



LATE REPORTS, URGENT BUSINESS and SUPPLEMENTARY INFORMATION

Budget and Performance Panel

Tuesday, 7 September 2010

The following report was received too late to be included on the main agenda for this meeting and was marked 'to follow'. It is now enclosed, as follows:

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		Report of Corporate Performance Manager

Budget & Performance Panel

Annual Report

7th September 2010

Report of Corporate Performance Manager

PURPOSE OF REPORT

To advise Members of the publication of the Annual Report

This report is public

1. RECOMMENDATIONS

- 1.1 That the report be noted
- 1.2 That the Annual Report be used as a base line reference document for considering the council's performance in the coming year and where appropriate to inform the future work programme of the Panel.

2. REPORT

- 2.1 Lancaster City Council published its Annual Report on 31st August 2010. It provides a snapshot of how the council performed against targets set nationally for its services and the goals it set itself. It looks back at the financial year 2009/10 and anticipates the challenges of the year ahead.
- 2.2. We aim to provide as much information as possible in a transparent and accessible format and attention is drawn to the performance tables held within the document which highlight the council's performance in detail by way of RAG reporting (red, amber, green).
- 2.3. However we know that it is sometimes difficult to see how these performance measures relate to the impact on the ground. Therefore the first section of the report shows some of the ways we have made a positive difference in the district in 2009/10 and gives a taste of some of the human stories behind the statistics.
- 2.4. Government recently removed the legal duty to produce an Annual Report or Best Value Performance Plan. However, this document is the council's key mechanism for reporting its performance to the public, and so has been retained in the current year.

FINANCIAL IMPLICATIONS

None directly arising from this

SECTION 151 OFFICER'S COMMENTS

The Section 151 Officer has been consulted and has no further comments.

LEGAL IMPLICATIONS

There are no legal implications arising from this report.

MONITORING OFFICER'S COMMENTS

The Monitoring Officer has been consulted and has no further comments.

BACKGROUND PAPERS

None

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Annual Report

2009-2010



Introduction

This Annual Report looks back upon the council's achievements and initiatives in the financial year 2009/10.

It shows how we performed against a mixture of government prescribed measures and locally important goals. It reflects upon a year in which this district, like every other area of the country, felt the adverse effects of the economic recession upon local services.

This extraordinary global event continues to significantly challenge all areas of public service. The recently elected Coalition Government in its first budget has announced very significant cuts to public sector funding of between 20 – 40% over the next 4 years. This is something we have been anticipating for the last year and the work on our budget reflects that future as we have looked for efficiencies and savings in the way we provide services to the public.

Each and every one of us is likely to feel the impact of the government's measures in the future. I know that some of the tough decisions we have taken and continue to take may be controversial and disappointing to those who have previously benefitted from those services which have been affected. However, the Council will continue to question the type of services it provides and the value for money they offer to the tax payer.

In responding to these external pressures, we have reluctantly accepted that the city council simply can't continue to do everything that it currently does. However, together

with our key partners, we will strive to work ever more efficiently to deliver the best service possible within available resources and do all we can to mitigate the risk to jobs and services.

Difficult times certainly lie ahead for the council, but we are determined to rise to the challenge and guided by our Corporate Plan I know we have the right plans in place to weather the oncoming storm.

I hope you will find this document interesting and informative, we are a listening council and it is important that our residents, particularly in difficult times, have a real say in how their council is performing so we welcome your comments on the content of this report or indeed on any aspect of council services.



Stuart Langhorn
Leader of the Council

About the council

Lancaster City Council's aim is to achieve lasting opportunities for all in a safe and healthy district that's proud of its natural and cultural assets.

In the coming year, our 12.4% share of the overall council tax bill, will together with other funding received, give us a gross budget of around £91.7m.

Together, around 950 staff provide a whole range of quality services including rubbish and recycling collection, planning and building control, housing and homelessness, environmental health, car parking, leisure and sport, economic development, tourism, events, museums, licensing, benefits, council tax collection and support for the community and voluntary sector and lots more.

We have 60 elected councillors who collectively agree the council's policies and budget. Decisions within this framework are made by a Cabinet with all political groups entitled to representation. An Overview and Scrutiny Committee holds Cabinet to account and can challenge the decisions they make. There are also a number of other committees such as Planning, Audit, Licensing and Personnel.

The council is committed to open governance which means that all our meetings wherever possible, are open to the public and agendas and decisions are posted on the website.

For more information about the council and a full A-Z listing of council services, visit our website www.lancaster.gov.uk



Connecting citizens to the council and its services

Local people should be at the forefront of decision making. Our work in the last year and our future plans clearly show our commitment to enabling local people to play a fuller role in shaping their communities.

Earlier this year more than 300 people took part in the council's first even consultation on its annual budget. A wide range of views were expressed and the results helped the council to put together proposals on where it will spend its money in 2010/11. These views help to make sure that we are focusing on the right things, shape our priorities and improve where we need to. This consultation was part of the council's commitment to involving more people in the way the council provides its services.

The council carried out approximately 40 consultation in 2009/10 and in the appendix to this document you will find just a few examples on how the results have been used to shape our service delivery. The council's consultation web page provides information on how you can get involved including the 2010/11 consultation plan and current consultations. You can register onto our online consultation system to receive emails when online consultations are of interest to you.

If you do not have access to the internet and would like a copy of the information which is available on the consultation web page or would like to become a member of our community consultation register and get involved in future consultations of interest to you, please contact the council's

consultation officer, Jennifer Milligan

by telephone 01524 582268.

Developing sustainable activity and local responses to climate change

Developing local responses to climate change is one of four Corporate Priorities that Lancaster City Council is committed to achieving for the benefit of Lancaster district.

In the last year the commitment to climate change initiatives at the Council has grown dramatically. We are now committed to reducing the carbon emissions from our operations by 3.4% annually in order to reach our targets of 34% by 2020 and 80% by 2050. We anticipate that we will successfully meet this target for 2009/10.

Following the adoption of our Climate Change Strategy and the implementation of activities to lower both our energy use and fuel consumption two supporting groups have now been set up internally to ensure its delivery. The Council is currently securing resources to ensure the continued delivery of the action plan, whilst the Bright Sparx, a team of enthusiastic Officers who encourage and implement waste and energy saving initiatives in all Council offices, help to spread awareness and implement initiatives on the ground.

We now procure 21% of our energy from renewable sources and energy saving measures have been taken at a variety of Council owned buildings including Lancaster Town Hall which now has a voltage optimising system, which has saved 16% of the building's electricity in a year. Funding has also been secured this year for a programme of 16 energy efficiency measures at Salt Ayre Sports Centre.



Pool covers above have contributed to a 30% reduction in energy use.

The roll out of this programme, including the installation of a state-of-the-art pool cover and committed activity by all staff, has resulted in a reduction in energy use at the Centre of 30%, with more savings expected.

Climate change initiatives are also being rolled out across our council housing with a programme of insulation, double glazing and boiler upgrades ongoing across our housing stock. In addition, we have commenced a council-wide recycling scheme to manage the waste from our offices and have also taken steps to reduce the mileage of our commercial and staff vehicle fleet.

The management of our parks and green spaces is being adapted to cope with the extreme weather conditions expected as a result of climate change and further work is planned in the coming year to develop adaptive response across all our Services.

We continue to work closely with the Energy Saving Trust as a member of their One-to-One Support Programme and will shortly publish our action plan, developed with their support and guidance, which involves actions to reduce energy consumption throughout Lancaster district.

the development of these integral defences.

This year we have also celebrated our sustainable sea defences at Morecambe and Heysham by submitting a strong bid to the Sustainable Infrastructure Achievement of the Year Award run by the national Management Journal. This bid showcases the great partnerships in Lancaster district and the importance of creative and environmentally aware regeneration in

Target set was 3.4%
Target achieved was 7.2%
Well over double!!

Carbon Emissions at Lancaster City Council

	CO ₂ from buildings (tCO ₂)	CO ₂ from transport (tCO ₂)	Total emissions (tCO ₂)	CO ₂
2009-10	2593.31	1789.51	4382.83	
2008-09	3034.34	1689.28 *	4723.62	

* Revised figure from 2008/09 report



Together we can make a difference!

Making a difference in 2009/10

It is right that councils are held to account for the improvements to peoples lives that the services provided achieve.

We aim to provide as much information as possible in a transparent and accessible format. In the appendix to this report you will find detailed tables which show how we performed against agreed targets in 2009/10.

But it is sometimes difficult to see how these performance measures relate to the impact on the ground. The following section shows some of the ways we have made a positive difference in the district in 2009/10 and gives you a taste of some of the human stories behind the statistics.

Quality Coast Award

Lancaster City Council scooped a top award that places one of Morecambe's beaches among the best in the UK.



Part of the 'Quality Coast Award' winning beach at Morecambe

In May last year, Encams, the national environmental charity which runs the Keep Britain Tidy campaign awarded Morecambe South beach a prestigious Quality Coast Award.

The awards recognise coastal areas that achieve the very highest standards and acknowledge Lancaster City Council's commitment to developing facilities in the town.

Issues looked at when deciding whether to make an award included beach cleansing, litter, visitor facilities, parking, signage and supervision on both the beach and promenade areas.

Developments taken into account when assessing Morecambe South, which runs from the Battery car park and the Midland Hotel, included the new sand on the beach.

Cocklers remembered

The tragic deaths of 23 Chinese cockle pickers in Morecambe Bay were remembered in Lancaster City Council's display at last year's RHS Flower Show.

The council teamed up with acclaimed local artist Chas Jacobs to design the display, which went on show and won a silver gilt medal at Tatton Park in the National Flower Bed Competition.

The display depicted the terrible aftermath of events in February 2004 following a desperate effort to try and rescue Chinese cockle pickers who had become trapped by the tide while working late at night.

A cockle picker's cart and rake lie stranded on a sandbank in the middle of Morecambe Bay surrounded by the sea – the same scene which confronted the rescue workers the following morning.

Top of the plots

Lancaster City Council scooped a prestigious award for the quality of one of its cemeteries.

Torrisholme Cemetery won Cemetery of the Year 2009 in the 5-15 acre category beating off competition from burial sites in Devon, Cornwall, Hertfordshire and Surrey.

The Cemetery of the Year Awards organised by the Memorial Awareness Board recognise excellence and reward high standards in the nation's burial grounds.

All burial sites participating in the awards were assessed on a range of criteria including maintenance, design, facilities, freedom of memorial choice and involvement with their local community.

We do like to be beside the sea

Thousands of people from far and wide converged on the sunny beaches of Morecambe for a two day feast of seaside fun.



Punch and Judy – one of many acts entertaining the crowds as part of this weekend event.

'We Do Like to be Beside the Sea' was organised by Lancaster City Council and provided a packed programme of traditional seaside fun and frolics in glorious sunshine and with stunning views providing the perfect backdrop.

Entertainment marquees helped create the perfect seaside holiday atmosphere with acts including Punch and Judy professors, escapology and sword swallowing, a flea circus, sea songs and shanties, a pierrot troupe and a seaside variety show.

Morecambe Visitor Information Centre reported a bumper weekend with more than 1,500 people passing through its doors.

Doddy puts the finishing touches to the Sandcastle Festival

Lancaster City Council's Platform venue in Morecambe hosted its biggest show ever when the Ken Dodd's Happiness Show came to town.

Marking his return to Morecambe after many years absence, Doddy's performance drew the council's two-day Morecambe Sandcastle Festival to a fitting close.

The Sandcastle Festival celebrated the recent recreation of the resort's sandy beaches and encouraged people to rediscover the simple pleasures of sandcastle building.

Europe's top four professional sand sculptors amazed crowds with their fantastic structures, using only sand and water. One of being the image of 'Doddy' himself!

Plans are well underway for another Sandcastle Festival this year.

Climbing frame

Teddy rescue

Lancaster City Council staff went above and beyond the call of duty to make sure a group of children could sleep soundly at night – by rescuing their prized teddy bears.

Happy Mount Park held a teddy bears' picnic to raise money for the Cystic Fibrosis Trust when children were invited to bring along their teddy bears and parachute them from the top of a Lancashire Fire and Rescue ladder.

Some of the teddies were blown off course and landed in the branches of nearby trees. Without the right equipment available on the day, fire officers' attempts to rescue the much loved cuddly toys failed. However, thanks to two council tree surgeons deciding to call into the park on their way home from work a few days later with safety gear to hand, the teddies were retrieved and reunited with their owners.

Natural Play Area - Two new parts of the park which opened on Saturday 1st May at Happy Mount Park



Natural play in Happy Mount Park

Lancaster City Council was awarded more than £114,000 of funding to provide a new 'natural' play area in Happy Mount Park.

Children and parents were invited to help design the new facility and share ideas on what should be included and which materials should be used.

The play area opened on 1 May this year and includes a five metre high swing, 34 metre long cable rider, maypole and a tree house.

The aim is to create an area that provides children with more opportunities to play freely and creatively.

Funding was provided by the BIG Lottery, Lancashire County Council Play Builder, Community Design and Arts Council England.



Cable rider

Regeneration success

The Lancaster District Regeneration Partnership held its final meeting – a decade after it was set up to coordinate a multimillion pound funding programme.

During that time the partnership helped change the lives of people living and working in the district through the Lancaster Single Regeneration Budget (SRB) and the Lancaster and Morecambe Economic Development Zone (EDZ) projects.

More than £25million was secured to create and safeguard jobs, provide training opportunities, opportunities for young people and much more.

Key projects included CityLab, Storey Centre for Creative Industries, Port of Heysham Industrial Estate, Heysham Business Park industrial access, creation of a network of cycleways and safe walking routes to the district's main employment areas.

Through the SRB, physical regeneration and new investment, enterprise and business growth, training and access to employment was targeted towards people living in Castle, Bulk and North Lancaster wards.

Projects included Lancaster Business Park, 'Pedal Power' Project, computer Training at YMCA, Green Ayre Skateboard Park and new and improved community facilities including Ridge multi-use games area, Derby Road play area and Marsh Community Centre.

Although the partnership has now come to an end, the work of regenerating the district will continue through the Local Strategic

Partnership. Future projects targeting regeneration include Lancaster Science Park.

Government cycling money well spent

A £3million investment in cycling in the Lancaster district has been money well spent according to a Cycling England report published this month.

In Lancaster and Morecambe, this investment saw the number of local people cycling rise by 25%.

This has been thanks to local projects including the extension and introduction of both on and off-road cycle routes, improved signage, cycle training, and incentive schemes and by working in partnership with major employers and schools to encourage commuting by bike.

Of particular success has been the number of people cycling on the promenade in Morecambe since it was opened up to cyclists in April 2007. There has been a 33% increase in cyclists using this route which was recognised with a prestigious National Transport Award for cycling improvements in August 2009.



Cycling Party held on the prom which has helped to increased cycling here by a massive 33%

Job Force

Lancaster City Council joined forces with Jobcentre Plus to uncover the district's untapped potential by helping the long-term unemployed and other priority jobless groups back into work.

The council has committed to offering potential new recruits help in filling out application forms, example interviews, mentoring, on the job training or unpaid work placements under a Local Employment Partnership with Jobcentre Plus.

This is part of the Government's agenda to help over a quarter of a million people who are currently not working and claiming benefits.

Lifeguard to the rescue

Lancaster City Council lifeguard Joanne Lenton put her first aid training to good use when she came across an injured horse rider lying in the middle of a country road.

Joanne, who has been a lifeguard at Hornby Pool for five years, was driving from Carnforth to Gressingham when she noticed a horse in the middle of the road with the rider lying on her back.

She quickly pulled over to the side of the road and leaped into action.

Joanne explained: "A few other people had stopped and had rung for an ambulance but did not know any first aid. As I have been on numerous first aid courses as an employee at Hornby Pool I knew just what to do."

After moving the rider into a position to prevent further damage, Joanne kept

the rider calm and warm until the ambulance arrived.

After a short stay in hospital for treatment the rider was released and she is now back home safe and sound – apart for some bruises and a few aches and pains.

Customer satisfaction 'benefits' everyone

Lancaster City Council's Housing Benefit and Council Tax Benefit team continued to show improved performance which was reflected in higher customer satisfaction levels.

During 2009 a random sample of 2,000 claimants revealed a continued increase in customer satisfaction compared with 2003 and 2006 when previous surveys were undertaken.

The council has used these surveys to highlight areas of concern and to provide a focus for improvements to be made.

Improving the benefits service has been an identified priority since 2003 when the council made significant resources available to ensure that a top class service was provided to those who rely on these benefits to meet their housing costs.

Young leaders

Scores of children aged between 9 and 13 completed a Young Leaders Award delivered by Lancaster City Council.

The course, approved by Sports Leaders UK, takes six hours to complete and designed to help young children provide structured activities and games to younger children within their school.

These games and activities have gone on to help lunch time assistants deliver

safe, fun and active sessions and encourage children to participate in a more structured activity during their lunch break.

Morecambe – a holiday friendly town

Morecambe has beat some of the country's tourism hot spots in a poll of the most holiday friendly towns.

Morecambe came 21st in the poll, beating popular destinations such as York, the Lake District, the Peak District, and Chester.

The survey was conducted by Virgin Money Travel Insurance and was based on factors including the cost of a week in a hotel, price and availability of restaurants and overall value for money.

Planning for the future

It is now more than a year since Lancaster City Council became the first and (to date) the only local authority in the north west of England to receive official endorsement for a new style forward planning document.

The Lancaster District Core Strategy will help shape the district for the next 15 years and details 18 policies on how the council will maximise the district's potential.

The Core Strategy was tested by a government inspector at an independent examination against nine highly demanding 'tests of soundness', including a full sustainability appraisal for the future growth of the district.

Following this, the strategy was given the official thumbs up by the inspector, which is a major achievement as elsewhere in the country a number of councils have had their plans rejected.

Hundreds of people and organisations were consulted to ensure that the final document reflects the views of the community.



Storey Creative Industries Centre



Glasson Dock

Want to know more?

Please read on to the appendix to this report which gives a more detailed account of our performance in 2009/10.

If you wish to request any of the above, or comment upon this document, please contact:

Community Engagement (Partnerships)
Town Hall
Dalton Square
LA1 1PJ

Telephone 01524 582150 or email: lstokes@lancaster.gov.uk

How to contact us

 Town Hall, Dalton Square, Lancaster, LA1 1PJ
 General Enquiries: 01524 582000
 Email: customerservice@lancaster.gov.uk

Or call in at our customer service centres at Lancaster or Morecambe Town Hall.
The centres are open from 9am to 5pm (Monday to Friday).

Out of hours emergencies: Telephone 01524 67099
For medical emergencies, police or fire dial 999

More information about the services we provide are available on our website.
This also offers you the facility make on-line payments for Council Tax, rent and parking fines and report missed bin collections and stolen or missing bins and lids.
Visit www.lancaster.gov.uk

Want to have your say on the services your council provides?

To find out how you can be involved in any future consultation, visit www.lancaster.gov.uk/consultation, email consultation@lancaster.gov.uk or call 01524 582268.

This information can be made available on request in large print, braille, audio and other languages. Telephone 01524 582150.



Appendix

Detailed account of our performance in 09/10

Ensuring the council's high standards

The council is responsible for ensuring that:

- It acts in accordance with the law and proper standards
- Public money is safeguarded, properly accounted for and used economically, efficiently and effectively

To carry out this responsibly, the council must:

- Have a sound system of internal control which ensures it carries out its functions and services effectively, including arrangements for the management of risk
- Fulfill the specific responsibilities relating to the council's financial statements

These financial responsibilities include:

- Making arrangements for the proper administration of the council's financial affairs and giving one of its officers overall responsibility for this (at Lancaster City Council that officer is the Head of Financial Services – Nadine Muschamp)
- Approving the Statement of Accounts and accounting policies

Lancaster City Council operates a system of Corporate Governance in accordance with the framework developed by CIPFA (Chartered Institute of Public Finance and Accountancy) and SOLACE (Society of Local Authority Chief Executives and Senior Managers)

An Annual Review is carried out on the effectiveness of the system of internal control and corporate governance and the results are published in an annual Governance Statement that forms part of the council's Statement of Accounts.

All this can be viewed at the council's website at www.lancaster.gov.uk

Statement of Contracts on the Transfer of Staff

The council complies with best value requirements in procurement, including the requirements of the Code of Practice on Workforce Matters in Local Authority Service Contracts, in the awarding of contracts and the establishment of partnership arrangements.

The council transferred two members of staff to Lancashire County Council during 2009/10 in full accordance with the requirements of the Code of Practice



How are we doing? - What external auditors said about us in 2009/2010

“Lancaster City Council performs adequately overall and the auditors again issued an unqualified opinion on the council’s accounts. The Council manages its money adequately and is making savings.

Good progress has been made in the delivery of most local priorities and the Council has helped to improve quality of life for local people. Positive progress can be seen in reduced levels of crime through joint work with the police and other partners. Levels of recycling have increased and more waste has been diverted from landfill. Streets and local areas are generally cleaner and parks have improved. Better help is now given to homeless people. However, rising house prices and long waiting lists for council properties mean that more local people are having difficulty in finding an affordable home.

Lancaster scores 2 out of 4 for managing performance. Communities across Lancaster District get on well together and eight out of ten people like living in the district. The generally good levels of service provided by the Council are reflected in high levels of satisfaction amongst local people. The Council has consulted with local communities and groups to understand what is important to local people.

The Council is taking action to reduce the effects of the recession. By processing benefit claims promptly and providing additional services, such as debt advice, business advice nights, a new business start up service and ‘credit crunch’ road shows, local people and businesses are being supported through difficult times. The Council is also working with others such as welfare rights and Age Concern to increase the take up of benefits, notably pension credit and attendance allowance. Other activities are helping to ensure that young people who leave school can find opportunities through further education, employment or training. Progress on the physical and economic regeneration of the district has been good but has slowed as a result of the economic downturn.

Lancaster scores 2 out of 4 for its use of resources. Adequate arrangements are in place for managing finances and for governing the Council's business. The Council can demonstrate how it invests in the priorities for local people but it finds it difficult to show how it has stopped spending on areas that are not as important. Corporate and financial planning processes are linked. However some of the supporting plans are not as strong. Auditors have assessed the Council's approach to managing workforce as weak.

Councillors and staff work well together to take decisions. The responsibilities for lead councillors have been changed and now more clearly link to the Council's priorities. The Council has councillor and staff development programmes”.

Source: Lancaster City Council Organisational Assessment - Audit Commission
<http://oneplace.direct.gov.uk>



Our financial performance

The following snapshot covers some of the key points of the Council's finances for the 2009/10 financial year, which ended on 31 March 2010.

The figures included in this summary have been produced in line with good accounting practice for Local Government, but some aspects have been simplified in order to make them more meaningful.

All the figures are still draft, however, as each year they have to be audited by the Council's external auditors; currently KPMG LLP undertake this role. The full draft Statement of Accounts is available on the council's website at www.lancaster.gov.uk. Once the audit has been completed, the audited accounts will be published by 30 September. They will be available on the website, as well as being available to view at the town halls in Lancaster and Morecambe.

Types of Spending

Generally the Council has two different types of spending and income.

- The running costs of providing day to day services and associated support are known as revenue expenditure. This is paid for entirely through government grants, council tax and income from direct charges for services, which are known as revenue income.
- Spending on things like buying or improving property, where it will have a lasting value, is known as capital expenditure, or capital investment. This is paid for in a number of ways:
 - by selling other properties (from which the proceeds are known as capital receipts)
 - by borrowing money, which spreads the cost over a number of years
 - by receiving capital grants and developers' contributions
 - and also, by making some contributions from the council's revenue income or its reserves. (Revenue income can be used for either purpose – revenue or capital).

Revenue performance

During the year the council spent £25.7M on services and associated support. This represents its net revenue expenditure (which is basically total revenue expenditure, less any income received from direct charges for services and any grant funding towards specific activities). Overall the £25.7M outturn was £0.2M lower than expected when compared to the council's most recent budget forecast, which it updated during the autumn/winter of last year. This was after putting aside an extra £1.3M in reserves though, of which £0.8M is to help with managing future years' budgets and £0.5M is to help cover Icelandic investment losses, should the ongoing legal action not go in the Council's favour (see later note). Overall the outturn meant that only 99% of the revised budget was spent, and therefore the savings were put into balances in line with the Council's policies and usual practices.

The main areas where the Council underspent included concessionary travel (the national free bus travel scheme mainly for the over-60s) and environmental services



such as grounds maintenance and refuse collection. It also made savings on other staffing costs and generated more income from various fees and charges for services, than it assumed in the budget forecasts.

A summary of the council's net revenue spending is shown below. This includes headings and items that the Council must show, in line with its accounting practices.

2009/10 Summary Revenue Account	Draft outturn £'000
Service costs (net of income from direct charges):	
Central services to the public	1,315
Cultural, environmental and planning services	16,338
Highways, roads and transport services	1,451
Council housing services	9,084
Other housing services	1,832
Corporate and democratic activities	2,314
Other central costs	785
Net revenue cost of services	33,119
Less: Investment interest earned	(371)
Other net charges and transfers in line with statute or accounting practice	(9,491)
Add: Payments to parish councils (precepts)	515
Surplus made on trading operations	(256)
Interest payable (on borrowings)	2,234
Net revenue expenditure	25,750
Funded by:	
Revenue Support Grant from Government	(2,999)
Other general grants	(1,198)
Business Rates	(12,995)
Council Tax	(8,558)
Total	(25,750)

Note :

Regarding Icelandic investments, legal action is underway in respect of two of the three investments and recovery for the third is ongoing. As at the end of March 2010, in simple terms £0.7M of the total £6M invested had been recovered. This has increased slightly to August 2010, with a further £0.2M being repaid.

The overall prospects for recovery are heavily dependant upon the legal action referred to above, which is going through the Icelandic courts and may well take a year to reach a conclusion. Even though legal advice is that the outcome should be favourable for the Council, this is by no means certain. For this reason, in the 2009/10 accounts the Council has covered all estimated potential losses in Icelandic investments, through making specific impairment provisions of £2.189M, most of which was treated as capital and is shown in the section overleaf, as well as setting

aside a further £1.363M in a separate reserve (£0.5M higher than budgeted, as mentioned earlier, and included within the 'other net charges and transfers...' line above). This means that if the outcome does eventually prove to be favourable for the Council, the bulk of these funds will be freed up and they could then be used for other purposes.

Capital performance

In 2009/10 the city council spent £12.973M on capital schemes.

An analysis of the expenditure and funding is shown below. The council's revised Capital Programme for 2009/10 was £15.838M but due to delays in progressing a number of schemes, around £2.7M will need to be rolled forward into 2010/11.

Overall financial position (from the balance sheet)

At the end of 2009/10 the Council had net 'equity' of £132M. This was made up of a property portfolio of £278M, although the Council had £39M long term borrowing outstanding and also estimated future potential liabilities amounting to £60M in connection with its employees' pension fund. Other net liabilities amounted to £47M. The Council had money set aside in usable reserves amounting to £17.6M. Of these, around £17.4M has already been earmarked to fund future spending plans, or to provide protection against the main financial and other risks facing the Council.

2009/10 Summary Capital Outturn	Draft outturn £'000
Leisure and parks facilities	90
Coast protection and flood defence schemes	448
Other environmental schemes	98
Vehicle purchases	580
Planning and regeneration schemes	3,317
Council housing improvements	3,508
Other private sector housing renewal and regeneration	2,251
Computer equipment and software	42
Municipal and other building improvements	539
Icelandic investments impairment (capitalised element of the £2.189M referred to earlier)	2,100
Total Capital Expenditure	12,973
Funded by:	
Capital receipts from property sales	1,409
Borrowing	2,100
Capital grants and contributions	5,661
Revenue and reserves	3,803
Total	12,973

Conclusion

During last year the Council has maintained its financial stability in a time of increasing financial pressure. Whilst there are big uncertainties surrounding the recovery prospects for Icelandic investments, the Council has ensured that all estimated potential losses are now fully covered. Although costly, this will help the Council plan and manage its finances in future years, whatever the outcome.

In addition, the Council has earmarked further reserves to help respond to the greater financial challenges expected as the Government tackles the public finances; given funding prospects the Council must continue to reduce costs wherever possible. This process is well underway, but new efficiencies and savings initiatives will need to be identified to ensure that the Council has a balanced budget and ongoing financial stability for the future.



Corporate Plan – year end report

Ensuring success – managing performance

This Annual Report is in many ways the companion document to the Corporate Plan. Its main purpose is to take stock of performance in the last year. Each of the following 5 sections details the performance measures which were in place for the financial year 2009/10 to help us achieve our objectives and corporate priorities. Comments are given where there is a variance against targets. All services and staff throughout the authority play their part and have highlighted their individual contribution in service business plans.

The council's Performance Management Framework helps us to identify whether we are achieving our priority objectives, meeting community need and improving the services we deliver. One way the council can monitor its performance is through performance indicators. These help us to see whether we are achieving the standards we and our customers expect. Performance is reported quarterly to our Performance Review Teams to ensure a sustained focus on the things that matter.




Corporate Commitment to data quality




It is vitally important that the information this council produces and relies upon to make its decisions is correct. Lancaster City Council is therefore strongly committed to ensuring that all its published performance information must be correct and fit for external scrutiny.









Responsibility for ensuring the robustness of our data rests at the highest level with the Leader of the Council and the Corporate Director (Finance and Performance). Monitoring of strategic performance indicators takes place quarterly through the Cabinet led 'Performance Review Teams' and then these are scrutinized within the Budget and Performance Panel.









In this way, an awareness of performance management has been embedded into the culture of the council and all decision makers are able to rely upon timely and accurate data.










A simple key will indicate performance trends










Failing	
Behind target	
On or above target	








Performance Indicator	Historic 08/09	Upper Quartile	Lower Quartile	Target 09/10	2009/10	Good is?	Status	Commentary
Economic Regeneration								
NI170 Vacant or derelict land	5.29	NA	NA	3.83	5.29	High		Base data is unchanged from last year
NI 171 New Business VAT registration rate - input required from LAA to set target	-	NA	NA	NA	41.3	High		These figures are provided annually in December, the latest figures are for 08/09
LOCAL (ED13) Tourism Customer Satisfaction	100%	NA	NA	95%	98%	High		
LOCAL (ED14) Level of Tourism Spend	267	NA	NA					Figures provided by STEAM. No confirmed figs for 2009 yet. Completed report due Autumn 2010.
LOCAL (ED17) Increase the number of visitors at all VIC's (all interactions)	15754.1	NA	NA	increase by 5%	167,289.00	High		
LOCAL (BV170a) Overall use of museums	966	NA	NA	1250	973	Low		
Climate Change								
NI188 Adapting to Climate Change	0	NA	NA	1	0	Low		Due to lack of resources Level 1 was not achieved. A student placement has been secured for 2010/11
LOCAL Average SAP rating of Local Authority dwellings	70	NA	NA	71	70	Higher better		This improvement works carried out during 2009/10 (storage heater renewal at Mainway and double glazing at Kingsway) have not been accounted for within the outturn figure. Surveys will need to be carried out to provide new Energy Performance Certificates for these properties.
NI192 % household waste recycled and composted	34.8	NA	NA	36%	36%	High		

Performance Indicator	Historic 08/09	Upper Quartile	Lower Quartile	Target 09/10	2009/10		Status	Commentary
					Good is?	Good is?		
NI185 Reduction in CO2 emissions from Local Authority operations	4723.62 tonnes	NA	NA	3.40%	4723.62 tonnes	Reduce		
NI187 Fuel Poverty: % of people receiving income based benefits living in homes with a low energy efficiency rating (SAP rating of <35)	7.65%	NA	NA	7.34%	8.09%	Low		
NI187 Fuel Poverty: % of people receiving income based benefits living in homes with a high efficiency rating (SAP rating of >65)	31.88%	NA	NA	32.78%	35.19%	High		
Statutory Services								
NI184 Food Establishments broadly compliant	89.69%	NA	NA	91%	89.99%			
LOCAL (CCS01) Bulky waste requests (days taken)	3.83 days	NA	NA	5days	3.5days	High		
LOCAL (CCS02) % of missed collections	0.20%	NA	NA	0.20%	0.18%	High		
NI195a - Street Cleanliness - litter		NA	NA	12%	4%	Low		This is the second complete year as NI195. Each year there has been a significant improvement.
NI195b - Street Cleanliness - detritus		NA	NA	6%	5%	Low		This is the second complete year as NI195. Each year there has been a significant improvement.
NI195c - Street Cleanliness - Graffiti		NA	NA	3%	1%	Low		This is the second complete year as NI195. Each year there has been a significant improvement.

Performance Indicator	Historic 08/09	Upper Quartile	Lower Quartile	Target 09/10	2009/10	Good is?	Status	Commentary
NI195d - Street Cleanliness - fly posting		NA	NA	1%	0%	Low		This is the second complete year as NI195. Each year there has been a significant improvement.
NI196 Illegally dumped waste - fly tipping		NA	NA			POOR		Info provided from Defra
NI155 Number of affordable home delivered	28	NA	NA	63	29	Low		Housing Completions have been impacted by the economic downturn with only 121 completions recorded for 2009-10 period. This has inevitably impacted on affordable housing completions.
NI156 No. of households living in temporary accommodation	3	NA	NA	12	2	High		
NI158 % non decent homes (local authority homes)	1	NA	NA	0%	0.10%	High		
NI160 Local authority tenants' satisfaction with landlord services	80%	NA	NA	NA	NA	NA	NA	Survey done every two years and was due to be done Aug but there will be no return this year as the Government has suspended the STATUS survey
LOCAL (BV183a) Length of stay in B&B	2.36	NA	NA	2	0.43	Low		Dependence on B&B accommodation reduced due to success of prevention initiatives
LOCAL BV202 08/09 Rough sleepers	2	NA	NA	2	0	Low		No incidents of rough sleeping formally reported during the year.
LOCAL (BV212) Average Time to Relet LA Housing	41.89Days	NA	NA	38 days	37.08 days	Lower better		Performance has improved over the year. The within month average relet time for March 2010 was 32.63 days.
LOCAL (BV213) Homeless Prevention	15.35	NA	NA	18	16.37	High		Although failed to meet target - improved on last year. This can be regarded a success given the staffing problems in 09/10.

Performance Indicator	Historic 08/09	Upper Quartile	Lower Quartile	Target 09/10	2009/10	Good is?	Status	Commentary
LOCAL (SH12) No. of properties improved through enforcement	278	NA	NA	200	196	High		Virtual achievement of the target is a testament to the dedicated work of the Housing Standards Team who struggle to keep pace with their statutory duties due to resource issues.
LOCAL (SH13) Number of properties in which serious hazard eliminated	154	NA	NA	100	105	High		Elimination of category 1 hazards is a statutory duty for the council.
LOCAL (SH16) No. of properties where risk profile reduced	144	NA	NA	100	127	High		As above but this target has been bolstered by the proactive HMO inspection programme being carried out in Lancaster during 09/10
LOCAL (SH19) No. of private sector homes made decent	127	NA	NA	50	140	High		Outcome includes the result of interventions by Strategic Housing and the renewal team /partners (Planning)
LOCAL (SH20) Number of local homes made decent with vulnerable occupants	38	NA	NA	20	95	High		Outcome includes the result of interventions by Strategic Housing and the Renewal Team (Planning)
LOCAL (BV66a) Rent Collected	98.50%	NA	NA	98.50%	98.80%	High		When we compare the current tenant arrears level with he same period last year we see that there has been 0.22% decrease over the year. The figure for the percentage of current rent collected has improved.
LOCAL (BV66b) Tenants Owing More than 7 weeks rent	3.94%	NA	NA	3.75%	4.19%	High		The indicators BV66a, Bv66b BV66c and BV66d are a key measure of the effectiveness and efficiency of a local authority's rent collection and arrears recovery service. These indicators are four discrete parts but should be looked at holistically.
LOCAL (BV66c) Tenants with NSP's for Rent Arrears	19.40%	NA	NA	30%	31.60%	High		
LOCAL (BV66d) % LA Tenants Evicted for Rent Arrears	0.16%	NA	NA	0.30%	0.40%	High		

Performance Indicator	Historic 08/09	Upper Quartile	Lower Quartile	Target 09/10	2009/10	Good is?	Status	Commentary
NI157a Major planning applications determined with 13 weeks	66.67	NA	NA	64%	66.67%	High		
NI157b Minor applications determined within 8 weeks (quarterly)	78.72	NA	NA	85	71.49	High		If application numbers begin to increase, then unless additional resources are brought in to deal with it, performance against this indicator is likely to reduce below target.
NI157c % of other applications determined with 8 weeks	84.64	NA	NA	88	80.88	High		If application numbers begin to increase, then unless additional resources are brought in to deal with it, performance against this indicator is likely to reduce below target.
NI180 Change of HB/CTB circumstances processed	13,419	NA	NA	12500	23119	High		Figures calculated direct from Academy software. Sent to DWP and interrogated and calculated by them.
NI181 Time taken to process claims	11.2			14	12.4	High		
NI182 satisfaction with regulatory services	82%			82%	81%			
Partnership Working and Community Leadership								
Government has recently announced the cancellation of the bi-annual Place Survey - accordingly all Place Survey indicators and future targets have been removed from this report. The Place Survey was not carried out in 09/10								
LOCAL (CS05) Reduce criminal damage	3074	2617 (-14.9%)	2557 (-16.8%)	to reduce	2589	low		Year to date position: reduction of 15.7% - 485 less crimes
LOCAL (CS01) Reduce serious violent crime	81	109 (+34.6%)	99 (+22.6%)	to reduce	104	low		Year to date position: Increase of 28.4% - 23 crimes
LOCAL (Cult22) The average no. of children receiving coaching per week	3484			2500	2835	High		

Performance Indicator	Historic 08/09	Upper Quartile	Lower Quartile	Target 09/10	2009/10	Good is?	Status	Commentary
NI35 building resilience to violent extremism	2			2	2	High		
Corporate health								
NI14 Avoidable contact	52.21	N/A	N/A	Not set	30.83	Low		
LOCAL (BV12) Sickness absence, days lost per employee	9.97 days			9.5	12.06	Low		
NI179 Value for Money - Total net value of ongoing cash-releasing value for money gains	£0.477M			£2.127M	£2.127M	High		Target exceeded
LOCAL (LL01) Local searches completed within 5 working days	98.99	NA	NA		100.00	High		
LOCAL (BV02a) Level of Equality Framework Achieved	1	NA	NA		1			
LOCAL (BV09) % of Council Tax collected	96.62%	NA	NA	96.60%	97.10%	High		
LOCAL (BV10) % of NNDR collected	98.37%	NA	NA	98.00%	99.10%	High		

We asked - you said – we did/are doing

Lancaster City Council believes local people should be at the forefront of decision making. Our work in the last year and our future plans, clearly show our commitment to enabling local people to play a fuller role in shaping their communities.

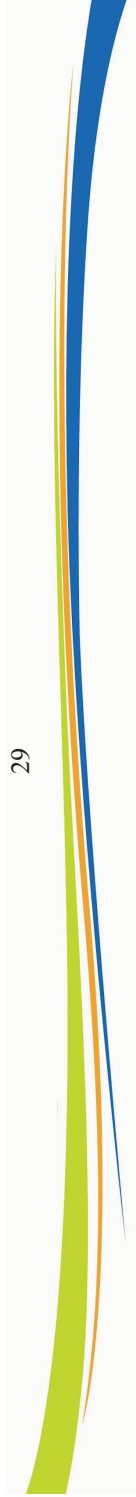
The council has carried out many consultations during 2009/10. Below are a few examples of how the results have been used.



Information Key

- We asked = what was the consultation about and when did it take place?
- You said = a brief summary of results
- We did/what we are doing = what action will/has taken place as a result
- Contact and Service Area = who is the co-ordinating officer and which Council service are they from?

We asked	You said	We did/what we are doing	Contact and Service Area
<p>Lancaster Square Routes Public Consultation on Concept Designs for the City Centre.</p> <p>To find out people's views and comments on the proposed design options for spaces in the city centre. What they liked about the designs and would they would do differently.</p>	<p>The consultation began in May 2009 and is still on-going with key stakeholders. Following this a summary note of the consultation comments will be produced which will help brief the next stage of design.</p>	<p>Consultation will be used to help brief the next stage of design</p>	<p>Senior Service Support Administrator – Justin Shaw Telephone 01524 582375 Email jshaw@lancaster.gov.uk Regeneration and Policy Service</p>



We asked	You said	We did/what we are doing	Contact and Service Area
<p>Lancaster City Council's Children's Playschemes.</p>	<p>A cross section of playscheme attendees were asked to complete a Playscheme Consultation form after the April and May half term programmes for which we received 197 respondents in total.</p> <p>There was a positive response from a mixture of gender and age groups. The majority were keen to take part in a scheme again and there were a number of new users.</p> <ul style="list-style-type: none"> • Holiday Programme Enjoyment Apr - 90%, May - 90% • Holiday Programme New Users Attracted Apr- 26%, May - 27% 	<p>The results will be used to improve next year's playscheme programmes, by taking on board some of the activity ideas the children suggested introducing to the programme.</p>	<p>Jason Mills, Performance & IT Manager. Telephone: 01524 582830 Email: jmills@lancaster.gov.uk Community Engagement (Wellbeing)</p>

We asked	You said	We did/what we are doing	Contact and Service Area
<p>Overview and Scrutiny committee programme suggestions.</p>	<p>Most responses received were about highways issues including un-adopted roads, car selling and parking. Several responses covered issues which were currently being addressed either through a task group or cabinet.</p>	<p>We have county council representatives coming to a meeting to discuss highways issues and will invite those residents to that meeting. Work is in hand to evaluate the responses and ensure that any topics selected for scrutiny provide value for money.</p>	<p>Liz Bateson, Senior Democratic Support Officer Telephone: 01524 582047 Email: scrutiny@lancaster.gov.uk Democratic Services</p>
<p>We Do Like to be Beside the Sea: Morecambe's Annual Celebration of the Seaside 2009 (festival)</p>	<p>All respondents found the festival 'Very enjoyable' or 'Enjoyable', with a notable 85% considering it 'Very enjoyable'. No respondent thought the festival just 'OK' or 'Poor'.</p> <p>Regular and special mention was made of the traditional seaside song and music performances; Punch & Judy; sea songs and shanties and historic vehicle rally elements.</p> <p>The only disappointment experienced was with the non-appearance of the RAF BBMF display and, to a lesser extent, the scarcity and condition of public conveniences.</p>	<p>All the information from these comments will be taken into account when organising future festivals.</p>	<p>Jason Mills, Performance & IT Manager. Telephone: 01524 582830 Email: jmills@lancaster.gov.uk Community Engagement (Wellbeing)</p>

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Happy Mount Park New Outdoor Play Space	<p>The initial consultation was based around observing how young people interacted with the space and natural play. It consisted of an open public consultation session in the park involving den building and a treasure hunt and working with students from Morecambe High school on a visit to Grizedale Forrest.</p> <p>After this, there were consultation sessions on the proposed designs held at the park and in the school, which was followed up with a site visit by the students to refine the final design..</p> <p>No responses were received for this consultation.</p>	<p>Following the observations, we have used the feedback to design the new play space at Happy Mount Park.</p> <p>The designs are now complete.</p>	<p>Cultural Projects Manager – Helen Ryan</p> <p>Telephone: 01524 582822 Email: hryan@lancaster.gov.uk</p> <p>Community Engagement (Wellbeing)</p>
Review of Gambling Licensing Policy	<p>The revised policy which was drafted prior to consultation was taken to the Licensing Act Committee in November. This policy will be presented to full council for approval in December.</p>	<p>The revised policy which was drafted prior to consultation was taken to the Licensing Act Committee in November. This policy will be presented to full council for approval in December.</p>	<p>Wendy Peck - Licensing Manager</p> <p>Telephone: 01524 582317 Email: wpeck@lancaster.gov.uk Legal and HR Service</p>

We asked	You said	We did/what we are doing	Contact and Service Area
Local Democracy	<p>There were three different activities which the children were asked to evaluate.</p> <p><u>Pupil Power</u> The majority of children found this enjoyable and thought the best thing about this activity was making the decisions.</p> <p>35 children said that nothing needed to be changed but some children said that there should be a role for each child in the individual groups and to have more time.</p> <p><u>Town Hall Tour</u> 31 children found going into the cells the best thing about the tour, 18 children found the recently added eye-spy game the best part.</p> <p>38 children said they wouldn't change anything about the tour although a few children suggested it could last longer.</p> <p><u>Big Climate Change Challenge</u> All the children enjoyed the role play which was acted out by the two employees and the interactive side of the session.</p> <p>Only 5 children didn't enjoy the session but no suggestions for improvement were given.</p>	<p>All the responses received will be taken into account when planning the sessions for next year's local democracy week. Making the day half an hour longer will be considered.</p>	<p>Children and Young People Administrator - Sue Pickthall</p> <p>Telephone: 01524 582662</p> <p>Email: spickthall@lancaster.gov.uk</p> <p>Community Engagement (Partnerships)</p>

We asked	You said	We did/what we are doing	Contact and Service Area
Lancaster City Council's Children's Summer Playschemes.	<p>204 children between the ages of 4 – 16 filled in the feedback questionnaire.</p> <p>58% thought the venue was excellent. 71% thought the tutors were excellent. 73% found the session very enjoyable. 98% said they would take part again.</p> <p>There were a few cases where one or two individuals answered the questions with 'poor'.</p>	<p>We will take the negative feedback and look into improving this for next year's summer playschemes.</p>	<p>Jason Mills, Performance & IT Manager.</p> <p>Telephone: 01524 582830 Email: jmills@lancaster.gov.uk</p> <p>Community Engagement (Wellbeing)</p>
Lancaster City Council's Children's Autumn Playschemes.	<p>105 children between the ages of 4 – 16 filled in the feedback questionnaire.</p> <p>59% thought the venue was excellent. 66% thought the tutors were excellent. 73% found the session very enjoyable. 99% said they would take part again.</p> <p>There were also a few additional comments made: 'Skiing needs to target the different abilities of the children and split the group accordingly.' 'Karate could have been a little longer.' 'More activities for the younger children please.'</p>	<p>All feedback will be incorporated into the organising of the playschemes next year.</p>	<p>Jason Mills, Performance & IT Manager.</p> <p>Telephone: 01524 582830 Email: jmills@lancaster.gov.uk</p> <p>Community Engagement (Wellbeing)</p>

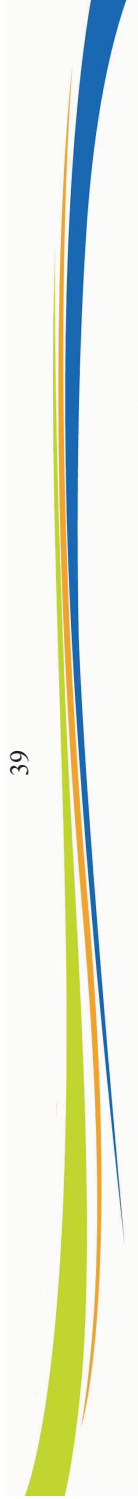
We asked	You said	We did/what we are doing	Contact and Service Area
Customer Satisfaction Survey – Benefits	<p>2000 surveys were distributed. 919 completed surveys were returned giving a response rate of 45.9%.</p> <p>87.3% said they strongly agree or agree that they are satisfied with the ways in which they can contact the council office – 3.6% disagreed.</p> <p>88.8% said they strongly agree or agree that they are satisfied with the experience of visiting the local benefits office – 3.6% disagreed.</p> <p>86.3% said they strongly agree or agree that they are satisfied with the telephone service provided by their local benefits office – 6.6% disagree</p> <p>88.7% strongly agree or agree that they are satisfied with the service provided by staff – 4.9% disagree.</p> <p>74.9% strongly agree or agree that they are satisfied with the housing/council tax benefits form – 10.8% disagree.</p> <p>79.7% very satisfied or fairly satisfied with the amount of time it took to tell them whether their claim for housing/council tax benefit was</p>	<p>The information gathered from this survey will be used to provide a focus for continual improvement.</p>	<p>Head of Revenues and Benefits – Adrian Robinson</p> <p>Telephone: 01524 582202</p> <p>Email: arobinson@lancaster.gov.uk</p> <p>Financial Services</p>

We asked	You said	We did/what we are doing	Contact and Service Area
Parish Council funding	<p>successful or not – 9.9% were dissatisfied.</p> <p>84% state they are very satisfied or fairly satisfied with the service they receive from their local benefits office – 5.5% are dissatisfied.</p>	<p>A report was formed based on the information received which went to cabinet.</p> <p>It was decided that special expenses would not be re-introduced.</p>	<p>Richard Tulej – Head of Community Engagement Service</p> <p>Telephone: 01524 582079</p> <p>Email: rtulej@lancaster.gov.uk</p> <p>Community Engagement Service</p>

We asked	You said	We did/what we are doing	Contact and Service Area
Workplace Survey	<p>1,619 responses were received.</p> <p>14.6% had travelled to work by bike the day they filled in the questionnaire.</p> <p>When asked the main reasons for using a car to get to work:</p> <p>33.9% said 'convenience' 28.5% said 'quicker than alternative' 25.8% said 'weather'</p> <p>When asked if they have access to a bike which they could use to travel to/from work 63.4% said yes.</p> <p>When asked what would encourage them to cycle more frequently:</p> <p>25.1% said 'improved traffic free paths' 21% said 'improved on road cycle lanes'</p> <p>Full results at www.celebratingcycling.org</p>	<p>The results have been used to monitor and inform plans of the Cycling Demonstration Town project.</p> <p>www.celebratingcycling.org</p>	<p>Cycling Co-ordinator - Rachel Scott</p> <p>Telephone: 01524 582392</p> <p>Email: RScott@lancaster.gov.uk</p> <p>Regeneration and Policy Service</p>

We asked	You said	We did/what we are doing	Contact and Service Area
Annual Review of Fees and Charges	The Lancaster and Morecambe Chambers of Trade and of Commerce were consulted over the proposals for Parking Fees and Charges for 20010/11.	The consultation informed the Annual Review of Parking Fees and Charges that was considered by Cabinet in January 2010.	Parking and Administration Manager – David Hopwood Telephone: 01524 582817 Email: DHopwood@lancaster.gov.uk Property Services
Media Survey January 2010	7 people from the media completed the questionnaire. When asked do we send releases in good time for use: 7 said 'usually' When asked do we provide useable council quotes/spokespeople: 6 said 'usually' 1 said 'sometimes' When asked do we provide a regular supply of useable stories: 2 said 'always' 3 said 'usually' 2 said 'sometimes' When asked do we provide detailed	High satisfaction levels with the press officer have been maintained therefore no specific action is required. More interviews with senior officers have been arranged. 250 word releases will be targeted for.	Communications Officer – Cath Gillin Telephone: 01524 582044 Email: cgillin@lancaster.gov.uk Community Engagement (Communications)

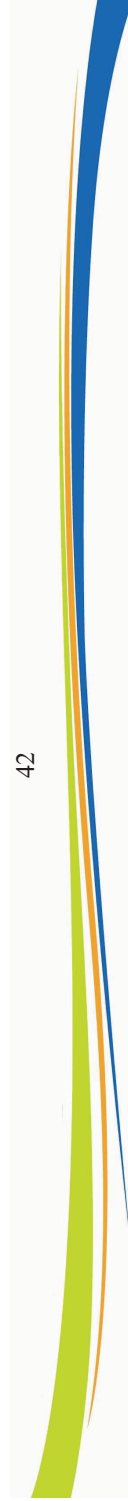
We asked	You said	We did/what we are doing	Contact and Service Area
	<p>briefings explanations: 2 said 'always' 3 said 'usually' 2 said 'sometimes'</p> <p>When asked about the quality of releases sent: 1 said 'excellent' 6 said 'good'</p> <p>When asked what percentage of our releases do they use: 3 said 'more than 75%' 3 said '50% - 75%' 1 said '25% - 50%'</p> <p>When asked how the communications team better meet their needs, they said:</p> <ul style="list-style-type: none"> • You could provide more opportunities for us to question officers directly rather than be provided with quotes • Write shorter press releases – 250 words max • More contact • More opportunities to speak to leading officers on major issues 		



We asked	You said	We did/what we are doing	Contact and Service Area
<p>Making Every Penny Count: Budget Consultation 2010/11</p> <ul style="list-style-type: none"> A information booklet and questionnaire An online version of the questionnaire Letters were sent to a range of stakeholders Town centre exhibitions in Lancaster and Morecambe Community workshops in Lancaster and Morecambe <p>Please note: Carnforth events had to be cancelled due to weather conditions and health and safety issues.</p>	<p><u>Questionnaire</u></p> <p>303 questionnaires were completed (116 online 187 paper). Responses were received from residents across the district and a wide range of ages.</p> <p>Please note: The workshop information has not been included in the overall figures and comments as workshop attendees were more informed.</p> <p>Making Every Penny Count – 2010/11 Budget Consultation Report http://consultation.web-labs.co.uk/lancaster/LancasterConsultation/reportview.aspx?GUID=vVCHwJGqxvdxRIU7oI0xEQ%3d%3d</p> <p>Responses were also received from British Energy Power (Heysham Power Station), Lancaster Community Voluntary Sector (CVS), North Lancashire PCT, Carnforth High School, St Wilfred's Primary School, Lancashire Children's Trust, Lancaster Older People's Partnership, Lancashire Constabulary (Northern Division), Halton with Aughton Parish Council and Tatham Parish Council.</p>	<p>The feedback has been used in a number of ways.</p> <p>Firstly Cabinet, four/five members of which attended the workshops and events and heard your feedback first hand, considered the overarching consultation results at their meeting on 19 January 2010.</p> <p>They used this information to help decide to recommend a 4% council tax increase to Full Council for 2010/2011 (an average increase per household of 14 pence per week).</p> <p>The minuted reasons for making the decision were that 'Whilst good progress has been made in addressing the 2010/11 budget, the current year remains very uncertain and this could have major implications. Also, prospects from 2011/12 are uncertain - but bleak. The decision was made in light of this uncertainty and the council's wish to continue providing a range of services.'</p> <p>Secondly, analysis of the detailed results is being carried out via the</p>	<p>Consultation Officer, Jennifer Milligan</p> <p>Telephone: 01524 582268 Email: jmilligan@lancaster.gov.uk</p> <p>Community Engagement (Communications)</p>

We asked	You said	We did/what we are doing	Contact and Service Area
	<p>Around 90 letters were received from residents and organisations both from and outside the district.</p> <p><u>Exhibitions</u></p> <p>Approximately 123 people attended the exhibitions (Lancaster approx 77 Morecambe approx 46)</p> <p><u>Workshops</u></p> <p>A total of 36 residents attended the workshops (Lancaster - 22 Morecambe - 14)</p> <p><u>Comments and suggestions</u></p> <p>Approximately 400 comments and suggestions were received from the questionnaires and workshops covering many of the budget consultation but also non related issues.</p>	<p>Leader of the Council and other Cabinet members.</p> <p>Having considered the feedback, Cabinet will meet again on 16 February 2010 in order to finalise its budget recommendations to Full Council for approval on 3 March 2010.</p> <p>You will be able access the outcome of this meeting via the council's web page www.lancaster.gov.uk (council and democracy/meetings and minutes).</p>	

We asked	You said	We did/what we are doing	Contact and Service Area
<p>Draft Infrastructure Schedule</p>	<p>Concerned that not all County Council services are covered – Children Centres and Youth and Community Facilities.</p> <p>Also highlighted the need to consider infrastructure proposed as part of waste and mineral responsibilities of the Council.</p> <p>Requested that any proposals impacting on the rail network be flagged up to Network Rail</p> <p>Highlights the need to include planned improvements to Lancaster-Morecambe- Heysham rail line including the electrification of the Heysham line. This isn't included in the costings at the moment. Also highlights the need to consider upgrading of the Heysham line especially given the planned nuclear expansion at Heysham.</p> <p>Also highlights the need for additional investment in tourism opportunities in the District – opportunities for alternative uses for the Castle following the current prison lease are encouraged.</p> <p>Highlight importance of green infrastructure.</p>	<p>County Council are undertaking work on Children Centres and Youth and Community facilities and will be forwarding information once it is available.</p> <p>We will investigate obtaining additional information on network rail investment plans.</p> <p>We will also investigate additional information on heritage and leisure investment.</p> <p>Sent copy of transport information to HA for further input. The reply said that they are unable to supply any further information.</p>	<p>Planning and Housing Policy Manager – Maurice Brophy</p> <p>Telephone: 01524 582330</p> <p>Email: mbrophy@lancaster.gov.uk</p> <p>Regeneration and Policy</p>



We asked	You said	We did/what we are doing	Contact and Service Area
Local Brownfield Strategy.	<p>Requested additional information on the schedule to enable HA to provide information on their proposals for the future.</p> <p>Highlight the importance of non physical infrastructure for influencing travel behaviour in developing an evidence base for negotiating developer contributions.</p>	<p>All the comments have been noted. We have Included additional text in the strategy to ensure that flexibility is incorporated in the monitoring framework to allow for review if new information is provided.</p>	<p>Planning and Housing Policy Manager – Maurice Brophy Telephone: 01524 582330 Email: mbrophy@lancaster.gov.uk Regeneration and Policy</p>
	<p>Highlighted need to consider any potential impacts of Waste and Minerals LDF.</p> <p>Requested that any proposals impacting on the rail network be flagged up to Network Rail</p> <p>Supports recommended final use of the LBS Study. Highlights how the proximity to neighbouring residential developments will impact on the design and layout of any future proposals for the site.</p> <p>Requested that the report be amended to highlight how the removal of the polo tower will place an added financial burden to the owner.</p> <p>Provided comments on Bulk Road cluster</p>		

We asked	You said	We did/what we are doing	Contact and Service Area
	<p>regarding traffic impacts and the need to set any future development back from the main road to improve access into the site. Also highlighted the need to protect listed/historic building on the Kingsway site.</p> <p>Supports use of PDL sites – need to recognise high levels of biodiversity on pdl sites.</p> <p>Detailed assessments will also be required on a number of sites in proximity to international and nationally designated sites (may be relevant for clusters 7 and 8).</p> <p>Early consultation required for any site in proximity to SRN. Considered to be limited commentary on accessibility characteristics of clusters.</p> <p>Support identification of cluster 1 as highest priority.</p> <p>Do not agree that the site is covered by mature woodland.</p> <p>Considers that the whole site acts as a buffer between Lancaster west and the open countryside.</p> <p>Support the identification of this site within NLUD.</p> <p>Consider that the restrictive site specific</p>		



We asked	You said	We did/what we are doing	Contact and Service Area
	<p>measures of site would prejudice the suggested wider masterplan for the area. Require a more pro-active form of development on this site – would not support the use of this site for just public open space. Keen to work with the LA to bring this site forward. Have concerns with how the site is assessed particularly in regards to ecology. Consider that the strategy needs to make reference to updating and reviewing when supplementary information or alternative approaches are put forward for priority sites in order not to prejudice alternative development options and to take account of the most up-to-date Information.</p>		

We asked	You said	We did/what we are doing	Contact and Service Area
Village Surveys	<p>Highlighted need to consider any potential impacts of Waste and Minerals LDF.</p> <p>Requested that any proposals impacting on the rail network be flagged up to Network Rail</p> <p>Highlight the need to consider AONB Management Plans and objectives when dealing with any future proposals in Silverdale. Also need to be aware of landscape character assessment work being undertaken in the Arnside and Silverdale AONB.</p> <p>The Agency welcomes the inclusion of any accessibility mapping exercise with the local authorities LDF documents.</p>	We will amend report to include reference to Arnside and Silverdale AONB.	<p>Planning and Housing Policy Manager – Maurice Brophy</p> <p>Telephone: 01524 582330</p> <p>Email: mbrophy@lancaster.gov.uk</p> <p>Regeneration and Policy</p>