performance trajectories, which would be incorporated into performance reporting during 2016/2017. It was noted that the performance trajectories would be able to be used as a tool to challenge performance and would provide a link between the actions services took and their performance in that area. The Panel endorsed the Corporate Delivery Unit approach to target setting.
- 5.5 The Panel also considered the Council Plan indicators and noted the performance trajectories would be incorporated throughout 2016/2017. The Panel made recommendations relating to which indicators each Committee should initially focus on in terms of performance trajectories, for the reports to be produced in the first quarter of 2016/2017.
- 5.6 With specific regard to Tourism, Economy and Resources Scrutiny, the Panel recommended that the Committee first received the performance trajectories for the following indicators:
- Average number of working days lost due to sickness absence per full time employee
 - Time taken to process Housing Benefit new claims and change events
 - Time taken to process Council Tax Reduction Scheme new claims and change events

6.0 Overview of Performance

- 6.1 There are 12 indicators within the performance basket for Organisational Resilience and 14 for Maximising the Economy. The graphs below show the direction of travel against performance in 2014/2015 and against target for 2015/2016.



6.2 The six indicators where performance has deteriorated in 2015/2016 were:

- Average number of working days lost due to sickness absence per FTE;
- % of completed Individual Performance Appraisals;

- Time taken to process Council Tax Reduction claims and change events;
- Visitor numbers (adults);
- Visitor satisfaction; and
- Number of people supported into employment across all employment programmes delivered by Positive Steps.

Further information on these indicators can be found in **Appendix 6b – End of Year (EoY) Exception Reports**.

7.0 Witnesses/representatives

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

Ruth Henshaw, Corporate Development Officer

Does the information submitted include any exempt information? No

List of Appendices:

Appendix 6(a): EoY KPI Spreadsheet

Appendix 6(b): EoY Exception Reports

8.0 Legal considerations:

8.1 None

9.0 Human Resources considerations:

9.1 None

10.0 Equalities considerations:

10.1 None

11.0 Financial considerations:

11.1 None

12.0 Risk management considerations:

12.1 None

13.0 Ethical considerations:

13.1 None

14.0 Internal/ External Consultation undertaken:

14.1 None.

15.0 Background papers:

15.1 None

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Appendix 6a - Key Performance Indicators
Performance as at 30th April 2016

KEY - Direction of Travel Icons:

↑✓	Performance is improving or on target
↓✓	
↑	Small deterioration in performance / slightly off target
↓	
↔	No change
↑✘	Performance is deteriorating or off target
↓✘	

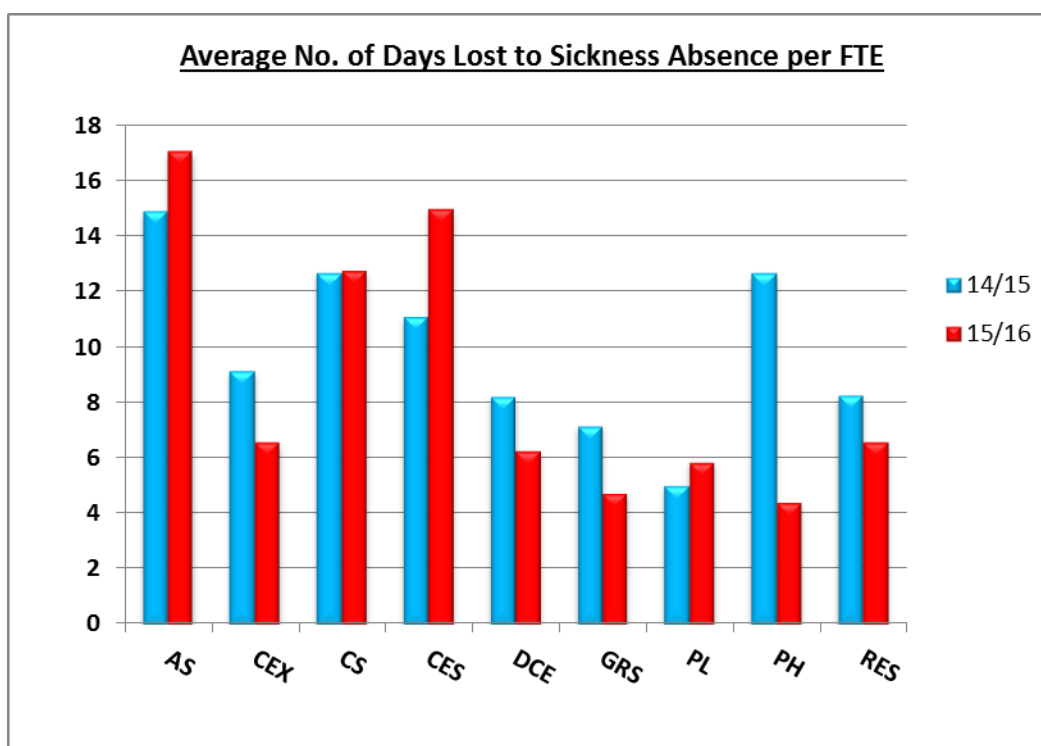
Lead Cabinet Member	Indicator	Outturn 2013/14	Outturn 2014/15	DoT (13/14 v 14/15)	2015/16				Outturn 2015/16	Target 2015/16	Direction of Travel		Notes	Dept	
					Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16			Against Previous	Against Target			
Leader of the Council (Organisational Resilience)	Cllr Blackburn	Average number of working days lost due to sickness absence per FTE (Council)	10.4 days per FTE	10.37 days per FTE	↓✓	9.9 days	10.33 days	10.83 days	11.32 days	11.32 days per FTE	9 days per FTE	↓✘	↓✘	Please see App B - Exception Reports for more details.	DCE
	Cllr Blackburn	% of completed IPAs in the HR system	51%	Data unavailable	n/a	32%	63%	69%	69%	69%	75%	↑✓	↓✘	Please see App B - Exception Reports for more details.	DCE
	Cllr Blackburn	% of employees completing mandatory training	64%	44%	↓✘	46%	67%	70%	81%	81%	60%	↑✓	↑✓		DCE
	Cllr Blackburn	No. of reportable RIDDOR accidents	17	13	↓✓	A	A	A	A	8	<13	↓✓	↓✓		DCE
	Cllr Blackburn	No. of people registered on the electoral roll	103,985	101,897	↓✘	104,896	104,155	99,265	100,759	100,759	Increase on last year	↓	↓		GRS
	Cllr Blackburn	% of Council Tax collected in year	93.1%	92.35%	↓	27.7%	53.1%	78.3%	90.7%	90.7%	92.5%	↓	↓		R
	Cllr Blackburn	% of Business Rates collected in year	94.89%	95.09%	↑✓	25.47%	52.11%	78.07%	95.09%	95.09%	94.5%	↑✓	↑✓		R
	Cllr Blackburn	Time taken to process Housing Benefit new claims and change events	19.06 days	26.8 days	↑✘	33.63 days	32.41 days	24.33 days	6.99 days	19.89 days	28 days	↓✓	↓✓		R
	Cllr Blackburn	Time taken to process Council Tax Reduction claims and change events	33.86 days	41.79 days	↑✘	39.14 days	39.83 days	26.47 days	21.77 days	32.47 days	28 days	↓✓	↑✘	Please see App B - Exception Reports for more details.	R
	Cllr Blackburn	% of undisputed invoices for commercial goods and services that are paid within 30 days of such invoices being received	92%	92.7%	↑✓	93.86%	93.08%	94.06%	94.49%	94.5%	93%	↑✓	↑✓		R
	Cllr Blackburn	% of transactions / contacts dealt with at the first point of contact in Customer First	78.4%	80.9%	↑✓	86.64%	82.01%	85.1%	82.95%	84.99%	84%	↑✓	↑✓		R
	Cllr Blackburn	Forecast level of year-end General Fund working balances	£5.9m	£6.2m	↑✓	£2.7m	£2.6m	£3.5m	£5.64m*	£5.64m*	> or equal to £6m	↓	↓		R
Deputy Leader of the Council (Tourism, Economic Growth and Jobs)	Cllr Campbell	Overall recycling rate for Blackpool	41.1%	39.9%	↓	56%	Data unavailable	Data unavailable	Data unavailable	Data unavailable	40.5%	Data unavailable		Changes to the Government's Waste Data Flow system have meant that we are currently unable to access data for this indicator. Data will be backdated in the Q1 2016/17 Council Plan performance report.	CES
	Cllr Campbell	Overall satisfaction with kerbside waste collection service	77.2%	79.5%	↑✓	A	A	A	A	77.9%	Increase on last year	↓	↓		CES
	Cllr Campbell	Overall value of the tourism economy	£1.3bn	£1.33bn	↑✓	A	A	A	A	n/a	£1.33bn	Data available Autumn 2016			PL
	Cllr Campbell	Visitor numbers (adults)	9.79m	10.21m	↑✓	2.51m	n/a	2.97m	3.11m	8.59m	10m	↓✘	↓✘	Please see App B - Exception Reports for more details.	PL
	Cllr Campbell	Visitor satisfaction	84%	91%	↑✓	79%	n/a	93%	88%	86%	91%	↓✘	↓✘	Please see App B - Exception Reports for more details.	PL
	Cllr Campbell	No. of ICT incidents of unplanned downtime impacting more than 50 users	30	6	↓✓	A	A	A	A	4	< 5	↓✓	↓✓		DCE
	Cllr Campbell	No. of data protection breaches reported to the Information Commissioner	1	0	↓✓	A	A	A	A	0	0	↔	↔		DCE
	Cllr Smith	No. of people supported into employment across all employment programmes delivered by Positive Steps	375	429	↑✓	99	104	80	88	371	515	↓✘	↓✘	Please see App B - Exception Reports for more details.	PL
	Cllr Smith	Survival rate of new start businesses supported by Blackpool Council	n/a	63%	n/a	A	A	A	A	96.6%	65%	↑✓	↑✓		PL
	Cllr Wright	% of third party expenditure which is directed towards local suppliers and companies	38%	39%	↑✓	48%	35%	40%	42%	42.0%	45%	↑✓	↓		R
	Cllr Wright	Proportion of private-rented sector properties rented to people in receipt of Housing Benefit	89.33%	85.32%	↓✓	A	A	A	A	84.22%	Increase on last year	↓✓	↓✓		PL
	Cllr Jackson	Bathing water quality - no. of areas rated Sufficient or better	1 out of 4	2 out of 4	↑✓	A	A	A	A	4 out of 4	4 out of 4	↑✓	↑✓		CES
Cllr Jackson	Satisfaction with the condition of highways	31.5%	41.3%	↑✓	A	A	A	A	42.7%	Increase on last year	↑✓	↑✓		CES	
Cllr Jackson	Satisfaction with highway maintenance	48.6%	51.6%	↑✓	A	A	A	A	54.5%	52.6%	↑✓	↑✓		CES	

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LEADER OF THE COUNCIL

Indicator Description	Better to be?
Average number of working days lost due to sickness absence per FTE	Low

2013/14	2014/15	2015/16					Target 2015/16	
		Q1	Q2	Q3	Q4	EoY		
10.4 days	10.37 days	9.9 days	10.33 days	10.83 days	11.32 days	11.32 days	9 days	↑*



Commentary:

The average number of working days lost to sickness absence is currently 11.32 days per full time employee. Stress, depression and anxiety remain the most common cause at 22.45%, closely followed by other musculo-skeletal problems (excluding neck and back pain) at 21.51%. During the period 1st April 2015 – 31st March 2016, 64.82% of sickness absence was long-term and 35.18% was short-term.

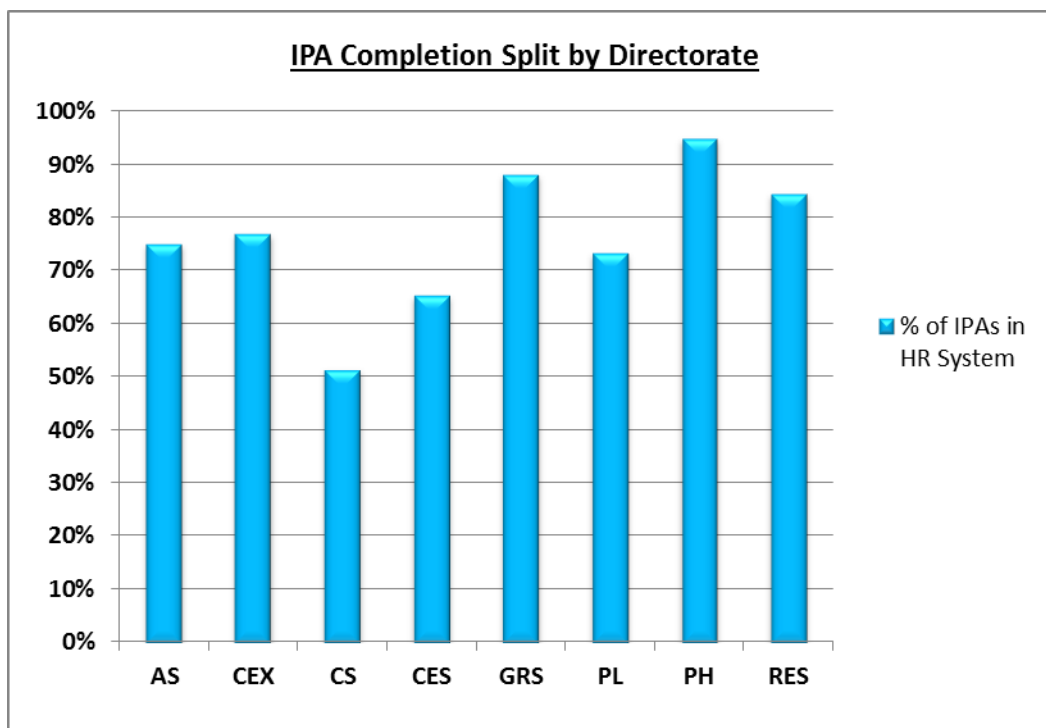
There is a range of support available for employees and managers to help manage attendance; however there is an issue with compliance with corporate policies and procedures by line managers. To address this we are creating a Leadership Charter which will be linked to the IPA process, which contains a pledge around delivering on promises and compliance. This will also be reinforced at a Senior Leadership Team session on 19th May.

There is also a whole host of ongoing work to improve employee health and wellbeing, including regular health events, the Myzone workplace challenge, training for coping with pressure and stress management, and access to advice and support for specific health issues such as stopping smoking, reducing alcohol consumption and cancer awareness.

Appendix 6b - Exception Reports (End of Year 2015/16)

Indicator Description	Better to be?
% of completed Individual Performance Appraisals in the HR system	High

2013/14	2014/15	2015/16					Target 2015/16	
		Q1	Q2	Q3	Q4	EoY		
51%	n/a	32%	63%	69%	69%	69%	75%	↓ ✘



Commentary:

Although performance in this area has improved compared with past performance, the annual target has not been achieved. The graph above shows IPA completion rates split by directorate.

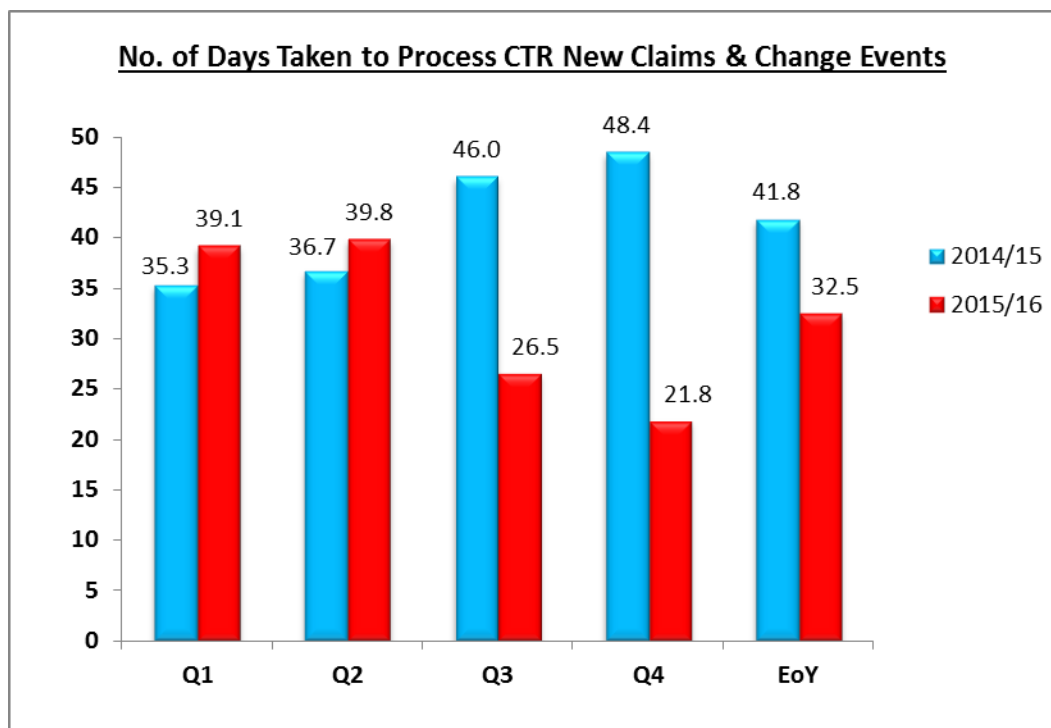
We worked with stakeholders from all Directorates to develop a new and easy to use IPA system which was rolled out from April 2015. It was hoped that this would improve the completion rate by providing functionality for managers by making the process easier and more streamlined. Unfortunately this has not been the case.

As with managing sickness absence, there is an issue with compliance with corporate policies and procedures by line managers. To address this we are creating a Leadership Charter which will be linked to the IPA process, which contains a pledge around delivering on promises and compliance. This will also be reinforced at a Senior Leadership Team session on 19th May.

Appendix 6b - Exception Reports (End of Year 2015/16)

Indicator Description	Better to be?
Time taken to process Council Tax Reduction new claims and change events	Low

2013/14	2014/15	2015/16					Target 2015/16	
		Q1	Q2	Q3	Q4	EoY		
33.86 days	41.79 days	39.14 days	39.83 days	26.47 days	21.77 days	32.47 days	28 days	↑*



Commentary:

During this last quarter we have continued to see an improvement in our performance in the area of new claims although we have not quite met our target. There has also been a continued improvement in performance for changes of circumstances during this quarter and we have remained within target. We will be monitoring the work to ensure that we continue to improve our performance in all areas.

The impact of the additional Welfare Reform measures which will take affect during the 2016/17 financial year are currently unknown but expected to impact adversely on performance. This is in addition to the continued high volume of work still being received.

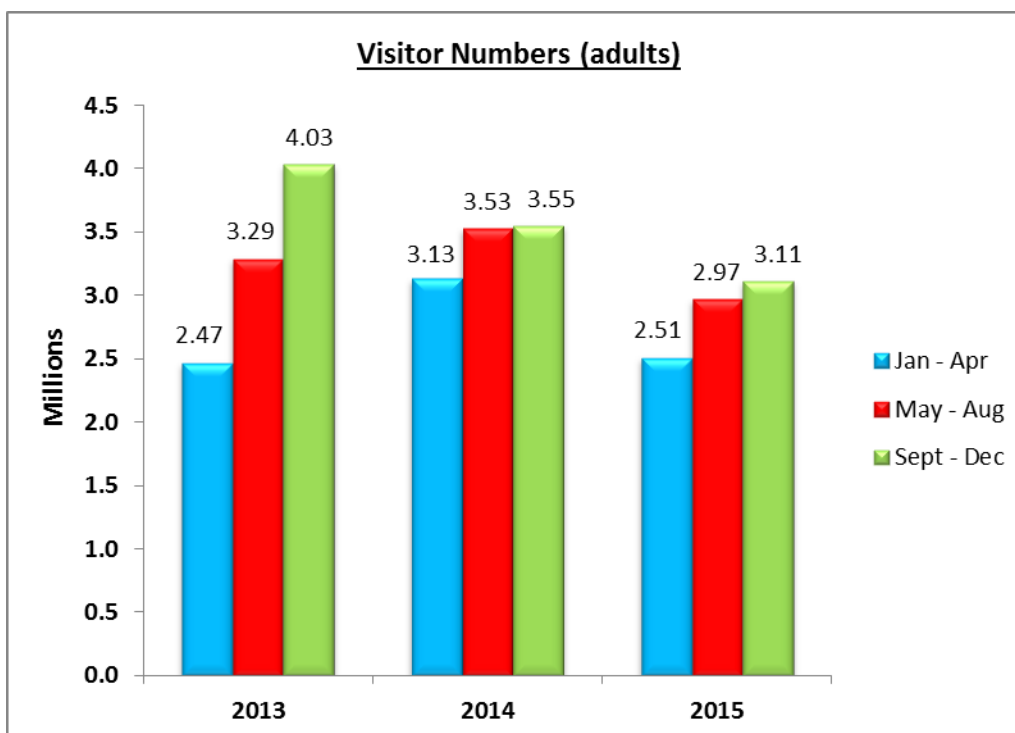
The DWP will recommence sending monthly Real Time Information Records from May 2016. Key staff will be involved in dealing with these claims on time to ensure that the authority does not lose out financially in this area. Key staff are also continuing with the training of new starters, which will reduce the amount of processing work completed until such time as they are fully trained in all areas of benefit processing.

**DEPUTY LEADER
(TOURISM, ECONOMIC GROWTH & JOBS)**

Indicator Description	Better to be?
Visitor numbers (adults)	High

2013	2014	2015					Target 2015/16	↓ ✖
		Q1	Q2	Q3	Q4	EoY		
9.79m	10.21m	2.51m	-	2.97m	3.11m	8.59m	10m	

* Tri-annual survey - no data collected in Q2



Commentary:

The visit estimates for adult visitor numbers in 2015 was 8.59m. This is a reduction on both the 2014 outturn (10.21m) and the 2013 outturn (9.79m). Visitor numbers peaked at 3.11m in the September – December period, which is consistent with the trend in previous years.

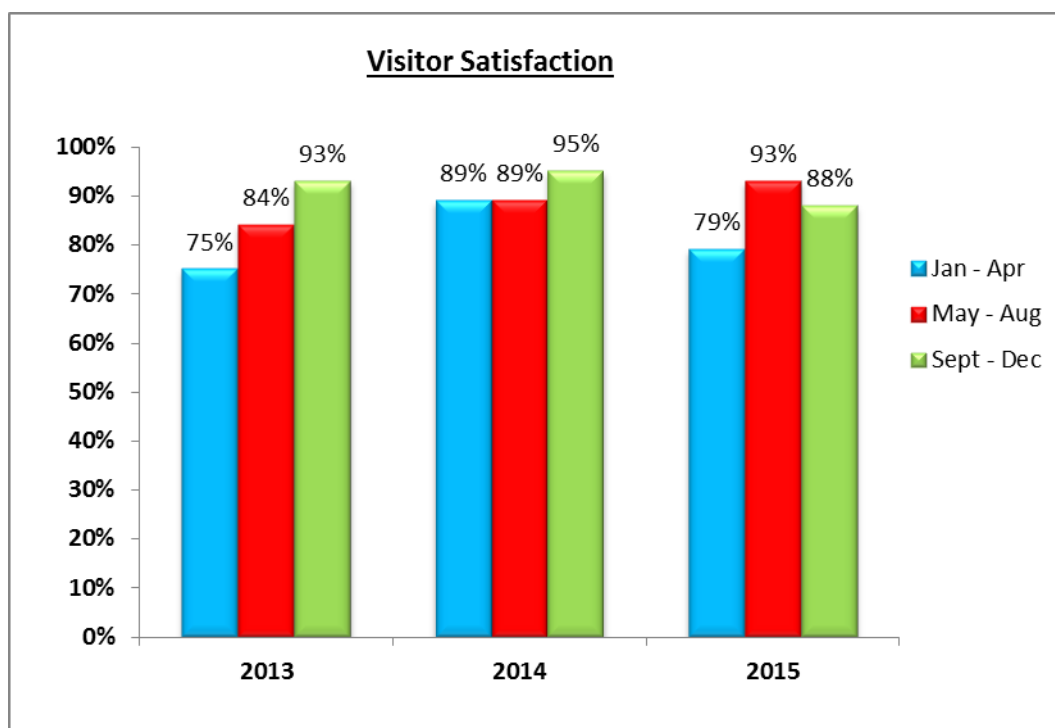
A review of the data we currently collect in relation to the visitor economy will be conducted in 2016. The aim of the review is to ensure that we are collecting the right data in order to effectively evaluate whether we are achieving the Council’s vision of becoming the UK’s number one family resort and achieving the Council’s priority to maximise the economy. The review will also look at the quality of the data provided by the various sources currently available.

Appendix 6b - Exception Reports (End of Year 2015/16)

Indicator Description	Better to be?
Visitor satisfaction	High

2013	2014	2015					Target 2015/16	↓ ✖
		Q1	Q2	Q3	Q4	EoY		
84%	91%	79%	-	93%	88%	86%	91%	↓ ✖

* Tri-annual survey - no data collected in Q2



Commentary:

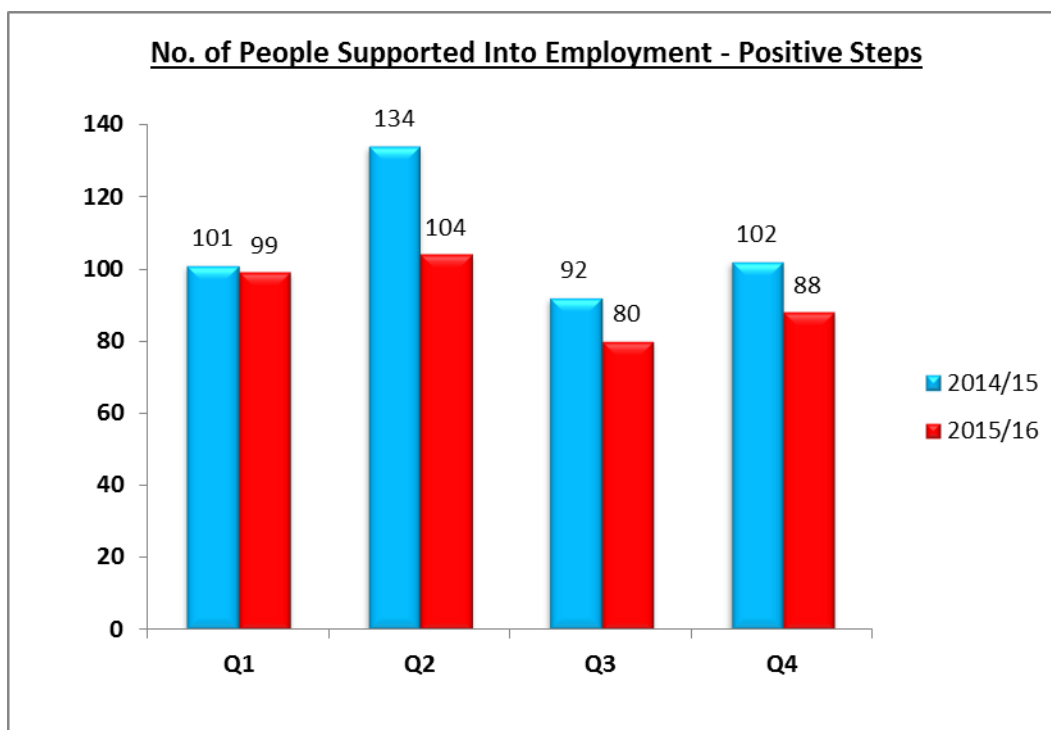
The annual average for visitor satisfaction in 2015 was 86%. This is a reduction on the 2014 outturn (91%) but is still higher than the 2013 average which was 84%. Satisfaction peaked at 93% during the summer period (May – Aug) which is the highest satisfaction level for that period in the last 3 years.

A review of the data we currently collect in relation to the visitor economy will be conducted in 2016. The aim of the review is to ensure that we are collecting the right data in order to effectively evaluate whether we are achieving the Council's vision of becoming the UK's number one family resort and achieving the Council's priority to maximise the economy. The review will also look at the quality of the data provided by the various sources currently available.

Appendix 6b - Exception Reports (End of Year 2015/16)

Indicator Description	Better to be?
Number of people supported into employment across all employment programmes delivered by Positive Steps	High

2013/14	2014/15	2015/16					Target 2015/16	
		Q1	Q2	Q3	Q4	EoY		
375	429	99	104	80	88	371	515	↓ ✘



Commentary:

At the end of March 2016, 371 people had been supported into employment across all employment programmes delivered by Positive Steps (against an annual target of 515).

The number assisted into work is a fluctuating cumulative figure year on year dependent on the number of projects running at any one time. The Mental Health Pilot has not yet commenced and this accounted for 58 forecast job starts during 2015/16. The Work Programme has underachieved against profile by 104 job starts; however our target for job starts through this programme has reduced during the year due to the size of the programme shrinking resulting in less referrals. The Healthy Futures Clifton programme (pilot) also underachieved against profile by 11 job starts.

Report to:	TOURISM, RESOURCES AND ECONOMY SCRUTINY COMMITTEE
Relevant Officers:	Andy Foot, Head of Housing Jo Parker, Transience Manager
Date of Meeting:	21 July 2016

TRANSIENCE PROGRAMME

1.0 Purpose of the report:

1.1 To consider an update on the progress of the Transience Programme.

2.0 Recommendation(s):

2.1 To scrutinise the update report and to determine the next steps in terms of the involvement of the Committee.

3.0 Reasons for recommendation(s):

3.1 To keep the Committee updated and ensure that progress has been achieved.

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 Priorities are "The economy: Maximising growth and opportunity across Blackpool" and "Communities: Creating Stronger Communities and Increasing Resilience"

5.0 Background Information

5.1 Overview of the Transience Programme

5.2 Blackpool has a significant transient population, with approximately 8,000 people moving into and out of the area annually, and residents moving frequently between tenancies.

5.3 The dominance of poor quality privately rented housing, often converted from former guest houses, has led to intense concentrations of deprivation, and an environment that fosters poor health, crime, welfare dependence and lack of opportunity. This in turn leads to local partners having to commit significant resources in responding to acute health, social care, educational and employment needs as well as dealing with crime and anti-social behaviour.

5.4 The Transience Programme aligns and coordinates the implementation of Selective Licensing inspections of private rented properties with a person-centered programme that supports and refers vulnerable tenants into healthy, sustainable lifestyles, alongside developing resilient neighbourhoods that foster personal responsibility and reduce dependence on public sector services. The programme introduces a pro-active preventative doorstep and drop in approach to public service delivery, linked to wider initiatives to improve housing, supporting and expanding community groups and provision and improving the attractiveness of deprived communities.

5.5 The Programme builds on a pilot carried out in the South Beach area of inner Blackpool and funding has been received from a Transformation Challenge Award bid for three years from April 2015 to further develop the work and show:

- Significant improvements in health and well-being of the population including a reduction in substance misuse and Accident and Emergency presentations.
- Decrease in incidents of anti-social behaviour and crime.
- Decrease in the number of household fires.
- Improved school attendance.
- Improved learning and skills with residents moving closer to the employment market.
- Fewer crisis presentations to Council services.

6.0 Developing the Programme

6.1 At the Tourism, Economy and Resources Scrutiny Committee on 15 October 2015, an outline of the development of the Transience Programme was presented. A number of priorities for future work were set out, including:

- To further develop the strategic partnership.
- To further develop the Evaluation Plan.
- To further develop regular monthly reporting from the involved parties.
- To further develop an operational Transience Group.
- To develop a wider community group in Claremont, in partnership with Great Places Housing Association, working with interested parties and existing community groups.
- To continue to support and develop the community groups in South Beach.
- To re-visit and review South Beach.
- To establish a “drop in” base for the Transience Team within the community of South Beach.
- To analyse the results of the consultation in Central and plan the way forward.
- To develop links with the existing community groups in Central.
- To carry out a partnership consultation workshop to discuss progress, issues and future plans.

6.2 This report sets out progress in taking this work forward, by in turn considering the development of the governance around the Programme, and then progress in each of the three areas of South Beach, Claremont, and Central.

7.0 Governance

7.1 Since the last report, engagement by public sector stakeholders has been strengthened, with involvement at an appropriate level by representatives from the Police and Fire services, Clinical Commissioning Group, and housing association partners, as well as services within the Council.

7.2 An operational group was formed to help with the direction of activities on the ground, but this has been superseded by the coordination on an area basis of transience work alongside licensing and housing enforcement activity and Police and fire initiatives. This is because each geographical area has its own challenges and it is important to bring together all of the services working in each area rather than focusing on the transience work in isolation. The main focus is to plan for the roll out of transience and licensing activity into the central area neighbourhoods.

7.3 There will still be oversight of the Transience Programme itself through a smaller project board, considering the impact achieved, reviewing the budget, and refining how the programme is delivered.

7.4 A critical element of the Transience Programme is effective evaluation to understand whether a pro-active area based approach reduces the demand for crisis services and establishes more stable and prosperous communities. The first challenge has been to ensure that workers on the ground are accurately recording the support given and

the second challenge is to get information on the improvements made by individuals who have accessed support as a result of the Programme. A wealth of information has now been collected and there is now more systematic recording by workers on the ground. The outputs from this evaluation will be a revised cost-benefit analysis, updating the projections made as part of the Transformation Challenge Award funding bid with actual outcomes, and regular reports on progress to help refine the delivery of the programme. A comprehensive formal evaluation report will be produced early in the third year of the programme in summer 2017, to inform future approaches after the Transformation Challenge Award funding has come to an end.

8.0 South Beach

- 8.1 As a result of the programme over 1,690 people have been seen and over 950 were provided with support. The initiative has received a positive response from the community and feedback from individuals who have been supported, suggesting that the proactive approach to offer help and support before crisis point has made a difference.
- 8.2 Work to engage the local community in shaping their own neighbourhood is still on going and a weekly drop in centre in South Beach is well established and is regularly attended by upwards of 40 individuals. Facilities offered are the use of phones, computers as well as Housing Benefit advice, support referrals, employment support and help with substance misuse issues, plus the chance to address loneliness and mental health issues via socialisation over tea and coffee.
- 8.3 There is still no base for the Transience Team within the South Beach area that can be accessed by the public.
- 8.4 The Transience Coordinator is working closely with the local community and businesses and recent successes include the setting up of a Book Club following on from world book day, and a photography club has been established following photography workshops on the visualisation of South beach with a competition to be launched in the coming months to capture what people like about the area and what they do not like.
- 8.5 An evaluation report is being prepared to understand the impact of all of the work in South Beach since selective licensing and the first transience work began there in 2012. This will help determine what happens next when the selective licensing scheme ends in March 2017. But regardless of the licensing situation, there will be a continued presence of the Transience team in South Beach. The focus is on supporting the existing local community, individuals and families as well as those new to the area.

9.0 Claremont

- 9.1 Property visits linked to selective and Houses in Multiple Occupation (HMO) additional licensing started in Claremont in July 2014. Work is continuing to support the local community and to develop the local drop in. Following consultation, the drop in has been moved to a more central location and is now benefiting from an increase in engagement. Support is available for substance misuse/ welfare benefits advice/ employment support as well as adult learning ICT courses and there are plans to carry out further adult learning courses around budgeting and life skills.
- 9.2 There are a number of community events planned (including the Gala on the 9 July 2016) and sub-groups chaired by community volunteers meeting to discuss specific issues, supported by the Transience Programme.
- 9.3 Great Places Housing Association who own over 200 properties in the area have agreed to place dedicated staff within Claremont to help develop the community.

10.0 Central

- 10.1 An Houses in Multiple Occupation Additional Licensing scheme was approved by the Executive on 4 April 2016 for the Central area, and the new licensing scheme began on the 4 July 2016. The Central area includes the town centre, Talbot / Brunswick, Raikes, Revoe, and St Heliers. This paves the way for the roll out of the Transience Programme to this much larger area, as originally planned.
- 10.2 An execution plan has been drafted and several cross partnership workshops and meetings have been planned to determine how transience work will be coordinated with the licensing inspection programme. It is envisaged that inspections will begin in September 2016.
- 10.3 In the meantime, links have started to be made with the community groups in the Central area to help support them in working with people identified by the Transience Team.

11.0 Conclusion

- 11.1 Most of the planned development of the Programme since the last Tourism, Economy and Resources Scrutiny report has been delivered. In particular, plans are being developed to expand the door to door work into the Central area from September, supported by community development activity.
- 11.2 A lot of effort has been put into ensuring that there is robust evaluation of the Programme but the revised cost-benefit analysis will not be completed until September 2016 when there is sufficient data on outcomes that are being achieved.

11.3 Expenditure of the Transformation Challenge Award funding is under budget due to delays in recruitment of additional staff and the roll out of activity into the Central area taking place later in 2016 than anticipated when the bid was made. This means that the work is likely to continue slightly beyond March 2018.

Does the information submitted include any exempt information? No

List of Appendices:

None

12.0 Legal considerations:

12.1 None

13.0 Human Resources considerations:

13.1 One Transience Team post currently vacant
One new post – Employment advisor for the Central area - is to be recruited

14.0 Equalities considerations:

14.1 None applicable

15.0 Financial considerations:

15.1 The budget is managed and monitored by the Transience Manger and is reported to the project board every quarter. There is currently a small underspend compared with the original expenditure profile.

16.0 Risk management considerations:

16.1 Risks are discussed and managed by the project board. Coordination of all activity in each area has been strengthened to help plan the move into the Central area. There is also a nominated coordinator for South Beach and Claremont respectively.

17.0 Ethical considerations:

17.1 None

18.0 Internal/ External Consultation undertaken:

18.1 None

19.0 Background papers:

19.1 None

Report to:	TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE
Relevant Officer:	Sharon Davis, Scrutiny Manager.
Date of Meeting	21 July 2016

SCRUTINY WORKPLAN

1.0 Purpose of the report:

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

2.0 Recommendation(s):

- 2.1 To approve the Committee Workplan, taking into account any suggestions for amendment or addition.
- 2.2 To monitor the implementation of the Committee's recommendations/action.

3.0 Reasons for recommendation(s):

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

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

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

3.3 Other alternative options to be considered:

None.

4.0 Council Priority:

4.1 N/A

5.0 Background Information

5.1 Scrutiny Workplan

- 5.1.1 The Scrutiny Committee Workplan is attached at Appendix 8a. The Workplan is a flexible document that sets out the work that the Committee will undertake over the course of the year.
- 5.1.2 Committee Members are invited, either now or in the future, to suggest topics that might be suitable for scrutiny in order that they be added to the Workplan.

5.2 Monitoring Implementation of Recommendations

- 5.2.1 The table attached at Appendix 8b details the recommendations that have been made by the Tourism, Economy and Resources Scrutiny Committee and an update for Members as to the implementation of those recommendations.
- 5.2.2 The Committee is recommended to monitor its recommendations over the course of the year.

5.3 Scrutiny Review Checklist

- 5.3.1 The Scrutiny Review Checklist is attached at Appendix 8c. The checklist forms part of the mandatory scrutiny procedure for establishing review panels and must therefore be completed and submitted for consideration by the Committee, prior to a topic being approved for scrutiny.
- 5.3.2 The Committee is recommended to place an emphasis on the priorities and performance of the Council when considering requests for scrutiny reviews.

Does the information submitted include any exempt information?

No

List of Appendices:

Appendix 8a – Tourism, Economy and Resources Scrutiny Committee Workplan

Appendix 8b – Monitoring Committee Recommendations table

Appendix 8c - Scrutiny Review Checklist

6.0 Legal considerations:

- 6.1 None.

7.0 Human Resources considerations:

7.1 None.

8.0 Equalities considerations:

8.1 None.

9.0 Financial considerations:

9.1 None.

10.0 Risk management considerations:

10.1 None.

11.0 Ethical considerations:

11.1 None.

12.0 Internal/ External Consultation undertaken:

12.1 None.

13.0 Background papers:

13.1 None.

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TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE WORKPLAN 2016/2017	
16 June	Impact of Channel Shift and performance of Customer Services Tourism Update report Car Parking 2015/2016 Performance CSP - Annual Performance of the Blackpool Community Safety Partnership.
21 July	Council Plan – Performance Monitoring - Economy Transience Update
15 September	Financial Reporting Provisional Revenue Outturn 2015/2016 Treasury Management Outturn Report 2015/2016 Council Plan – Performance Monitoring – Economy Annual Customer Feedback Report
27 October	Financial Reporting CSP performance report CCTV impact and performance Waste Collection
15 December	Financial Reporting Council Plan – Performance Monitoring - Economy Tourism Update Car Parking 2016/2017 Performance
2 February 2017	Financial Reporting Bathing Water Quality Annual Report Flood Risk Management and Drainage Annual Report
16 March	Financial Reporting Council Plan – Performance Monitoring – Economy
4 May	TBC

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MONITORING THE IMPLEMENTATION OF SCRUTINY RECOMMENDATIONS

DATE OF REC	RECOMMENDATION	TARGET DATE	RESPONSIBLE OFFICER	UPDATE	RAG RATING
10.09.15	With regards to the Annual Customer Feedback report, it was recommended that further work be undertaken with departments to encourage all services to follow the Council's complaints procedure and improve their compliant handling, particularly across those services which have changed due to restructures or where officers designated to deal with customer feedback have left the authority.	September 2016	Ruth Henshaw	To be incorporated within the 2015/2016 Annual Customer Feedback report	Amber
10.09.15	With regards to the Annual Customer Feedback report, it was recommended that further work needed to be done to encourage services to capture and act upon learning from complaints where appropriate so that services could be improved as a result.	September 2016	Ruth Henshaw	To be incorporated within the 2015/2016 Annual Customer Feedback report	Amber
21.01.16	To establish a Scrutiny Panel to review target setting for 2016/2017 and to consider the content of future performance reports.	Spring 2016	Chris Kelly / Sally Shaw	The Panel met on 27 June 2016 and endorsed the Corporate Delivery Unit approach to target setting.	Green

21.01.16	A full health and safety risk assessment be undertaken considering Licensed Horse Drawn Hackney Carriage operations on the Promenade, which would specifically include the considerations of operations on a Friday evening.		Sean Powell, Senior Technician (Traffic Management)	Meetings are to be held to discuss proposals/options with all stake holders (Landaus, Licencing, Police etc.).	Amber
21.01.16	The Head of Licensing Services to investigate that the insurance cover required of Licensed Horse Drawn Hackney Carriage Operators is suitable and fit for purpose and if it is found to not be fit for purpose the matter to be brought to the attention of the Tourism, Economy and Resources Scrutiny Committee for its consideration.		Sharon Davies, Head of Licensing Services	Carriage House and Zenith are the main insurance providers to the trade and the licensing service is satisfied that the insurance cover they offer is suitable and fit for purpose. The remaining policies are being checked to ensure that they offer the same level of cover.	Green
21.01.16	The Head of Licensing Services to investigate establishing a more stringent and rigorous driving test for horse drawn carriage operators. The new test should include: a) A theory test element b) Part of the test to be conducted off the public highway to examine drivers' control of the carriage and ability to perform manoeuvres, as well as testing on animal		Sharon Davies, Head of Licensing Services	Consultation has taken place on the draft licensing policy which contains details of the extended test. This policy is due to be considered by the Licensing Committee at its next meeting in September/October 2016. Discussions have been taking place with the trade on detailed proposals for the test	Amber

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 53</p>	<p>husbandry and attaching the dung catching device. c) An increased amount of test time on the promenade d) Following completion of the above elements of the new test, the Horse Drawn Carriage Operator should be given a 'provisional licence'. A full licence would then only be given following the completion of an appropriate number of supervised hours with an experienced Licensed Horse Drawn Hackney Carriage Operator. It was suggested that 100 hours may be considered.</p>				
<p>21.01.16</p>	<p>A comprehensive review of the Licensed Horse Drawn Hackney Carriage Policy and Fare structure be undertaken by the Head of Licensing Service. a) This review to be undertaken with the Highways Service and representatives of Licensed Horse Drawn Hackney Carriage Operators, in order to consider where it would be appropriate to prohibit U-turns on the promenade.</p>		<p>Sharon Davies, Head of Licensing Services and Sean Powell, Senior Technician (Traffic Management).</p>	<p>The policy is due to be considered by the Licensing Committee at its next meeting in September/October 2016.</p> <p>Discussions over the fare structure have taken place with the trade and a proposed new fare structure to be considered by Public Protection Sub Committee at their meeting in August 2016</p>	<p>Amber</p>
<p>21.01.16</p>	<p>The Head of Licensing Services to investigate the cost and feasibility of ring-fencing part of</p>		<p>Sharon Davies, Head of Licensing Services</p>	<p>The licensing service is in the process of paying for three additional bins requested by the trade for them to use to empty the landau nappies</p>	<p>Green</p>

	the licence fee for clean-up operations during busy periods, with a view to allocating appropriate resources to reduce horse waste on the promenade in busy periods.			into. This will cost approximately £1200. There is no additional income from the fees available to pay for additional street cleansing activities.	
21.01.16	The Head of Licensing Services to investigate the possibility of having different, separate stands for horse drawn carriages and motorised licensed hackney carriage vehicles and dedicated change over areas.		Sharon Davies, Head of Licensing Services	It is not legally possible to distinguish between horse drawn and motorised hackney carriages. Discussions with the trade have commenced about change over areas.	Green
06.16	A dedicated Forum for Licensing Services and Licensed Horse Drawn Hackney Carriage Operators be established to meet three times per year. It was suggested those times be at the start, once during and after the main tourist season and that Licensing Services would administer that Forum.		Sharon Davies, Head of Licensing Services	The forum has been established and has met on two occasions chaired by Councillor Hutton. A further meeting is to be scheduled in September 2016.	Green
31.03.16	To approve the recommended item for consideration from the Audit Committee to receive a report on the impact and performance of the CCTV Service.	As soon as appropriate data is available	Paolo Pertica	A report into the impact and performance of the CCTV service has been added to the Workplan.	Amber

16.06.16	To request that the total figure for sundry debt write-offs for 2015-2016 be circulated amongst Committee Members following the meeting.	Before next meeting.	Steve Thompson	The information was circulated to Committee Members on 29 June 2016.	Green
16.06.16	To request that the Visitor Economy Performance Indicator report be circulated to Members on a monthly basis.	Before next meeting.	Philip Welsh	The information was circulated to Committee Members on 29 June 2016.	Green

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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: