

Priority One: The Economy - Maximising growth and opportunity across Blackpool

Blackpool will be the number 1 tourist destination in the UK

- Data for the 2021 season for total visitor numbers and the overall value of the visitor economy was reported in Quarter 2.
- Looking at available data for the 2022/23 season, Visitor Insights data shows that promenade footfall during Quarter 4 was 12,864,047. This is a significant increase compared to the same period in 2021/22 (10,145,169).
- Promenade footfall for the full year 2022/23 was 53,185,463 a 2% increase compared to 2021/22 (52,210,628) and a 43% increase compared to 2020/21 (30,344,356).
- Tram ridership for 2022/23 was 4,887,240; exceeding the annual target of achieving 100% of 2019/20 patronage. This is a 16.4% increase compared to 2021/22 (4,200,042) and a 332.6% increase compared to 2020/21 (1,129,692).
- As noted in the Quarter 3 performance report, there have been inconsistencies in the data reported for Central Car Park since April 2022, giving an inaccurate picture of car park usage during 2022/23. Therefore, car parking data has not been included in this report. The Corporate Delivery Unit will discuss with Parking Services to look at potential ways of strengthening this data for future reporting.

People in Blackpool will have access to a range of employment options

- The number of claimants for out of work benefits was 6,285 people (7.2%) in March 2023. This is a reduction compared with the position in the previous quarter (6.6%) but is higher than the regional (4.3%) and national (3.8%) rates. Compared to other local authorities, Blackpool has the highest rate of out of work benefits claimants (7.2%) after Oldham (6.7%), Rochdale (6.2%) and Manchester (6.1%).
- When looking at the claimant rate by age group, the proportion of the population aged 18-24 claiming out of work benefits was 11.9% (1,190 people) compared with 10.3% (1,035 people) in the previous quarter.
- Employment support programmes provided by Positive Steps into Work, aimed at those people who are the furthest from the job market, supported 111 people into employment in Quarter 4. This brings the cumulative total for 2022/23 to 402 people supported into employment against an annual target of 339. Please note performance cannot be compared with previous years due to changes in programmes delivered and the cohort of job seekers.
- From April 2023 the Positive Steps into Work service will be supporting both Blackpool and Lancashire / South Cumbria residents for one of their employment schemes. Quarterly data will now be reported as a total number for people supported into employment and the proportion of that total who were Blackpool residents. Data on the proportion of people who sustain employment will be included in future Council Plan performance reports. This data is collected annually and is available in October each year and relates to people supported into employment during the previous financial year.
- The indicator which captured the number of jobs created/safeguarded through Growth and Prosperity projects has now been revised to encompass all major Council regeneration schemes. This will provide a more accurate picture of the impact of council investment on employment opportunities in the town.

- As several schemes will not report on jobs created/safeguarded until completion and construction jobs are not reported in the same way across all schemes, it is not possible to report a cumulative total figure for all major regeneration schemes. However, it is possible to provide a breakdown of the data currently available:

Jobs created / safeguarded		
Scheme	Total 22/23	Notes
Houndshell Extension Phase 2	0	To be reported on completion
Abingdon Street Market Refurb	19	Stall holders
Talbot Gateway Phase 2	0	To be reported on completion
Council Housing - Troutbeck Crescent	12	Apprenticeships created
Council Housing - Grange Park	12	Apprenticeships created
Conversion of The Hop	14	Dental practice
Civil Service Hub	0	To be reported on completion
	57	

- The Corporate Delivery Unit will continue to work with the relevant services to improve the collection of data in this area.

The Council will support businesses to prosper and expand

- During Quarter 4, 83 new start businesses have been supported by the Council's Get Started service. This brings the cumulative total for 2022/23 to 227 new start business assisted against an annual target of 200.
- Data on the number of new jobs created at the Enterprise Zone was previously collected as part of the applications for rates relief. Since rates relief ended on 31st March 2022, it has been difficult to collect this data due to relying on voluntary submissions by businesses.
- In Quarter 3 the Enterprise Zone team held an event to engage with business owners to build relationships and improve data capture for jobs created. Data collected from this event and follow up calls with business owners, shows that 3,619 people are currently employed by businesses on the Enterprise Zone. Of those employed, 80.46% (2,912) were Fylde Coast residents. A breakdown of the sectors and the associated job numbers is as follows:

Business	Number of Jobs
Blackpool Airport	45
Aviation Companies	135
Motor Sales (Showroom)	104
Blackpool & The Fylde College	18
Industrial (Construction Warehouse)	72
Industrial (Production & Distribution)	1,561
Healthcare	27
Office	1,556
Property Management	2
Retail (Aldi)	30
Storage	4
Production/ Workshop	65
Total:	3,619

- Further details on the arrangements for collecting this data going forward will be included in the Quarter 1 2023/24 Council Plan performance report.
- *Growth in retainable rates per annum for the Enterprise Zone is reported annually as part of the NNDR3 outturn return to Government.*
- In 2022/23, the percentage of expenditure with third party suppliers that are locally based was 45%. Although this is a small reduction compared with the previous year (46%), the annual target has been achieved.

The town centre in Blackpool will be strong and vibrant

- During 2022/23, town centre footfall was 34,834,228; a 19% increase compared to 2021/22 (28,115,051) and a 45% increase compared to 2020/21 (19,128,363).
- Twelve town centre sites saw year on year increases in footfall during the periods April 2022 to June 2022 as well as January to March 2023 (averaging a 97% year on year increase). However, throughout the remainder of the year (July – December 2022) there were year on year decreases averaging 27%.
- The Blackpool Town Centre Occupancy Survey has superseded the Retail Vacancy Survey. The purpose of this rebranded survey is to have a greater emphasis on occupancy rates, whilst providing all the vacancy related information contained within previous reports.
- The February 2023 Town Centre Occupancy Survey shows that 84.7% of units (133 of 157) in the principal retail core were occupied and 15.3% of units were vacant (24 of 157 units), which is two units higher than the previous quarter (22 out of 158 units). The principal retail core is the area around Houndshell, Victoria Street, Bank Hey Street, Church Street, Corporation Street and Adelaide Street West. Vacancy rates have decreased compared to the same period in 2021/22. The February 2022 retail vacancy survey shows that 18% of units in the principal retail core were vacant (29 of 161 units).
- Looking at the wider town centre boundary, there was a net decrease of 7 occupied units compared to November 2022, bringing the overall total down to 477 and decreasing the occupancy rate from 78.2% to 77.1%. The latest occupancy rate downturn is due to a net decrease of 3 occupied units in the core retail area and a further net loss of 4 occupied units in the periphery town centre area. Despite this, the latest occupancy rate remains higher than the two surveys prior to the first national Covid-19 lockdown (75.9% and 76% respectively).
- Encouragingly since the November survey a number of businesses have occupied previously vacant units. These include: Blackpool Amusements and Fidget Corner (Bank Hey Street); Vape Lux (Corporation Street); Revelry Bar (Birley Street); Top Boys Basement and Northside Lettings (Clifton Street); Solutions Bar, Big Cat Sports Bar and The Underground (Talbot Road); Hip Hop Chicken (Cedar Square); Aunty Social, Cutting Point and Second Hand Bookshop (Topping Street) and Love at First Bite (Deansgate).
- The newly vacant units include: The Gift Box, Sea Breeze Café (Victoria St); Charabanc (Coronation Street); The Chinese Buffet (Talbot Rd); The Crypt, The Lounge, Neighbourhood Sub (Birley St); R&B Kitchen, RSPCA: Kindness Beats Cruelty, Millennium Barbers, Positive Approach Care (Talbot Road); Africa Central, Top Boys (Abingdon St) and Cosmic Fireworks (Promenade).
- *Data on resident satisfaction with the town centre was included in the 2022/23 Quarter 2 and 3 Council Plan performance report.*

Good quality and affordable housing which meets the needs of a varied population across the rental and privately owned sector in Blackpool

- Data for the number of new build homes completed for 2022/21 will be available at the end of June 2023 once the 2022/23 Housing Monitoring Report (HMR) has been published.
- Blackpool Housing Company has developed a further 18 units in the town centre during Quarter 4, which brings the total number of units developed in 2022/23 to 55. The total number of units in the portfolio at the end of 2022/23 was 587 (against a target of 580).
- The satisfaction of BCH tenants with repairs is a proxy measure for the satisfaction of BCH tenants with the quality of their home, which is measured every 2-3 years. Satisfaction in Quarter 4 was 96.43% which is a slight reduction compared with the same period in 2021/22 (97.5%) and is slightly below target for this year (97.5%). Blackpool Coastal Housing has recently undertaken the Survey of Tenants and Residents and data on the satisfaction of tenants with the quality of their home will be reported as part of the Quarter 1 2023/24 performance report.

Priority Two: Our Communities – Creating stronger communities and increasing resilience

Families are supported to provide stable home lives where children and young people can flourish

- The number of Children Looked After at the close of Quarter 4 was 539, a rate of 193.8 per 10,000 population. This is lower than the same period last year (609 / 209.2 per 10,000 population). Of those 539 children, 384 (71.2%) have a placement within the FY area. This is an increase compared with the proportion of children placed within the FY area at the end of 2021/22 (70.9%). The number of children placed into foster care at the close of Quarter 4 was 355 (65.9%).
- The number of statutory assessments undertaken during Quarter 4 was 673, bringing the total assessments in 2022/23 to 3,091. This is a decrease in comparison with the previous year (3,810).
- The number of Education, Health and Care Plans (EHCPs) issued in 2022/23 was 175; 78.9% of which were issued within the statutory 20-week timescale. This is an increase compared with the previous year where 68.9% of plans were issued within 20 weeks.
- The number of referrals to CAMHS, CASHER and Youththerapy for all under 25s at the close of Quarter 4 was 908. This brings the total referrals in 2022/23 to 3,130. This is a reduction compared with the previous year where 3,858 referrals were received.
- The proportion of children in receipt of free school meals for the period 2022/23 is 41.4%. This is an increase compared to the previous year (40.4%). In 2021/22, Blackpool had the highest percentage of free school meal eligibility when compared to CIPFA nearest neighbours and was almost double the Lancashire percentage (21.6%).

Good quality education provision in Blackpool supporting all children and young people to develop skills and obtain qualifications which set them up for a range of employment options

- *Data for the proportion of schools in Blackpool that are rated as good or better by Ofsted was reported in the Quarter 2 and 3 Council Plan performance report. This KPI includes ratings for all primary, secondary, all through and special schools.*

- *Data for the headline attainment KPIs was reported in the Quarter 2 and 3 Council Plan performance report.*
- At the end of March 2023, the proportion of 16–17-year-olds who are not in education, employment or training was 7.5%. This is an increase compared with the previous year (5.2%). Compared to our 15 CIPFA nearest neighbours, Blackpool's NEET rate in 2021/22 was the fifth highest.

Improving health outcomes for people who live in Blackpool, with fewer people developing preventable long term health conditions

- At the end of Quarter 4, 678 residents of Blackpool have COVID-19 recorded on their death certificate since the start of the pandemic.
- In relation to positive cases of COVID-19, the cumulative number of positive cases since the start of the pandemic was 56,219 at the end of Quarter 4 (an increase of 1,388 since the previous quarter). The latest available data shows that as of 3rd May 2023, the total number of cases was 56,494. It should be noted that due to the lack of testing, there is likely to be some under-representation in these figures.
- The latest available data on vaccination coverage shows that as of 3rd May 2023, 79.3% of the Blackpool population aged 12+ have now received at least one dose of the vaccine. 74.7% have received two doses and 59.2% have received a third dose. This is in line with the vaccination rates for the North West.
- *Data on the number of deaths related to drug misuse was reported in the Quarter 2 and 3 Council Plan performance report.*
- In Quarter 4 there were 1,364 referrals to the Psychological Therapies Service (IAPT) bringing the cumulative number of referrals received in 2022/23 to 4,680. This is a reduction when compared with the previous year (4,980). In Quarter 4 the total number of people starting treatment was (1,152) bringing the cumulative number of people starting treatment during 2022/23 was 4,120.

Communities in which people feel safe and secure in their immediate environment

- *Data on the proportion of residents who feel safe in their local area during the day and after dark was reported in the Quarter 2 and 3 Council Plan performance report.*

People who need social care in Blackpool will receive an assessment in good time, have access to support from a range of good quality providers and they will have a regular review of their needs

- Data for delayed transfers of care (DToc) from hospital attributable to social care is currently unavailable and therefore cannot be included in this report. Publication of this data ceased in February 2020 and there is no plan for the reintroduction of the delayed transfers of care measures. Therefore this KPI will be removed from future Council Plan performance reports.
- The number of services in Blackpool which are registered with CQC and rated good or better at the end of Quarter 4 was 82.95% (73 out of 88 registered providers), which is a decrease compared with the position at the end of last quarter which was 83.33% (75 out of 90 registered providers) and is below the annual target of 90%.

- Data on the proportion of clients in receipt of long-term services with an annual review is currently being collated as part of the adult social care statutory return. This data will be available in July 2023.
- *Performance in relation to overall satisfaction of people with the care and support services they receive was reported in the Quarter 1 Council Plan performance report.*

Organisational Resilience

Finance

- *An update on the financial position for this period will be presented to CLT in the Month 12 financial report.*
- In Quarter 4 2022/23, the Council Tax collection rate was 88.87%, against a target of 93%. The end of year collection rate is a slight increase compared with the same period in 2021/22 (88%), however the cost of living crisis is continuing to impact on the ability of residents to pay Council Tax.
- The Business Rates collection rate in Quarter 4 2022/23 was 95.06%, against a target of 95%. This is an increase compared with the same period in 2020/21 (92.27%). The cost of living crisis and the current financial impact of less footfall and the cost of goods, has affected the ability for some businesses to pay Business Rates.
- Performance in relation to paying invoices in time to support businesses, particularly local businesses, has increased slightly this quarter to 98.77% compared with the same period in 2021/22 (98.29%). The outturn for the full year is 98.85% against an annual target of 96%.

Workforce

- Performance in relation to the average number of working days lost due to sickness absence per FTE (current staff only) is unavailable due to the transition from Selima to iTrent and the introduction of new working practices which are not yet embedded. The input of sickness data into the Selima HR System ceased at the end of October 2022. Since then, managers have been required to input into iTrent the dates of the absence and the working hours lost on each day of absence. The data entered in the initial transition period is incomplete with regards to working patterns. This does not affect sick pay but means the information is not there to report on time lost. Steps are being put in place to ensure working patterns are completed but this means that until the end of 2023/24, we will not be able to provide accurate sickness figures on the basis of a rolling year.
- Staff turnover has decreased to 10.51% compared with the same period in 2021/22 (10.92%).
- The percentage of IPAs on the HR system at the end of 2022/23 was 57%, which is an increase compared with the previous year (54%). The average completion rate for mandatory training was 87%, which is an increase compared with 2021/22 (86%).
- All organisations that employ over 250 employees are required to report their gender pay gap on an annual basis. A positive pay gap indicates that men are paid on average a greater hourly rate; a negative pay gap indicates that women are paid on average a greater hourly rate.
- The data for 2022 shows that the Council has a mean gender pay gap of 1.15% and a median gender pay gap of -2.04%. These figures compare favourably with the national picture, which reports that the gender pay gap for all employees in 2022 decreased to 14.9%, from 15.1% in 2021. We will continue to monitor performance in this area, along with a variety of initiatives in place which have contributed to these results, to ensure that the Council's position remains favourable for 2023.

Quality Services

- There were 2 incidents of unplanned downtime of systems that impact more than 50 users for more than an hour during Quarter 4. This brings the total number of incidents in 2022/23 to 5, which is below the annual target of less than 10 incidents during the year.
- The percentage of service requests and applications made online in 2022/23 was 68.3%, which is the same compared to the previous year (68.3%).
- 87.36% of customers were satisfied with the service received from Customer First during 2022/23. Although the annual target has not been achieved (90%), performance has improved compared with the previous year (84.28%).
- *Data on the number of complaints upheld by the Local Government Ombudsman in 2021/22 was included in the Quarter 1 performance report.*
- *Data on the proportion of residents who are satisfied with the way the Council runs things was included in the 2022/23 Quarter 2 and 3 Council Plan performance report.*

Environment

- The council's carbon footprint comprises of the following emissions:
 - **Scope 1:** *Direct emissions associated with the use of natural gas in buildings and fleet fuel consumption.*
 - **Scope 2:** *Indirect emissions associated with purchased electricity in buildings.*
 - **Scope 3:** *Indirect emissions associated from business travel, water consumption, and upstream emissions from scope 1 and 2 activities.*
- Data for 2022/23 for all scopes is not currently available. However we do have data for emissions from gas, electricity and water consumption which equates to 9,870 tonnes of CO₂e. With regards to Scope 3 emissions, the Climate Team is currently working on a specification for a procurement exercise to gather this information going forward.
- The latest government data (2020) from the Department for Business, Energy and Industrial Strategy estimates that the total carbon emissions for Blackpool is 466.8kt of CO₂ (466,800 tonnes). The carbon emissions are attributed to - 7.82% industry, 9.47% commercial, 7.56% public sector, 45.95% domestic, 27.78% transport, 0.39% land use, land use change and forestry, and 1.03% waste management.
- *The recycling rate for 2021/22 was included in the 2022/23 Quarter 2 and 3 Council Plan performance report.*