

Lancashire County Council

Cabinet

Thursday, 11th October, 2018 at 2.00 pm in Committee Room 'B' (The Diamond Jubilee Room) - County Hall, Preston

Agenda

Part I (Open to Press and Public)

No. Item

1. **Apologies for Absence**
2. **Disclosure of Pecuniary and Non-Pecuniary Interests**
Members are asked to consider any Pecuniary and Non-Pecuniary Interests they may have to disclose to the meeting in relation to matters under consideration on the Agenda.
3. **Minutes of the Meeting held on 13 September 2018** (Pages 1 - 8)

Matters for Decision:

The Leader of the County Council - County Councillor Geoff Driver CBE

4. **Procurement Report - Request Approval to Commence Procurement Exercises** (Pages 9 - 18)

The Cabinet Member for Highways and Transport - County Councillor Keith Iddon

5. **Proposed Amendments to the Highways and Transport Capital Programmes** (Pages 19 - 22)
6. **Highways Management Plan** (Pages 23 - 26)
7. **The University of Central Lancashire Masterplan and Associated Highway Project Approval of Design** (Pages 27 - 58)
8. **Community Transport - Results of Consultation on Proposals to Reduce Funding** (Pages 59 - 110)

Please note that Appendix 'B' to this report is in Part II and appears as Item No. 21 on the Agenda.

**The Cabinet Member for Economic Development, Environment and Planning -
County Councillor Michael Green**

9. **Consultation on Government proposals to introduce permitted development rights for shale gas exploration** (Pages 111 - 116)
10. **Inclusion of shale gas production projects in the Nationally Significant Infrastructure Project regime** (Pages 117 - 122)

**The Cabinet Member for Children, Young People and Schools - County
Councillor Susie Charles**

11. **Awarding of Small Grants to Third Sector Groups which are Registered with the Children and Family Wellbeing Service, including Grants to Individual Young People** (Pages 123 - 126)

The Cabinet Member for Adult Services - County Councillor Graham Gooch

12. **Adult Social Care Winter Plan 2018/19** (Pages 127 - 150)
13. **Care, Support and Wellbeing of Adults in Lancashire - Our Vision** (Pages 151 - 178)

Matters for Information:

14. **Urgent Decisions taken by the Leader of the County Council and the relevant Cabinet Member(s)**

No urgent decisions have been taken since the last meeting of Cabinet.

15. **Urgent Business**

An item of urgent business may only be considered under this heading where, by reason of special circumstances to be recorded in the Minutes, the Chair of the meeting is of the opinion that the item should be considered at the meeting as a matter of urgency. Wherever possible, the Chief Executive should be given advance warning of any Member's intention to raise a matter under this heading.

16. **Date of Next Meeting**

The next meeting of the Cabinet will be held on Thursday 8 November 2018 at 2.00 pm at County Hall, Preston.

17. Notice of Intention to Conduct Business in Private

No representations have been received.

Click [here](#) to see the published Notice of Intention to Conduct Business in Private.

18. Exclusion of Press and Public

The Committee is asked to consider whether, under Section 100A(4) of the Local Government Act 1972, it considers that the public should be excluded from the meeting during consideration of the following items of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraph of Part I of Schedule 12A to the Local Government Act 1972 as indicated against the heading to the item.

Part II (Not Open to Press and Public)

The Leader of the County Council - County Councillor Geoff Driver CBE

19. Community Asset Transfers (Pages 179 - 204)

(Not for Publication – Exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972. It is considered that in all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information.)

20. Work to Operational Premises (Pages 205 - 210)

(Not for Publication – Exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972. It is considered that in all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information.)

The Cabinet Member for Highways and Transport - County Councillor Keith Iddon

21. Appendix 'B' of Item 8 - Community Transport - Results of Consultation on Proposals to Reduce Funding (Pages 211 - 222)

(Not for Publication - Exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972. It is considered that in all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information.)

**The Cabinet Member for Economic Development, Environment and Planning -
County Councillor Michael Green**

22. Burnley Town Centre Investments (Pages 223 - 228)

(Not for Publication – Exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972. It is considered that in all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information.)

**The Cabinet Member for Children, Young People and Schools - County
Councillor Susie Charles**

**23. Ribblesdale High School Expansion Project - Fire
Suppression System Review** (Pages 229 - 238)

(Not for Publication – Exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972. It is considered that in all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information.)

**24. Lytham St. Annes Technology and Performing Arts
College** (Pages 239 - 244)

(Not for Publication – Exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972. It is considered that in all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information.)

Angie Ridgwell
Interim Chief Executive and
Director of Resources

County Hall
Preston

Lancashire County Council

Cabinet

Minutes of the Meeting held on Thursday, 13th September, 2018 at 2.00 pm in Committee Room 'B' (The Diamond Jubilee Room) - County Hall, Preston

Present:

County Councillor Geoff Driver CBE Leader of the Council
(in the Chair)

Cabinet Members

County Councillor Albert Atkinson
County Councillor Michael Green
County Councillor Mrs Susie Charles
County Councillor Keith Iddon
County Councillor Peter Buckley
County Councillor Graham Gooch
County Councillor Shaun Turner

County Councillors Azhar Ali and John Fillis were also in attendance under the provisions of Standing Order No. C14(2).

1. Apologies for Absence

There were no apologies.

2. Disclosure of Pecuniary and Non-Pecuniary Interests

None.

3. Minutes of the Meeting held on 9 August 2018

Resolved: That the minutes of the meeting held on 9 August 2018 be confirmed as a correct record and signed by the Chair.

4. Lancashire Safeguarding Boards - Annual Report 2017/18

Jane Booth, Independent Chair of the Lancashire Safeguarding Children and Adults Boards, attended to present the draft annual report of the Boards to cabinet for comment.

Cabinet noted the contribution of the Board to the improvements made in service for children and adults, and expressed its appreciation for the work of both the Boards and the team supporting them.

Resolved: That the draft report be noted

5. Money Matters 2018/19 Position - Quarter 1

Cabinet received a report providing the first quarterly update on the county council's 2018/19 financial position as at the end of June 2018. The report included an update on the current year's financial position for both revenue and capital, and an updated Medium Term Financial Strategy (MTFS).

It was reported that progress had been made to address the significant financial pressures faced by the council, but much work was still required to ensure the council could achieve a financially sustainable position over the strategy period.

Resolved: That:

- i. the current forecast overspend of £2.680m on the revenue budget in 2018/19 be noted.
- ii. the reduced funding gap of £135.300m covering the period 2019/20 to 2022/23 as set out in the revised financial outlook forecast for the council, be noted.
- iii. the budget adjustments for 2019/20, and following years' increases, included in the revised MTFS, be approved
- iv. the contents of the county council's reserves position be noted, and the transfers between reserves contained within the report be approved.
- v. the re-profiled Capital Delivery Programme of £114.817m for 2018/19 be approved.
- vi. the current forecast under-delivery of £3.435m on the capital programme in 2018/19 be noted.

6. Procurement Report - Request Approval to Commence Procurement Exercises

Cabinet considered a report seeking approval to commence the following procurement exercises in accordance with the county council's procurement rules:

- i. Provision of a food distribution network
- ii. Provision of Extra Care Services at Primrose Gardens
- iii. Provision of Legionella Risk Assessment Services
- iv. Provision of Banking Services

Resolved: That the commencement of procurement exercises for the following areas be approved:

- i. Provision of a food distribution network
- ii. Provision of Extra Care Services at Primrose Gardens
- iii. Provision of Legionella Risk Assessment Services
- iv. Provision of Banking Services

7. Change to Debt Management Policy

Cabinet received a report setting out a proposed amendment to the county council's debt management policy, to remove the limit on debt referrals to a debt collection agency to allow decisions on debt recovery to be determined on a case by case basis.

Resolved: That the removal of the current £1,500 limit on debt that can be passed to the appointed debt collection agency for collection be approved.

8. Appointment of Trustee - Marsden Heights Educational Foundation

Cabinet considered a report seeking a nomination to act as the council's trustee on the Marsden Heights Educational Foundation.

Resolved: That County Councillor Albert Atkinson be appointed to serve as the council's trustee on the Marsden Heights Educational Foundation.

9. Tree Safety Management Guidance - Risk Based Inspections

Cabinet considered a proposed Tree Safety Management Guidance document, which included proposals to include the inspection of trees within the highway safety inspection regime, and a risk-based approach to maintenance and management of trees considered to pose a risk to highway users.

It was noted that, wherever possible, officers would provide timescales for work on trees when issues were identified.

Resolved: That the Tree Safety Management Guidance, as set out in the report, be approved.

10. Signing Policy (Tourist and Leisure Destinations)

Cabinet received a report setting out a proposal to update the county council's policy on the use of "white on brown" tourist and leisure destination signing, replacing current guidance and ensuring that applications would be assessed in a transparent and equitable manner in line with national legislation.

Resolved: That the policy set out in the report for evaluating applications for tourism signing, and the provision and ongoing maintenance of any such signing, be approved.

11. Proposed Amendments to the Highways and Transport Capital Programmes

Cabinet considered a report presenting amendments to the approved Highways and Transport Capital Programmes in order to meet emerging priorities and to respond to some unanticipated service demands.

Resolved: That the proposed amendments to the Highways and Transport Capital Programmes be approved

12. Road Traffic Regulation Act (Lancashire County Council) (Preston City Centre) (Revocation and Bus Lanes) Order 201*

Cabinet received a report setting out proposals to introduce cycling provision on the Fishergate Hill bus lane and to revoke the bus lane on the Church Street approach to its junction with Ring Way. It was noted that this order would also assist in simplifying the administration of bus lane enforcement within the city centre.

Resolved: That the proposals in connection with Fishergate Hill and Church Street as set out in the report be approved.

**13. Road Traffic Regulation Act 1984
Moss Hey Lane, Mere Brow, West Lancashire Borough, Prohibition of
Driving Order**

Cabinet considered a report proposing the prohibition of motor vehicles from using the southern arm of Moss Hey Lane at its junction with Southport New Road (A565) north east of Mere Brow.

Resolved: That the Prohibition of Driving Order of the southern arm of Moss Hey Lane at its junction with the A565 Southport New Road be approved.

14. Section 106 Highway Works, Church Road, Tarleton

Cabinet received a report on the installation of a zebra crossing on Church Road, to be fully funded by a Section 106 Agreement under the Town & Country Planning Act 1990.

Resolved: That the addition of £22,000 to the externally funded block of the 2018/19 Capital Programme be approved.

15. Procurement of Services to deliver the Lancashire Careers Hub

A report was presented proposing a waiver to the county council's procurement rules to allow the completion of a direct award contract with Inspira to the value of £120,000 for the delivery of the careers hub service, following the Lancashire Enterprise Partnership being selected by the national Careers and Enterprise Company to deliver one of 20 pilot 'careers hubs'.

Resolved: That

- i. the proposal to waive the procurement rules to allow the county council to enter into a contract with Inspira Cumbria Ltd (Inspira) for the delivery of the careers hub service be approved.
- ii. the Director of Finance and Director of Economic Development and Planning be authorised to finalise the contractual arrangements and funding principles, on behalf of the Lancashire Enterprise Partnership and the county council.

16. Awarding of Small Grants to Third Sector Groups which are Registered with the Children and Family Wellbeing Service, including Grants to Individual Young People

Cabinet considered a report setting out the recommendations of District Youth Councils in relation to the award of small grants to third sector groups.

Resolved: That the recommendations of the District Youth Councils on the applications for grants from third sector groups which are registered with the Children and Family Wellbeing Service, as set out in the report, be approved.

17. Pennine Plan: Improving Health, Care and Well Being in Pennine Lancashire

Cabinet considered a report providing an overview of how the proposals for improving health, care and wellbeing across Pennine Lancashire have been developed and recommending the Pennine Plan for approval.

Resolved: That:

- i. the Pennine Plan, as set out in the report, be approved as the blueprint for health and care transformation in Pennine Lancashire.
- ii. assurance be sought from the Pennine Partnership that in its delivery of the Pennine Plan it will also take account and ensure delivery of the emerging priorities of the Lancashire and South Cumbria Integrated Care System.

18. The future of Lower Ridge, Burnley - Older Person's Residential Care Home

Cabinet considered a report setting out the results and implications from a recently completed consultation exercise about the future of Lower Ridge older persons' residential care home in Burnley.

Cabinet were advised of the background to the decision, including information on occupancy rates, building condition, alternative provision and future options. Staff at Lower Ridge were praised for their efforts to provide a high level of quality care for residents in the face of a number of difficulties. Detailed analysis was provided on the consultation, the key issues raised and the council's view and response to the points raised. It was emphasised that, in making the decision, discretion and flexibility must be provided in order to properly support current residents and their families.

Resolved: That:

- i. the background and rationale for considering the possible closure of Lower Ridge as set out in the report be noted.
- ii. the results of the consultation process conducted between 23 April and 15 July 2018 be noted.
- iii. the closure of Lower Ridge Older Person's Residential Care Home, Burnley, be approved.
- iv. the Director of Adult Services be authorised to:
 - i) Ensure a schedule is drawn up for the home closure, that balances the need for each individual and their family to have appropriate time to make decisions against the overall need for the closure process, to be managed within a timescale that minimises uncertainty for residents, families and staff affected.
 - ii) Hold any appropriate vacancies within county council operated care homes in East Lancashire, until current Lower Ridge residents and their families have had an opportunity to decide to which home they would prefer to move.
 - iii) Ensure appropriate delegation of responsibility for officers to exercise oversight, discretion and flexibility in agreeing fee levels for Lower Ridge residents who wish to move into independent sector homes.
- v. the county council's proposal to collaborate with local government and NHS partners to develop Extra Care services for older people in Burnley be endorsed in response both to the strategic needs of the area and the views of local people and stakeholders expressed through this consultation.

19. Housing with Care and Support Strategy 2018 - 2025

Cabinet considered a draft Housing with Care and Support Strategy 2018 – 2025, which outlined the county council's proposals in relation to the development of Housing with Care and Support for older adults and younger adults with disabilities.

Resolved: That

- i. the draft Housing with Care and Support Strategy 2018 – 2025, as set out in the report, be endorsed.
- ii. the undertaking of consultation with key partners on the draft strategy be approved.
- iii. the Executive Director of Adult Services and Health & Wellbeing, in consultation with the Cabinet Member for Adult Services and the Cabinet Member for Health and Wellbeing, be authorised to make any necessary amendments to the Strategy at the conclusion of the consultation.

20. Chorley Council Extra Care Scheme - Care and Support Model

Cabinet received a report setting out the preferred care and support model for the new Extra Care scheme in Chorley (Primrose Gardens), to which the county council has contributed £1 million of capital funding.

Resolved: That the preferred model for the new Chorley Extra Care Scheme (Primrose Gardens) as set out within the report, including a core weekly charge of £17.50, be approved.

21. Urgent Decisions taken by the Leader of the County Council and the relevant Cabinet Member(s)

The Urgent Decision taken by the Leader and relevant Cabinet Members was noted.

22. Urgent Business

There was no urgent business.

23. Date of Next Meeting

It was noted that the next meeting of Cabinet would be held on Thursday 11 October 2018 at 2.00pm at County Hall, Preston.

24. Notice of Intention to Conduct Business in Private

Cabinet noted the Notice of Intention to Conduct Business in Private and that no representations had been received.

25. Exclusion of Press and Public

Resolved: That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting during consideration of the following items of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraph of Part I of Schedule 12A to the Local Government Act 1972 as indicated against the heading to the item.

26. Appointment of Building Schools for the Future Consultant

(Not for Publication – Exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972. It is considered that in all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information.)

Cabinet considered a report setting out a proposal to appoint a Building Schools for the Future consultant.

Resolved: That the recommendation set out in the report be approved

27. Works to Operational Premises

(Not for Publication – Exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972. It is considered that in all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information.)

Cabinet considered a report setting out required works to operational premises.

Resolved: That the recommendations set out in the report be approved

28. Community Asset Transfers - former Thornton Young People's Centre

(Not for Publication – Exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972. It is considered that in all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information.)

Cabinet considered proposals for a Community Asset Transfer in relation to the former Thornton Young People's Centre

Resolved: That the recommendation set out in the report be approved

Angie Ridgwell
Interim Chief Executive
and Director of Resources

County Hall
Preston

Report to the Cabinet

Meeting to be held on Thursday, 11 October 2018

Report of the Head of Service - Procurement**Part I**

Electoral Division affected:
(All Divisions);

Procurement Report - Request Approval to Commence Procurement Exercises
(Appendix 'A' refers)

Contact for further information:

Rachel Tanner, Tel: (01772) 534904, Head of Service Procurement,
rachel.tanner@lancashire.gov.uk

Executive Summary

In line with the county council's procurement rules, this report sets out a recommendation to approve the commencement of the following procurement exercises:

- (i) Application of Surface Treatments to Carriageway and Footway
- (ii) Mechanical and Electrical Partnering Framework
- (iii) Construction Works Over £100,000
- (iv) CYP Agency Residential – Block Bed Purchases

This is deemed to be a Key Decision and the provisions of Standing Order C19 have been complied with.

Recommendation

Cabinet is asked to approve the commencement of the procurement exercises as set out in Appendix 'A' for the areas identified above.

Background and Advice

Appendix 'A' of this report sets out the details of the individual procurement exercise and the basis upon which it is proposed to carry out the processes, including:

- the description of the supplies/services/works being procured;
- the procurement route proposed;
- the estimated annual contract value;
- the proposed basis for the evaluation of the tender submissions

Where approval has been received from the Cabinet to undertake a tender process which is deemed to be a Key Decision, the subsequent award of the contract on the satisfactory completion of the tender exercise shall not be deemed a Key Decision and can be approved by the relevant Head of Service or Director.

On conclusion of the procurement exercises, the award of the contracts will be made under the county council's scheme of delegation to heads of service, and in accordance with the council's procurement rules.

Consultations

Relevant Heads of Service and key operational staff have been consulted in drawing up the proposals to undertake the procurement exercises included within this report.

Implications:

This item has the following implications, as indicated:

Risk management

Financial

The estimated value of the contracts will be contained within the current budget for service areas. If significant variations should result then a further report to cabinet will be required.

Legal

Failure to take the steps to lawfully procure new contracts and continuing with the current arrangements where applicable would contravene the council's procurement rules and the Public Contracts Regulations 2015. Furthermore, failure to award the contracts may result in the county council facing difficulties in delivering services.

List of Background Papers

Paper	Date	Contact/Tel
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None

Reason for inclusion in Part II, if appropriate

N/A

<p>Cabinet Member Cabinet Member for Highways & Transport</p>		
<p>Procurement Title Application of Surface Treatments to Carriageway and Footway.</p>		
<p>Procurement Option OJEU – Works Open tender.</p>		
<p>New or Existing Provision Existing. The current contract for Surface Dressing will expire on 31st March 2019.</p>		
<p>Estimated Annual Contract Value and Funding Arrangements The estimated annual value is £5.5m of which £4.5m is based on the council's current spend, £0.5m is based on the spend figure provided by Blackburn with Darwen Council and £0.5m is based on spend figure provided by Blackpool Council.</p> <p>The estimated total value over the duration of the contract period including extensions is £44,000,000.</p> <p>There is no guarantee of any works, this is subject to network condition, the type of treatments and budget availability.</p> <p>The work will be funded by the relevant authority's capital budget.</p>		
<p>Contract Duration The Contract will be let for an initial period of four years with an option to extend the contract by a maximum of a further four years (in two year periods (4+2+2)), provided that the total contract period does not exceed a maximum of eight years.</p>		
<p>Lotting The contract will not be lotted as there is a need for consistent quality of works, design, efficiency in planning and supervision and standardisation of pricing across Lancashire.</p>		
<p>Evaluation The industry standard PAS91 Selection Questionnaire will be issued to all suppliers who express an interest to supply;</p> <p>Part 1 will gather basic information about the supplier,</p> <p>Part 2 will establish if there are grounds for exclusion and</p> <p>Part 3 will determine that the supplier meets the selection criteria in respect of their financial standing, technical capacity and the ability.</p> <p>The weighting for the project specific questions is:</p> <table border="1" data-bbox="209 1809 1018 1865"> <tr> <td>Quality Criteria 20%</td> <td>Financial Criteria 80%</td> </tr> </table> <p>5% of the Quality Criteria weighting will be allocated to evaluate Social Value.</p> <p>The reason for a higher weighting being applied against the financial criteria is due to quality aspects being evaluated as part of the PAS91 Selection Questionnaire.</p>	Quality Criteria 20%	Financial Criteria 80%
Quality Criteria 20%	Financial Criteria 80%	

Contract Detail

The scope of the new contract will include design and installation of surface dressing, micro-asphalt, slurry sealing and associated road markings across the greater Lancashire communities to include Blackburn with Darwen Council and Blackpool Council.

The contract start date is 7th January 2019 and will allow for the design and planning of works in advance of the application of the surface treatments which are due to commence in April/May 2019.

A single contractor will be appointed and the contract will be issued using the industry standard NEC terms and conditions of contract which will include clauses to terminate through convenience or poor service. Commitment to use the contract is subject to funding.

The contract will be reviewed annually. The Price Adjustment Formulae Indices Series 4 – Highways Maintenance issued by the Building Cost Information Service (BCIS), part of the Royal Institution of Chartered Surveyors (RICS) will be used to cap the maximum increase, there will be no cap on price decreases. Benchmarking with other Authorities will also be undertaken.

Cabinet Member

Leader of the County Council

Procurement Title

Mechanical & Electrical Works Partnering Framework

Procurement Option

OJEU - Restricted Procedure

New or Existing Provision

Existing provision. Current contractual arrangements are due to expire on the 28 February 2019.

Estimated Annual Contract Value and Funding Arrangements

Approximately £2,500,000 to £3,000,000 per annum

Up to £12,000,000 total framework value

The value of this Framework Agreement may fluctuate and will be subject to works and repairs being undertaken over the contract period.

The new framework value has been set to provide flexibility over the four year term of the Agreement. There is no commitment, or guarantee of the value of work and/or number of orders to be placed with any provider awarded a place on the framework.

The work will be financed by a mixture of both capital and revenue funding.

Contract Duration

The Framework Agreement will be let for an initial period of two years from the 01 March 2019 to 28 February 2021, with an option to extend the framework beyond the initial term by a maximum of a further two years until 28 February 2023.

Lots

The Framework will be lotted as follows:

- Lot 1 - Mechanical works
- Lot 2 - Electrical works

It is envisaged that a maximum of 5 providers will be appointed to each lot.

Evaluation

The Framework will be established by evaluating suppliers against the following criteria:

Quality Criteria 70%	Financial Criteria 30%
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Of the 70% quality criteria, 10% will be allocated to social value.

Contract Detail

The Framework Agreement will be used by the Design & Construction service to deliver mechanical and electrical works, primarily at Schools/Academies and other Council buildings. The scope of the work includes direct engineering projects such as school boiler refurbishments, electrical rewires, installation of electrical fittings and equipment.

The majority of contracts let under the framework will be allocated to providers on a rotational basis. In instances where it is considered beneficial to conduct a direct

award, the council reserves the right to do so in accordance with the published criteria set out within the invitation to tender documentation.

Cabinet Member

Leader of the County Council

Procurement Title

Provision of Construction Works Over £100,000

Procurement Option

OJEU - Restricted Procedure

New or Existing Provision

Existing provision. Current contractual arrangements are due to expire on the 31 January 2019

Estimated Annual Contract Value and Funding Arrangements

Approximately £8,000,000 to £10,000,000 per annum

Up to £40,000,000 total framework value

The value of the Framework Agreement may fluctuate and is subject to works and repairs being undertaken over the contract period.

The new Framework Agreement value has been set to provide flexibility over the four year term. There is no commitment, or guarantee of the value of work and/or number of orders to be placed with any provider awarded a place on the Framework.

The work will be financed by a mixture of both capital and revenue funding.

Contract Duration

The Framework Agreement will be let for an initial period of two years from the 01 February 2019 to 31 January 2021, with an option to extend the framework beyond the initial term by a maximum of a further two years until 31 January 2023.

Lots

This Framework will be divided into eight Lots.

Lot 1 - Building;

Lot 2 - Mechanical;

Lot 3 - Electrical;

Lot 4 - Roofing;

Lot 5 - Demolition;

Lot 6 - Landscaping;

Lot 7 - Windows;

Lot 8 - Fire and Flood Damage Repairs.

It is envisaged that a maximum of ten providers will be appointed to each lot.

Evaluation

The Framework will be established by evaluating suppliers against the following criteria:

Stage 1: mandatory and discretionary grounds to ascertain suppliers' financial, technical capability and ability to demonstrate their experience in operating in compliance with Industry standards.

Stage 2: Evaluation will be based on 100% project-specific questions (Quality Criteria) and will be based on project specific questions for each Lot. This will determine the suppliers' ability to meet the specific requirements for each Lot. The project specific questions will include social value, at 10% of the overall weighting.

Price will be evaluated and considered as part of each further competition under the Framework.

Contract Detail

The Framework Agreement will be used by the Design & Construction service to deliver works (as outlined within the description of each of the Lots), primarily at School/Academies and other Council buildings.

Works will be awarded to suppliers within each Lot following a further competition process with award being made on the basis of lowest price.

Cabinet Member Leader of the County Council	
Procurement Title Supply of CYP Agency Residential Services – Block Purchasing Agreement	
Procurement Option OJEU – Open Tender	
New or Existing Provision New arrangements for securing residential services for Children and Young People. Currently these placements are sourced via the CYP Agency Flexible Agreement.	
Estimated Contract Value and Funding Arrangements Approximately £4,000,000 per annum funded from within the existing Childrens Agency Residential budget provision. Up to £20,000,000 total value of contract.	
Contract Duration Initial period of 2 years with the option to extend the contract beyond the initial term by a maximum of a further 3 years.	
Lotting This service will be divided into 3 block contracts to ensure this opportunity is available to a number of potential suppliers as well as sharing the risk (ie if one provider can't provide a placement due to compatibility, another one may). Tenderers will be restricted to winning one block contract.	
Evaluation	
Quality Criteria 60%	Financial Criteria 40%
A social value question will be included within the Quality criteria with a weighting of 10%.	
Contract Detail	
<p>The numbers of children looked after (CLA) across the North West are at unprecedented levels. This, coupled with plateauing use of fostering, has led to a significant increase in the use of agency children's home placements through the CYP Flexible Agreement. It can be challenging to find suitable, local children's home placements to meet need, particularly for our most complex CLA. However, there is also a pressing need to ensure that we have sufficient local provision available to meet need. LCC has 190 CLA (excluding SEND) in a children's home placement at any one time, with 75% placed in agency provision.</p> <p>The CYP residential placement providers currently have an advantage over the Council in that placements for CYP in appropriate environments are difficult to source.</p> <p>Provider engagement has identified that the only way to guarantee exclusivity of use would be to block purchase placements. Whilst a small number of providers indicated that they would not wish to enter into such an arrangement (as current market conditions support a continuation of the status quo), the majority indicated that they may be interested, particularly if the risk was shared across a number of providers.</p>	

As this would be an untested model in Lancashire, it is recommended that:

- only half of LCC's predictable need for agency children's home placements is block purchased initially, from up to 3 providers;
- each provider is contracted to provide a mix of both complex and mainstream placements in order to support robust step down arrangements;
- strict contract monitoring and challenge arrangements are established to ensure that block purchasing arrangements are maximised.

Each of the 3 Lots will include the following service provision:

- 1 Solo Placement
- 3 Complex Placements
- 4 Mainstream Placements
- **Total of 24 placement available.**

It is intended that new referrals are shared with the 3 appointed providers and a placement is chosen from the offers received following a review undertaken by the social worker.

The success of this service will depend on establishing an excellent collaborative working relationship between the Council and the successful organisations to ensure maximum usage of this guaranteed purchase. The quality criteria will enable tenders to be evaluated against criteria designed to test this area of provider's bids.

The Authority intends to include a mechanism to increase the number of placements purchased under the block contracts if the project proves successful or there is a need to support greater demand. There would also exist the ability to decrease the number of placements purchased if demand decreases or performance is poor. Where such changes fall within existing budgets and the scope of the established contracts it is proposed that the decision to modify the contract will be taken by the Head of Service.

The contracts are expected to commence in July 2019.

Report to the Cabinet

Meeting to be held on Thursday, 11 October 2018

Report of the Head of Policy, Information and Commissioning (Live Well)**Part I**Electoral Divisions affected:
(All Divisions);**Proposed Amendments to the Highways and Transport Capital Programmes**
(Appendix 'A' refers)

Contact for further information:

Janet Wilson, Tel: (01772) 538647, Commissioning Manager

janet.wilson@lancashire.gov.uk

Executive Summary

As part of the normal process of service delivery the approved Highways and Transport Capital Programmes now require certain amendments in order to meet emerging priorities and to respond to some unanticipated service demands. The proposed amendments are set out at Appendix 'A'.

This is deemed to be a Key Decision and the provisions of Standing Order C19 have been complied with.

Recommendation

Cabinet is asked to approve the proposed amendments to the Highways and Transport capital programmes as set out at Appendix 'A'.

Background and Advice

The detailed highways and transport capital programmes of work have previously been approved by the Cabinet Member for Highways and Transport. The proposed amendments are set out at Appendix 'A'.

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

The changes to the highways and transport programmes are required to ensure that emerging priorities and unanticipated service demands can be addressed.

Financial

The financial implications of the proposed changes at Appendix 'A' will be funded from within the overall approved programme allocations (£6,000) and by additional borrowing of £854,000.

List of Background Papers

Paper	Date	Contact/Tel
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None

Reason for inclusion in Part II, if appropriate

N/A

Appendix A: Proposed Amendments to the Approved Highways and Transport Capital Programmes

Project Details							
No	Scheme Name	Division/ District	Change Required	Original Approved Allocation	Additional Funding Required	Released Funding	Proposed Scheme Allocation
			New Start 2016/17 Fishergate Central Gateway				
1.	Fishergate Phase 1	Preston City, Preston	Urgent remedial works are required to repair the crossing on Fishergate Hill near the railway station in the city centre. The original works on this scheme were funded from the Fishergate Phase 1 City Deal programme of which £9,000 remains in the budget. It is anticipated that the repairs will cost £15,000, and as such it is proposed that the additional £6,000 required is funded from the Transport Contingency.	£4,036,000	£6,000	£0	£4,042,000
			Revised New Start 2016/17 Fishergate Central Gateway	£4,036,000	£6,000	£0	£4,042,000
			Various New Start Years: A, B & C Roads / Urban & Rural Unclassified				
2.	Various as necessary	Various across the county	<p>This year's summer was one of the longest and hottest on record, which as a consequence, caused road temperatures to be considerably higher for a much longer period of time than is usual. As a result of these high road temperatures the bituminous layer on several of Lancashire's roads softened and 'bled through' the aggregate creating a flush surface layer. As bitumen has little skid resistance there is an increased risk of skidding which needs to be addressed.</p> <p>As these issues have been caused by extreme weather there is no possibility of redress from manufacturers or contractors. In August 2018, the Department for Transport was contacted to determine whether similar assistance to that received in 2014 to deal with the extreme winter weather will be available to help fund the remedial works. To date, no response has been received and there has been no government announcement that a grant will be made available.</p> <p>It is estimated that 350,000 square metres of carriageway is in need of work to permanently restore appropriate skid resistance levels. In the short term these roads have been treated with an application of fine grit to give traction. Permanent repair work requires a process called 'hydro blasting' whereby the bitumen that has 'bled' through to the road surface is removed using high pressure water jetting. This will re-establish the carriageway surface texture and the necessary skid resistance. It is estimated that the costs of these repairs will be £854,000, and it is proposed that this additional budget is funded from borrowing.</p>	NA	£854,000	£0	£854,000
			Revised Various New Start Years: A, B & C Roads / Urban & Rural Unclassified	NA	£854,000	£0	£854,000

Report to the Cabinet

Meeting to be held on Thursday, 11 October 2018

Report of the Head of Service Asset Management**Part I**

Electoral Division affected:
(All Divisions);

Highways Management Plan

Contact for further information:

Keith Postlethwaite, Tel: (01772) 534602, Transport Asset Management Policy Officer,
keith.postlethwaite@lancashire.gov.uk

Executive Summary

The current Highway Maintenance Plan was approved in 2009. Since then there have been many changes within the highway sector; including changes to the level of available finance and changes to the way the highway assets are maintained, with a move towards a risk based prioritisation approach.

Changes to policies and codes of practice have previously been reported to and approved by Cabinet or Cabinet Member and the Highway Maintenance Plan, to be renamed Highways Management Plan, is proposed to be updated to consolidate these changes.

It is therefore proposed to update, rename and publish the plan to reflect the changes already approved by Cabinet to individual policies and codes of practice and reflect new industry standards and the 'Well-Managed Highway Infrastructure: A Code of Practice'. It is proposed that this be delegated to the Director of Property Services in consultation with the Cabinet Member for Highways and Transport. Where there are any additional policy or code of practice changes with significant implications for the county council these will be brought to Cabinet for approval and published separately as part of the Highways Management Plan.

Recommendation

Cabinet is asked to:

- (i) Approve the approach outlined above.
- (ii) Authorise the Director of Property Services, in consultation with the Cabinet Member for Highways and Transport, to update, rename and publish the updated Highways Management Plan on the county council's Highways Asset Management Webpage.

Background and Advice

In May 2009, the Cabinet Member for Sustainable Development approved the updated Highways Maintenance Plan which set out the operational standards for highway maintenance on the vehicular highway network across Lancashire.

Whilst these standards have broadly remained the same since 2009, the introduction of the 'Well-Managed Highway Infrastructure: A Code of Practice' in October 2016 (see below), which promoted a risk-based approach together with changes in funding levels and the introduction of new codes of practice has required a review of the Highway Maintenance Plan and the adoption of the principles in the "Code of Practice".

Whilst the 'Well-Managed Highway Infrastructure: A Code of Practice' was published in 2016, it becomes effective from October 2018 and is one of a number of documents that the Department for Transport and the UK Roads Liaison Group have published in recent years to improve vehicular highway asset management competencies across the highway sector. The adoption of the principles contained in the 'Well-Managed Highway Infrastructure: A Code of Practice' is seen as an essential prerequisite towards retaining the county council's Band 3 status for the Department for Transport Self-Assessment; which will allow the county council to receive maximum Highway Maintenance Capital Grant monies.

The highway maintenance activities of the county council are about managing the publically maintainable vehicular highway network as a whole and making risk based and prioritised decisions to ensure the monies spent deliver the greatest benefit for the people of Lancashire. To reflect this it is proposed that the Highway Maintenance Plan be refreshed and renamed the Highways Management Plan which in addition to highway maintenance activities should now include sections relating to risk management activities, highway management activities and performance management.

The proposed Highways Management Plan consolidates into one place many of the changes that have previously been approved in relation to:-

- Transport Asset Management Plan
- Highway Asset Management Framework
- Flood Risk Strategy
- Gully Cleaning Code of Practice
- Lifecycle Plans relating to Street Lighting, Structures and Carriageways
- Resilient Road Network
- Skid Resistant Policy
- Trash Screen Code of Practice
- Vehicular Crossing Code of Practice
- Changes in Service Standards in response to funding constraints, e.g. road markings, grass cutting, road signs and street lighting repairs

It is proposed that where there are any future alterations or additional policy changes, or new codes of practice with significant implications for the county council,

these would be brought to Cabinet for approval and published separately as further parts of the Highways Management Plan.

The proposed Highways Management Plan will be a live document that seeks to establish standards and guides operational practice. In its entirety this will form a large body of work and so any codes of practice or changes to existing policies or codes of practice with significant implications for the county council will be brought to Cabinet for decision when and as appropriate. As such, on-going works in respect of Vehicle Restraint Systems and others, will be presented to Cabinet for consideration.

This approach will streamline the process for keeping the over-arching Plan up to date.

The proposed Highways Management Plan is endorsed by the Highways Infrastructure Asset Management Strategy Board. Once updated this document will be published on the Highways Asset Management webpage at:-

<http://www.lancashire.gov.uk/council/strategies-policies-plans/roads-parking-and-travel/highway-asset-management-in-lancashire/strategies/highway-management-plan/>

This will mean that the plan can be viewed by operational staff, county councillors, stakeholders and the general public at any time, providing an open and transparent insight into how the county council seeks to maintain its vehicular highway assets.

Consultations

Various consultations as outlined in the report.

Implications:

This item has the following implications, as indicated:

Risk management

The county council may not retain its Band 3 status if the streamlined process set out above is not approved and the Highway Maintenance Plan is not able to be updated and published, and would receive a reduced Incentive Fund allocation as a result. The publicising of the Highways Management Plan will potentially increase risk of claims or complaints or queries with implications for resources and so care will be needed with the wording of the plan and responses.

List of Background Papers

Paper	Date	Contact/Tel
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None

Reason for inclusion in Part II, if appropriate

N/A

Report to the Cabinet

Meeting to be held on Thursday, 11 October 2018

Report of the Head of Service, Design and Construction**Part I**

Electoral Divisions affected:
Preston Central West; Preston
City;

**The University of Central Lancashire Masterplan and Associated Highway
Project Approval of Design**
(Appendices 'A' and 'B' refer)

Contact for further information:

Rina Housbey, Tel: (01772) 533763, Principal Roads Design Engineer,
rina.housbey@lancashire.gov.uk

Executive Summary

The University of Central Lancashire (UCLan) has been supported by the county council in the development of a design for the implementation of the highway proposals required to support the UCLan Masterplan development in the Adelphi Quarter area of Preston.

The design phase is nearing completion and the detailed design is attached at Appendix 'A'. Subject to minor changes and technical approval by the county council as Highway Authority, the project will enter the construction phase in the new year. The works will be fully funded by UCLan and project managed by the county council on behalf of UCLan through a Section 278 agreement.

Consultation and engagement with stakeholders has been undertaken by UCLan throughout the development of the Masterplan design with the discussions and conclusions being summarised in the Equality Analysis set out at Appendix 'B'.

This is deemed to be a Key Decision and the provisions of Standing Order C19 have been complied with.

Recommendation

Cabinet is asked to:

- (i) Approve the design for the Masterplan development as detailed at Appendix 'A'.

- | |
|--|
| (ii) Authorise the Head of Service, Design and Construction to make minor changes to the design. |
|--|

Background and Advice

UCLan's Masterplan sets out a vision for a £200m investment over the next decade to create a campus that is more unified and welcoming but importantly integrates with the rest of the City. The design for the Adelphi Quarter extends into sections of Friargate, Corporation Street, Fylde Road, Moor Lane and Adelphi Street as well as minor changes to Harrington Street and the introduction of traffic signals to Victoria Street at its junction with Moor Lane and Adelphi Street to allow bus movements. A key aspect of the Masterplan is the transformation of the Adelphi quarter roundabout based on the principles of Fishergate's 'informal street' project, incorporating a new large public space. There have been improvements to the construction methods and materials, as well as changes to the layout which have been driven by the experience and lessons learned from the earlier phases of the Fishergate project and ongoing dialogue with stakeholders, including vulnerable users.

In March 2015, county council officers received Cabinet Member approval to assist UCLan by advising and guiding on potential changes to the existing highway layout. Further Cabinet approval to support UCLan through the detailed design stage was received in January 2017. Through engagement with stakeholders, the design has been developed by UCLan to the current detailed design stage (Appendix 'A' refers) and the details of the Masterplan project is now entering the final stages of approval by the county council.

It has been previously requested by UCLan, and agreed under the Scheme of Delegation to Heads of Service in March 2017, that the contract be procured via the Scape framework. This has allowed early contractor involvement of the current framework contractor, Balfour Beatty, in the design phase, which has been procured by UCLan, and this will allow this knowledge and experience to be carried through to the construction phase.

The estimated works cost was prepared by UCLan as part of the design process and Cabinet approval was received to add £10.4m to the county council's 2019/20 and 2020/21 capital programme in July 2018. The costs of the highway works will be met by UCLan.

Cabinet is requested to approve the design for the Masterplan development at Appendix 'A' but authorise any minor changes to be made by the Head of Service, Design and Construction.

Consultations

UCLan has carried out a series of consultation events with stakeholders (including vulnerable users) which has informed the design. The original design ideas have been developed and adapted following the ongoing discussions and public consultations, with specific changes having been made arising from feedback

received. These include increasing the proposed kerb height from 40mm to 60mm, the addition of several traffic signal controlled crossing points and a wide strip of material in a higher colour contrast between the footway and channel to assist vulnerable users. The full details of the series of consultations held, and the groups of stakeholders consulted are contained within the Equality Analysis, a copy of which is attached at Appendix 'B'. As the Masterplan development was subject to planning permission granted by the local planning authority, Preston City Council, the final design will be presented to the city council to ensure compliance with the planning conditions, which were put in place to address comments received during the planning permission process.

Implications:

This item has the following implications, as indicated:

Risk Management

Financial

The project will be fully funded by UCLan with advance payment of £10.4m which the University of Central Lancashire estimates will cover the construction cost expenditure involved in delivering the project. Should this amount be insufficient the S278 agreement between the county council and UCLan contains provisions to enable additional monies to be recovered.

Legal

The design is presented for approval but it is advised that minor changes may need to be made as the matter goes forward and that it be reasonable to authorise a senior officer such as Head of Service, Design and Construction to make such minor changes.

The design approval is sought so that the design can be incorporated into the contract with the contractor and the S278 agreement for the funding of the highway works

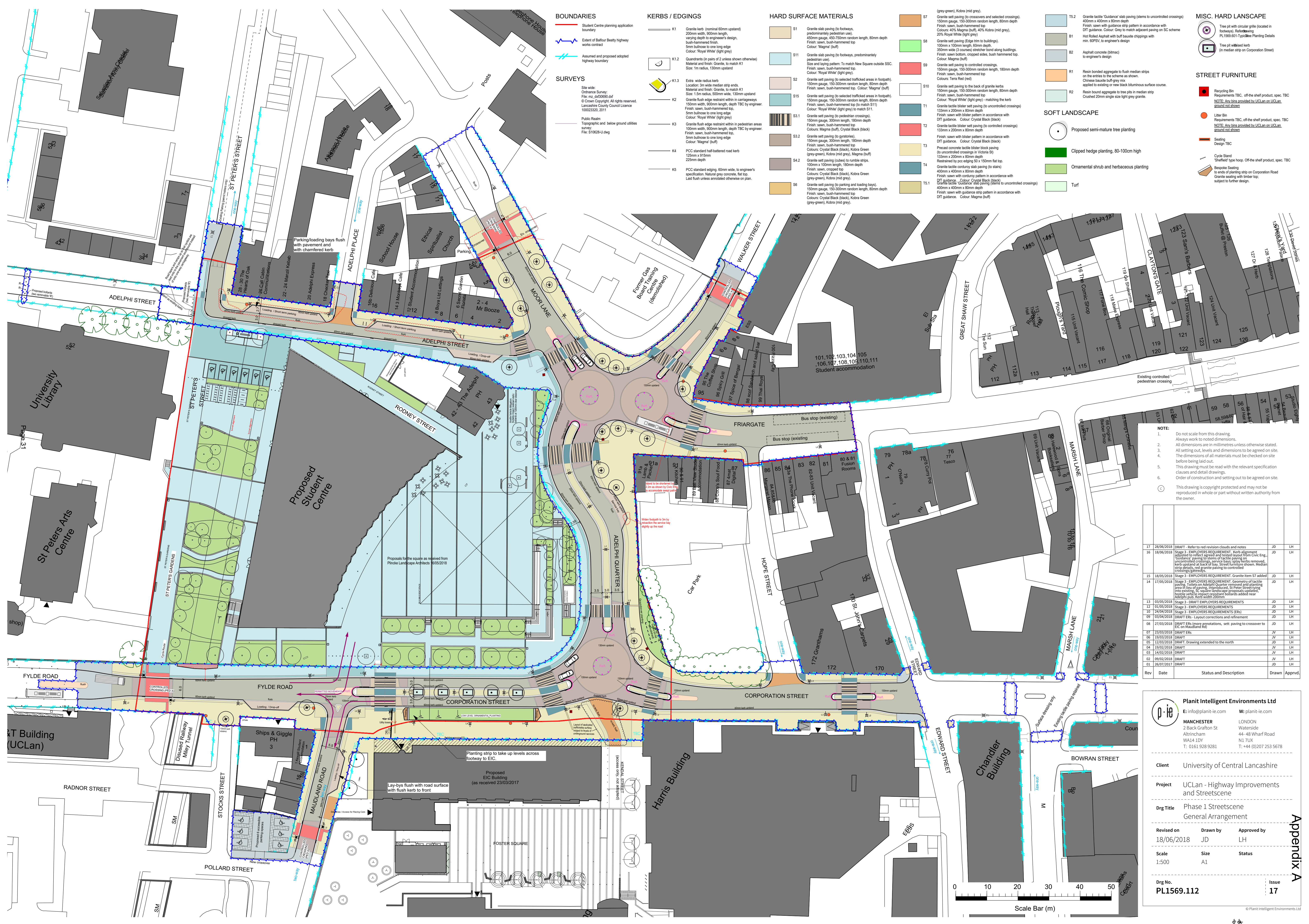
List of Background Papers

Paper	Date	Contact/Tel
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None

Reason for inclusion in Part II, if appropriate

N/A



BOUNDARIES

- Student Centre planning application boundary
- Extent of Balfour Beatty highway works contract
- Assumed and proposed adopted highway boundary

SURVEYS

Site wide:
 Ordnance Survey:
 File: ms_4403990.dwg
 © Crown Copyright. All rights reserved.
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 10002330_2011

Public Realm
 Topographic and below ground utilities survey
 File: S11628-U.dwg

KERBS / EDGINGS

- K1 Granite kerb (nominal 60mm upstand) 200mm width, 900mm length, varying depth to engineer's design, bush-hammered finish. Colour: Royal White (light grey). 5mm bullnose to one long edge.
- K1.2 Quadrants (in pairs of 2 unless shown otherwise) Material and finish: Granite, to match K1. Size: 1m radius, 130mm upstand.
- K1.3 Extra wide radius kerb Location: 3m wide median strip ends. Material and finish: Granite, to match K1. Size: 1.5m radius, 500mm wide, 130mm upstand.
- K2 Granite flush edge restraint within in cartways 150mm width, 900mm length, depth TBC by engineer. Finish: sawn, bush-hammered top. 5mm bullnose to one long edge. Colour: Royal White (light grey).
- K3 Granite flush edge restraint within in pedestrian areas 100mm width, 900mm length, depth TBC by engineer. Finish: sawn, bush-hammered top. 5mm bullnose to one long edge. Colour: Magma (buff).
- K4 PCC standard half-battered road kerb 125mm x 915mm x 225mm depth.
- K5 PCC standard edging, 60mm wide, to engineer's specification. Natural grey concrete, flat top. Last flush unless annotated otherwise on plan.

HARD SURFACE MATERIALS

- S1 Granite slab paving (to footways, predominantly pedestrian use). 450mm gauge, 450-750mm random length, 80mm depth. Finish: sawn, bush-hammered top. Colour: Magma (buff).
- S1.1 Granite slab paving (to footways, predominantly pedestrian use). Size and laying pattern: To match New Square outside SSC. Finish: sawn, bush-hammered top. Colour: Royal White (light grey).
- S2 Granite self paving (to selected trafficked areas in footpath). 150mm gauge, 150-300mm random length, 80mm depth. Finish: sawn, bush-hammered top. Colour: Magma (buff).
- S1.5 Granite self paving (to selected trafficked areas in footpath). 150mm gauge, 150-300mm random length, 80mm depth. Finish: sawn, bush-hammered top. Colour: Royal White (light grey) to match S1.1.
- S3.1 Granite self paving (to pedestrian crossings). 150mm gauge, 300mm length, 180mm depth. Finish: sawn, bush-hammered top. Colours: Magma (buff), Crystal Black (black).
- S3.2 Granite self paving (to gyratories). 150mm gauge, 300mm length, 180mm depth. Finish: sawn, bush-hammered top. Colours: Crystal Black (black), Kobra Green (grey-green), Kobra (mid grey), Magma (buff).
- S4.2 Granite self paving (cubes) to rubble strips. 100mm x 100mm length, 180mm depth. Finish: sawn, crossed top. Colours: Crystal Black (black), Kobra Green (grey-green), Kobra (mid grey).
- S6 Granite self paving (to parking and loading bays). 150mm gauge, 150-300mm random length, 80mm depth. Finish: sawn, bush-hammered top. Colours: Crystal Black (black), Kobra Green (grey-green), Kobra (mid grey).

HARD SURFACE MATERIALS (continued)

- S7 Granite self paving (to crossings and selected crossings). 150mm gauge, 150-300mm random length, 80mm depth. Finish: sawn, bush-hammered top. Colours: 40% Magma (buff), 40% Kobra (mid grey), 20% Royal White (light grey).
- S8 Granite self paving (Edge 9m to buildings). 100mm x 100mm length, 60mm depth. 300mm wide (courses) stretcher bond along buildings. Finish: sawn bottom, crossed sides, bush-hammered top. Colour: Magma (buff).
- S9 Granite self paving to controlled crossings. 150mm gauge, 150-300mm random length, 180mm depth. Finish: sawn, bush-hammered top. Colours: Terra Red (red).
- S10 Granite self paving to the back of granite kerbs. 150mm gauge, 150-300mm random length, 80mm depth. Finish: sawn, bush-hammered top. Colour: Royal White (light grey) - matching the kerb.
- T1 Granite tactile blinder self paving (to uncontrolled crossings). 133mm x 200mm x 80mm depth. Finish: sawn with blinder pattern in accordance with DfT guidance. Colour: Crystal Black (black).
- T2 Granite tactile blinder self paving (to controlled crossings). 133mm x 200mm x 80mm depth. Finish: sawn with blinder pattern in accordance with DfT guidance. Colour: Crystal Black (black).
- T3 Precast concrete tactile blinder block paving (to uncontrolled crossings in Victoria St). 133mm x 200mm x 80mm depth. Restained by pcc edging 50 x 150mm flat top. Granite tactile corduroy slab paving (to stairs). 400mm x 400mm x 80mm depth. Finish: sawn with corduroy pattern in accordance with DfT guidance. Colour: Crystal Black (black). Granite tactile 'Guidance' slab paving (blinded to uncontrolled crossings). 400mm x 400mm x 80mm depth. Finish: sawn with guidance strip pattern in accordance with DfT guidance. Colour: Magma (buff).

MISC. HARD LANDSCAPE

- T5.2 Granite tactile 'Guidance' slab paving (stems to uncontrolled crossings). 400mm x 400mm x 80mm depth. Finish: sawn with guidance strip pattern in accordance with DfT guidance. Colour: Grey to match adjacent paving on SC scheme.
- B1 Hot Rolled Asphalt with buff bauxite chippings with min. 60% 10, to engineer's design.
- B2 Asphalt concrete (bitmac) to engineer's design.
- R1 Resin bonded aggregate to flush median strips on the entrance to the scheme as shown.
- R2 Resin bound aggregate or new black bituminous surface course. Chinese bauxite buff grey mix applied to existing or new black bituminous surface course. Resin bound aggregate to set pits in median strip. Coated 20mm single size light grey granite.

SOFT LANDSCAPE

- Proposed semi-mature tree planting
- Clipped hedge planting, 80-100cm high
- Ornamental shrub and herbaceous planting
- Turf

MISC. HARD LANDSCAPE (continued)

- Tree pit with circular grille (located in footways). Refer to Appendix A for details.
- Tree pit with kerb (in median strip on Corporation Street).

STREET FURNITURE

- Recycling Bin Requirements TBC, off the shelf product, spec. TBC. NOTE: Any bins provided by UCLan on UCLan ground not shown.
- Litter Bin Requirements TBC, off the shelf product, spec. TBC. NOTE: Any bins provided by UCLan on UCLan ground not shown.
- Seating Design TBC
- Cycle Stand Sheffield type hoop. Off the shelf product, spec. TBC.
- Bespoke Seating to ends of parking strip on Corporation Road Granite seating with timber top, subject to further design.

NOTE:

- Do not scale from this drawing. Always work to noted dimensions.
- All dimensions are in millimetres unless otherwise stated.
- All setting out, levels and dimensions to be agreed on site.
- The dimensions of all materials must be checked on site before being laid out.
- This drawing must be read with the relevant specification clauses and detail drawings.
- Order of construction and setting out to be agreed on site.
- This drawing is copyright protected and may not be reproduced in whole or part without written authority from the owner.

Rev	Date	Status and Description	Drawn	Apprvd.
17	28/06/2018	DRAFT - refer to red revision clouds and notes	JD	LH
16	18/06/2018	Stage 3 - EMPLOYERS REQUIREMENT - Kerb alignment updated to reflect agreed and tested layout from Civic Eng. Guidance going to stems of tactile paving on uncontrolled crossings, service bays; spiky kerbs removed, kerb upstand at back of bay. Street furniture shown. Median strip details, new granite paving to controlled crossings/gateways.	JD	LH
15	18/05/2018	Stage 3 - EMPLOYERS REQUIREMENT - Granite item S7 added	JD	LH
14	17/05/2018	Stage 3 - EMPLOYERS REQUIREMENT - Geometry of tactile paving. Toilets on Adelphi Quarter removed and planting area in lieu of paving. Proposed St Peter Street turning into existing, 40 square landscape proposals updated, including public realm proposals added near Adelphi pub. Kerb width 200mm.	JD	LH
13	03/05/2018	DRAFT ERS - DRAFT EMPLOYERS REQUIREMENTS	JD	LH
12	01/05/2018	Stage 3 - EMPLOYERS REQUIREMENTS	JD	LH
10	24/04/2018	Stage 3 - EMPLOYERS REQUIREMENTS (ERS)	JD	LH
09	03/04/2018	DRAFT ERS - Layout corrections and refinement	JD	LH
08	27/03/2018	DRAFT ERS (minor amendments), set paving to crossover to EIC on Maudland Road	JD	LH
07	23/03/2018	DRAFT ERS	JV	LH
06	19/03/2018	DRAFT	JV	LH
05	12/03/2018	DRAFT - Drawing extended to the north	JD	LH
04	19/02/2018	DRAFT	JV	LH
03	14/02/2018	DRAFT	JV	LH
02	09/02/2018	DRAFT	JV	LH
01	26/01/2017	DRAFT	JD	LH

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Client: University of Central Lancashire
 Project: UCLan - Highway Improvements and Streetscene
 Drg Title: Phase 1 Streetscene General Arrangement

Revised on: 18/06/2018 Drawn by: JD Approved by: LH
 Scale: 1:500 Size: A1 Status:

Drg No. PL1569.112 Issue 17



Section 4

Equality

Analysis Toolkit

UCLan Masterplan Highways Changes

For Decision Making Items

August 2018

Question 1 - What is the nature of and are the key components of the proposal being presented?

The UCLan Masterplan Highways Project aims to deliver the changes to the highway alignment needed to achieve the objectives of the UCLan Masterplan and in particular to free up the land required to construct one of the showpiece developments – the new Student Centre and University Squares Project.

The highway changes this will entail include:

- Modification of the current Adelphi/Fylde gyratory system to direct traffic along the southern and eastern boundary of the Square.
- Stopping up of Fylde Street in order to create the new square.
- Improvement of Marsh Lane junction with Corporation Street, with improved signals and clearer pedestrian crossing points.
- Adelphi Street to be closed to vehicles (except for service vehicles and cyclists) between Victoria Street and St Peter's Street.
- Adelphi Street to be made one way northbound from the junction with Moor Lane to St Peter's Street.
- Removal of parking and modification of junctions on Victoria Street to allow use by re-routed buses.
- Closure of Rodney Street and vehicular restrictions along part of St Peter's Square Street.

The project will also bring the style of public realm improvements already delivered elsewhere in the city centre (under the Fishergate Scheme phases 1 and 2) to the university campus area. The projects must be complementary in order to facilitate cost effective ongoing maintenance.

Investment across the city centre's public realm is well underway. The completed Fishergate Central Gateway Phase 1 works represented the first major phase of a wider programme of gateway development work to improve connectivity between the two transport hubs (railway station and bus station) and the key development and commercial "Opportunity Areas" that are located between and adjacent to them.

An aim of the project is to improve connectivity between the UCLan campus area and City Centre.

The UCLan Highways Project will further enhance this by connecting the city's university to the rest of the city centre and with a quality public realm environment.

All these changes correspond with promoting economic growth within the county as a key corporate strategic objective consistent with the aspirations of the City Deal programme and City Centre Plan (draft) alongside other key plans and strategies.

The design strategy will follow the Department for Transport's Local Transport Note 1/11 Shared Space, which is the current best practice document. NB This document was suspended in summer 2018 pending further research and updated guidance from the Government. In a letter dated 25/07/2018 the DfT also advised local authorities to "pause" any shared space schemes involving level surfaces which are still in the design phase and to await further guidance. The UCLan proposals do NOT involve a level surface - there remains a clear delineation between carriageway and footway with a raised kerb edge. The design principles will deliver an "informal streets" scheme rather than "shared space" as defined in the CIHT publication "Creating Better Streets: Inclusive and accessible places" (January 2018).

Question 2 - Scope of the Proposal

Is the proposal likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected?

The proposal will mainly affect the area of Preston around the UCLan campus area, but may impact people from across the county and beyond who study in, visit or pass through the area. Specifically these include:

- UCLan;

- Users of the campus area including students, staff, local residents, motorists (both those accessing the campus and those passing through);
- Local businesses and property owners located along the included routes;
- Preston City Council, Lancashire County Council and community groups wishing to hold events on the newly created event space represented by the new Square.

Question 3 – Protected Characteristics Potentially Affected

Could the proposal have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

And what information is available about these groups in the County's population or as service users/customers?

Younger people may be more impacted by the development, as it is to be expected that they will form a majority of students at UCLan although universities increasingly attract students from a wider age range. It is also recognised that staff and visitors will come from other age groups.

The full range of protected characteristics are likely to be represented amongst students, staff and visitors to the area.

Increased connectivity with the city centre will inevitably result in people with a range of protected characteristics who live, work and visit or pass through Preston potentially being affected by the proposal.

Specific concerns have been raised by disabled people and their representative groups which are addressed in this analysis.

Traditionally UCLan has had a strong reputation of being a university which is committed to meeting the needs of disabled students and may attract a higher proportion of such students arising from its reputation.

There are also concerns from disabled people – particularly visually impaired people – who use the surroundings as a route to reach other destinations or who may be affected by changes in bus routes which could result from the scheme.

Question 4 – Engagement/Consultation

How have people/groups been involved in or engaged with in developing this proposal?

Initially information and consultations which informed the original Fishergate Phase 1 and 2 projects was still available along with some of the Team who had been directly involved in those schemes. These included:

- A formal evaluation of Fishergate Central Gateway Phase 1 which highlighted how people felt about the scheme including their feelings of safety, any change in perceived or actual priorities over vehicles;
- A consultation workshop held with Mobility Stakeholder groups to review Fishergate Phase 1 and consider early designs for Fishergate Phase 2 including Cannon Street.
- Consultation with the general public via a drop in shop
- Ongoing engagement with Mobility Groups/Equality Representatives including representatives from Guide Dogs, Galloways, Deafway, Disability Equality North West, Lancashire

Visually Impaired Forum, Action for Blind People, East Lancashire Learning Disability Partnership Board, Lancs Physical Disability Partnership Board, RNIB, East Lancashire Deaf Society and University of Central Lancashire.

- Feedback from the Central and South Lancashire Learning Disability Partnership Board and individuals contacted through Lancashire County Council's Disabled Workers Forum and Preston Community Transport in addition to individual feedback received from disabled people and their carers/family members, Age UK's 55 Plus group.
- Involvement at specific points of the County Council's Equality and Cohesion Manager and colleagues from the Rehabilitation of Visually Impaired People (ROVI) Team;
- Work undertaken by a comprehensive Design Team including an experienced Landscape Architect and Urban Designer who have continued to work with the Team throughout the various projects and carried forward learning.
- Working with an independent design review team, Places Matter, to challenge the design.

A Lessons Learned session from Fishergate Phases 1 and 2 was held in December 2015 and the results shared with the design team.

Pedestrian surveys undertaken in February 2016.

Equality Representatives Workshops held in April 2016, July 2017 and May 2018 – detailed later.

Cycling representatives consultations took place in June 2016 and June 2018 – consultations had also been held for Fishergate Phases 1 and 2.

Consultations with representatives of taxi drivers took place in June 2016.

Public consultations to present early design stage design ideas to local residents and the general public and to obtain their feedback took place in September 2016.

Full public consultation took place during June 2017 to support the submission of the Student Centre & University Squares planning application in autumn 2017.

Information used included:

Design for Engineering Innovation Centre, Student Centre and associated public square identified operational requirements which impact on the highways network;

Traffic modelling conducted by Lancashire County Council combined with microsimulation network modelling by Crowd Dynamics;

Survey of local businesses servicing and loading requirements.

Use of the guidance explained in the DfT's Local Transport Note 1/11. NB This document was suspended in summer 2018 pending further research and updated guidance from the Government. In a letter to local authorities dated 25/07/2018 the DfT also advised the "pause" of any shared space schemes involving level surfaces which are still in their design phase and to await further guidance. The UCLan proposals do NOT involve a level surface – there remains a clear delineation between the carriageway and footway with a raised kerb edge. The design principles will deliver an "informal streets scheme" rather than a "shared space scheme".

Chartered Institute for Highways and Transportation (CIHT) "Creating Better Streets: Inclusive and accessible places" (January 2018).

Guide Dogs "The Importance of Controlled Crossings for People with Sight Loss" (Autumn 2017)

Influences and Considerations Arising from the Information Used

- Public consultation has enabled the initial proposals to be shared and the feedback received has been used to develop the design.
- At the Equality Representatives Workshop in April 2016 a number of issues and suggestions were raised:
 - It was asked what lessons had been learned from Fishergate Phases 1 and 2 and these were summarised as:

- (i) Concerns about the degree colour contrast between the kerb edge and channel especially in wet conditions
- (ii) There had been claims from several sighted pedestrians that the 40mm kerb height represented a trip hazard and had caused them to fall
- (iii) The provision of a number of courtesy crossings was thought to have worked well.
- (iv) Tactile paving at courtesy crossings was well-received.
- (v) A defined kerb edge of some description is preferred by many visually impaired users, whether using height and/or texture.

These lessons learned have been incorporated into the UCLan design.

- A query was raised about bus stop kerb design and **it was confirmed that raised kerbs will be provided to improve accessibility to/from buses as well as well designed bus shelters. There have subsequently been concerns raised about the visibility of bus shelters at some locations along Fishergate Phases 1 and 2 with improvements being considered that will be applied more widely if they are successful.**
- Provision of designated Blue Badge parking spaces close to buildings. **This will be incorporated into the design for the new Student Centre and the Engineering Innovation Centre. In addition there will be defined drop off areas for taxis and service vehicles.**
- How is traffic to be slowed down around the campus area in general to facilitate safe crossing by pedestrians? **The Design Team explained the design principles of narrowing the carriageways, widening footpaths, use of trees and street furniture to create "edge friction" are all aimed at increasing "driver uncertainty" and thus reducing speed and creating an environment of "courtesy" between motorist and pedestrian. It was also confirmed that Marsh Lane will continue as a signalised junction.**

- Accident rates. **The Design Team confirmed that early indications for Fishergate show a reduction in collisions in terms of frequency and seriousness.**
- Future proofing the scheme with regard to electric vehicles which are silent and quieter cars. **There is a pilot project in Coventry regarding this which the Team will keep under review. Additional alerting systems similar to pelican crossings (with speakers and rotating switch devices) to alert visually impaired people or other users may also be considered. In general it is to be noted, that the traffic will be slower.**
- How will LCC and the University work with key stakeholders to manage navigation around the campus during works?
 - (a) Communications Plan including use of the web site, email notifications and social media. Liaising with relevant organisations.
 - (b) Orientation training for disabled students/visitors as necessary.
 - (c) Published phased construction programme.
 - (d) Published Milestone Completion dates
 - (e) Notifications of all diversion works using web sites, and social media.
 - (f) Additional vigilance and monitoring/checking of footpath surfaces and crossing points by the Project Management Team.
 - (g) Creation of a Mitigation Team who can be contacted to deal with urgent matters as they arise and provide the necessary notifications to key groups and the University community.
 - (h) Signage which must be strategically located for footfall including symbols, tactile and Braille information.
 - (i) Tactile maps – possibly incorporating Braille – for orientation.
 - (j) Project Progress Reports, presentations and workshops to be held on a timely basis.

(k) Adjustments/facilities to be provided such as dropped kerbs for wheelchair users, ambulant disabled scooter users and parents with prams.

- At the further Equality Representatives sessions in July 2017 the visually impaired representatives raised a number of further concerns, particularly about the proposed road crossing arrangements:
 - (i) Visually impaired pedestrians are uncomfortable sharing pavements with cyclists and felt that they present as much of a hazard to them as motorists.
 - (ii) A lot of street furniture, particularly large benches, was said to be difficult to navigate with a guide dog. **Design Team advised that there are a lot of benches on Fishergate in order to allow people to sit and rest when tired from shopping on what is a key shopping street. The UCLan scheme will be a different kind of environment with potentially much less street furniture required.**
 - (iii) Representatives from both Galloways and National Federation of the Blind argued strongly for the provision of controlled crossings and stated categorically that courtesy crossings are not acceptable for visually impaired users, particularly if they use a long cane and travel independently or have reduced hearing as well. Zebra crossings were also rejected as a potential solution as not offering a sufficient level of confidence that a driver would stop. Groups representing people with learning disabilities have made similar points at other meetings. Visual Impairment group representatives confirmed that most visually impaired pedestrians would be prepared to take a slightly longer route (within reason) if it meant a controlled crossing could be used. **A new controlled (Puffin) crossing will be added on Walker Street approximately 80m from the proposed courtesy crossing. This will supplement the existing signal controlled crossings on Ringway and at its junctions with Corporation**

Street and Friargate, Marsh Lane junction, Moor Lane and Fylde Road (outside The Guild public house) which will remain.

- (iv) Visually impaired representatives also stated that the Fishergate Scheme, with its reliance on courtesy crossings, was excluding many blind and partially sighted people from the city centre as people feel it is too dangerous. **Design Team pointed out that statistics show that accident rates have reduced by half in the area.**
- (v) Reference was made to the April 2017 Women and Equalities Select Committee's recommendation that a moratorium is placed on new "shared space" schemes. **The scheme is being designed according to current guidelines. There is no guarantee that the Government will action all or any of the Select Committee's recommendations. However, we will work with equality groups and others to try and improve the scheme for everyone.**
- (vi) Concern was expressed about the use of raised metal stud materials (e.g. around loading bays and on some tactile surfaces) as these can become hot in the summer and present difficulties for guide dogs' paws/pads when walking on them. **This will be noted for detailed design.**
- (vii) Full height kerbs would be preferred with traffic kept off footways. **The design proposal is considering higher kerbs than those used on Fishergate but not full height kerbs, as these could present difficulties for other disabled people and full height kerbs would not have the desired slowing down effect on drivers. There will be a clear separation between the footway and carriageway and a kerb height of 60mm is being considered with a strong contrast in colour between kerb edge and carriageway to minimise potential trip hazards for all users.**

- (viii) Better bus shelters are needed as the present ones do not provide sufficient shelter in wet weather. **This element will be looked at as part of the detailed design process.**

A further session was held in May 2018 following a significant change to the scheme in response to planning conditions set by Preston City Council. These changes focussed the scheme more closely around the current Adelphi roundabout area, thus allowing the introduction of several additional signal-controlled crossing points around the perimeter of the scheme. However, those present raised the following concerns:

- (i) More controlled crossings are still required – particularly across Friargate and Corporation Street. The informal crossing points/courtesy crossings are still felt to be unsafe for a number of people with a variety of disabilities. Some people felt the proposed controlled crossing points were too far out of the way for people to walk to use them and concerns were raised by student representatives about the time this would take and the possibility of some students being late for lectures due to the time needed to follow a "safe" route. **Following ongoing dialogue with representatives of various disability and other groups a number of additional crossings are now being proposed to be delivered under the scheme. The present zebra crossing at the south end of Moor Lane will now be replaced by a new signal controlled crossing; there will be a new signal controlled crossing at Maudland Road and the present zebra crossing at the west end of Walker Street will be replaced by a new signal controlled crossing. The existing controlled crossing at the south end of Fylde Road will be updated and refreshed whilst the existing signal controlled crossing phases at the Marsh Lane/Corporation Street junction will be maintained. By contracting the geographical spread of the scheme, it has been possible to provide controlled crossing points closer to the new University Square to minimise time**

wasted on divergent journeys but still on the peripheries so as not to undermine the design principles. It is felt that the addition of further controlled crossings within the heart of the "informal streets" area would compromise the changes in driver behaviour that are key to delivering a safe scheme

- (ii) Concern was raised over the replacement of a zebra crossing on Friargate (at the northern end) with an informal crossing, as this was felt to represent replacing a current asset or recognisable feature with something inferior. **The zebra crossing at the north end of Friargate will be removed and replaced by an uncontrolled crossing. In the last 5 years there have been two reported incidents at this crossing, one serious and one slight. Generally feedback from visual impairment groups has been that, for many, zebra crossings are not their favoured solution in any case. The improved or new controlled crossings identified above are considered to offer a suitable and safer alternative that will satisfy the vast majority of pedestrian movements.**
- (iii) Strong reservations remain, especially amongst the visually impaired groups and community, about sharing pavement areas and the Square with cyclists. **The area already includes a shared cycle/footway and our records over the last 5 years do not show any reported incidents involving cyclist and pedestrian collisions.**
- (iv) It was suggested that additional measures, including controlled crossings, would be needed on Victoria Street if this was to be suitable to receive bus traffic. **Controlled crossings are being introduced at the junctions with Adelphi Street and Moor Lane, as well as a number of informal crossings along Victoria Street. A bus raised table is also being introduced at roughly the mid-point to further manage speeds of vehicles.**
- (v) Concerns were raised about the lifespan of materials to be used and the point made that defects such as lifting/wobbly flags, broken paving, etc present a particular hazard to

pedestrians with a range of disabilities. **There is an increasing body of evidence from similar schemes on Fishergate and elsewhere in the country to inform choices of materials and the techniques by which they are laid in order to minimise defects. The materials proposed for use are extremely robust and designed to have a long lifespan.**

- (vi) **Kerb height higher than 60mm requested. The Design Team is satisfied that 60mm represents the best compromise between the needs of various users and has already been increased in response to earlier consultations. A higher kerb would not deliver the required change in driver behaviour and could compromise the safety of the scheme.**
- (vii) **Design and tail lengths of tactile paving needs further consideration to avoid confusion on the part of visually impaired pedestrians (particularly those with little or no sight who are more reliant on the tactile element) between formal/controlled crossings and informal crossings. The tails will be different on the two types of tactile warnings of crossings to try to avoid this confusion. Tails on formal controlled crossings will be of the standard blister paving whereas the informal crossings will use an alternative directional paving solution to distinguish them. It is particularly important to ensure there is a clear distinction as, unlike Fishergate, this project will include both types of crossings and people will need to be certain which they are using.**
- (viii) **Colour differentiation and contrast needs very careful consideration to maximise the contrast in all weather conditions and to ensure crossing points are clearly visible and recognisable to drivers. The design provides the maximum possible contrast between kerb and carriageway with the use of a white kerb against unchipped black HRA. Colour contrast between tactile paving and main surface palette is also in line with design standards.**

- (ix) Kerbs and pathways need to be as flat, even and level as possible to be safely navigable by a range of disabled people. Steep falls and odd cambers need to be avoided. **The highways design is already based on avoiding such features and providing as even a footway surface as possible in line with current design standards.**

At the taxi drivers consultation a suggestion was made that one or more taxi ranks were made "accessible" by the provision of a raised kerb to mobility impaired passengers and those with pushchairs. **This will be incorporated into the design.**

Wheelchair users and other people with mobility difficulties have fed back regarding Fishergate that a more standard kerb height is not an issue for them so long as there is a sufficient number of informal/courtesy crossings are in place as they tend to use those in order to make use of the dropped kerb and more level crossing in these positions.

Equality groups representatives have welcomed the wider footways in the Fishergate scheme and requested that all unnecessary street furniture including A Boards/frames be removed as part of the project. **The basis of the design is such that all unnecessary street furniture will be removed and only essential items will be retained such as benches, litter bins, cycle stands and way finding signs. However, all of these should be placed in a "zone" with the trees running up the street to aid movement for all. It is fair to say that the success of this strategy in parts of Fishergate Phases 1 and 2 has been mixed, particularly as regards the positioning and continued use of A Boards. This will need to be addressed in the UCLan scheme, particularly in the areas where businesses are concentrated such as the southern end of Adelphi Street and Friargate. We do, however, expect fewer issues in the UCLan scheme given the street plan with fewer businesses being hidden down side roads.**

The scheme will be subject to a controlled parking zone which will only allow loading or parking in specific designated bays. These bays will be located within the street furniture zone referred to above and will be clearly identified.

It is anticipated that an initial period of proactive positive communication and enforcement will be used to explain the use of both the controlled parking zone and the designated parking bays.

Concerns have been raised about the various designs of loading bays and that some are easier to identify than others on Fishergate, especially for people with reduced vision. There have also been a number of instances of vehicles parking on the tactile paving of courtesy crossings instead of designated bays on Fishergate. **This will be borne in mind in the designs for the scheme.**

Communications will also attempt to reinforce the message around appropriate parking. In addition we expect problems of this nature to be fewer than on Fishergate due to different nature of the space with fewer businesses needing "on street" deliveries.

A number of disability related groups and individuals have suggested that on Fishergate consideration is given to benches with some form of armrest/support to help those with some mobility impairments who find this helpful to push themselves up from the seat/bench. **The design team will consider this suggestion when choosing street furniture for the UCLan scheme.**

Feedback received from the survey of local business requirements helped to inform the design in terms of loading bay provision, delivery times and wayfinding considerations.

Cycling representatives raised a number of issues and suggestions at the consultation meeting in June 2016.

- (i) Safety and legality of riding on the pavement. Experienced cyclists feel uncomfortable riding on the pavement and prefer to use the carriageway or a dedicated cycle lane. **The design**

intent is that cyclists will be able to safely use the carriageway.

- (ii) Signage needs to be legible and sensitive to cyclists' needs, not just motorists. **This will be considered at detailed design.**
- (iii) How are cyclists expected to travel through the new square? **Footpath widths around the square are at least 3.5m which will allow shared use if need be. Specific areas of joint use footway will be considered as part of the detailed design. It must be acknowledged that this is likely to be a concern to disabled people/equality groups.**
- (iv) Kerbs with colour contrasting from the gutter and textured tops of kerbs were preferred. Small kerbs are not ideal for cyclists. A 45 degree kerb without a polished surface may help. **Design and height of kerbs to be revisited as part of scheme but we must balance demand with the needs of other users, especially visually impaired people. A 45 degree kerb would need to be weighed against the need of visually impaired pedestrians for a clear, defined edge and would require further specific consultation. A higher kerb height than the 40mm used on Fishergate will be considered.**
- (v) A cycle lane if possible would help to promote confidence. **This would significantly widen the carriageway, increasing the distance for pedestrians to cross, increase the complexity of taking decisions about whether it is "safe" to cross and likely increase traffic speeds resulting in road safety problems. The design intent is for vehicular traffic to be moving slowly and the carriageway accommodate both cyclists and motorists, although some joint use areas will be considered.**
- (vi) Constant flow of traffic is less frustrating. **The principles are designed to provide slow, steady flow with pedestrians able to cross in the gaps. This should be less "stop-start" than the current situation with multiple traffic lights/signals.**
- (vii) Traffic speed exiting low speed areas needs to be addressed. **The design will ensure obvious "gateways" where change in driver behaviour is expected.**

- (viii) Pedestrian crossings to be wider and generous. **This will be incorporated into the scheme.**

Following the re-scoping of the scheme to respond to Preston City Council's planning conditions, cycling representatives were contacted again in June 2018 and gave updated feedback:

- (i) Some positive comments were received. Cyclists were pleased to see a cycle route running around two sides of the new square and felt that St Peter's Street and the southern end of Adelphi Street looked reasonably cycle friendly.
- (ii) Some concern about the lack of specific cycling provision along Fylde Road, north of the new square, after the cycle route diverts along Maudland Road. **The design intent is for the carriageway to accommodate both cyclists and motorists in single file and at low speeds. The carriageway will be narrowed in both direction and separated by a median strip to discourage cars from trying to overtake.**
- (iii) Reservations about areas of mixed use footpath to be shared with pedestrians and the feeling that these areas are dangerous to cyclists just as much as to pedestrians, especially those with disabilities who may not hear or see a cyclist approaching. **The area already comprises a shared use pedestrian/cycle facility. Our accident records over the last 5 years do not show any reported incidents involving cyclist and pedestrian collisions.**
- (iv) Query raised about what signage would be put in place to encourage sensible shared use of such areas. **Appropriate "shared use" signage will be considered as part of detailed design. The design team will also explore whether temporary signage could be used to draw attention to shared usage and the expectations around behaviour in the early stages of the scheme.**
- (v) Comments along the lines that the double roundel looked quite daunting although they did acknowledge that the current arrangement is also "terrifying". **A double roundel arrangement in this area was the only way to manage the**

number of roads converging at this point. Adelphi Street has been made one-way northbound from its southern end to try and reduce conflicting vehicle movements and the overall design principles of narrowed carriageways and slower traffic are aimed at maximising safety and ease of use by all highway users.

Statutory undertakings and emergency services were also consulted. Significant service diversions are likely to be required due to this project and the Student Centre and University Squares development, and these are being incorporated into the scheme design and budgets. A utilities consultant has been appointed to facilitate and co-ordinate this major piece of work across the two projects.

Question 5 – Analysing Impact

Could this proposal potentially disadvantage particular groups sharing protected characteristics and if so which groups and in what way? This pays particular attention to the general aims of the Public Sector Equality Duty:

- To eliminate unlawful discrimination, harassment or victimisation because of protected characteristics;
- To advance equality of opportunity for those who share protected characteristics;
- To encourage people who share a relevant protected characteristic to participate in public life;
- To contribute to fostering good relations between those who share a relevant protected characteristic and those who do not/community cohesion;

It is intended that the improved public realm environment will create a space where an increased number of people will wish to spend time which should increase the quantity of natural surveillance present in this space. This increase may include families with young children, as

the space will be somewhere where events could take place which could prove attractive to young people or families to attend. It is anticipated that cultural events will take place in the Square which have the potential to bring different sections of the community together and increase the links between the University and the rest of the city. This will contribute to fostering good relations and community cohesion.

It is also anticipated that the improvements to the space will lead to an increase in those wishing to invest in the city centre thereby helping to promote the wider city. This could increase jobs in the city.

The main potential negative impact from the project is the removal of some controlled crossing points in the area. Throughout the discussions with Equality Groups on this scheme beginning in April 2016 there has been concern about this element. Concerns had been expressed about this element of the Fishergate Phase 1 and Phase 2 projects but some visually impaired people were prepared to see what would happen when controlled crossings were removed and if the changes in driver behaviour associated with the design principles could be achieved. The experience for many is that this has not been the case. Some campaigners had always been reluctant to accept the removal of controlled crossings and those views have gained much more support amongst visually impaired people and others with disabilities as a result of changes in driver behaviour not being sufficiently realised on Fishergate. The demand for the retention of controlled crossings in the UCLan project has therefore been far stronger, with calls for them to be included in the heart or close to the heart of the scheme.

In other schemes of a broadly similar nature it has been argued that the removal of controlled crossings discriminates against disabled people and particularly visually impaired people. It is the view of the design team that the increased number of controlled crossings now proposed for the UCLan scheme will provide suitable safe routes for visually impaired people and others and that the scheme does not discriminate against any protected characteristics groups.

However, should the area become or be seen as a "no go" area for significant numbers of visually impaired or other disabled people, this could impact the advancing of equality aim of the Public Sector Equality Duty as their ability or willingness to access UCLan and its educational or other facilities would be adversely impacted.

The changes made to the project in response to planning conditions has resulted in a tighter geographical focus and allowed the provision of additional controlled crossings on the scheme periphery but still within a reasonable walking distances which it is hoped will address these concerns.

It is also hoped that the increased provision of controlled crossings will reduce concerns from students about potentially being late for lectures if they need to take a longer, "safe" route. This may require further consideration from the University itself as the project develops and once facilities are in place.

Question 6 – Combined/Cumulative Effect

Could the effects of this proposal combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

This project has developed against a background of heightened interest in schemes/projects of this nature. It has been informed by Department for Transport guidance but also reflects more specific review and information from the CIHT's "Creating Better Streets Inclusive and Accessible Places" (January 2018).

There may be a perception from news reports and social media activity that the recent letter to local authorities about a "pause" on shared spaces with level elements will include this scheme. Both the letter and the DfT's "Inclusive Transport Strategy" make it clear that projects of this nature are not affected but that may not be understood or appreciated by some people.

Many groups, particularly those representing visually impaired people, have concerns about the amount of "street clutter" of both an official and unofficial nature. RNIB have a "street charter" campaign and

"Who Put That There" campaigns on this issue. However, it is possible that increasing guidance on security and safety within the public realm may be at odds with some of these recommendations as similar soft landscaping and other features have been proposed.

Question 7 – Identifying Initial Results of Your Analysis

As a result of the analysis has the original proposal been changed/amended, if so please describe.

The original design ideas have been developed and adapted following the ongoing discussions and public consultations, with specific changes having been made arising from feedback received. These include increasing the proposed kerb height to 60mm, the addition of several controlled crossing points and higher colour contrast between kerb and channel. Through the detailed design phase we will continue to work with stakeholders such as the equality groups' representatives to further improve the design.

Question 8 - Mitigation

Will any steps be taken to mitigate/reduce any potential adverse effects of the proposal?

The key measures of mitigation taken so far include:

- Strong colour contrast to be provided between the kerb edge and channel.
- Introduction of a higher kerb than initially proposed – 60mm rather than 40mm.
- More visually distinctive loading bays and drop off areas.
- Wider central refuges.
- A new controlled crossing point on Walker Street.
- Controlled crossing points on the peripheries of the scheme at Fylde Road, Maudland Road and Moor Lane.
- Raised kerbs at bus stops and taxi ranks.

- Street furniture to be located in a clear zone and, where practicable, reduced amounts of it.
- Continued engagement with stakeholders including equalities/disability groups.
- Whilst work is ongoing development of communications strategies and support to assist orientation of disabled students, staff or others as needed.
- Development of orientation or familiarisation support arrangements for those requiring it when work is completed.

Question 9 – Balancing the Proposal/Countervailing Factors

This weighs up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of the analysis.

The scheme has been modified arising from consultations with various stakeholders including those with disabilities. However, it is recognised that there have been some requests/comments made which the design team have felt unable to accommodate – e.g. standard height kerbs and provisions of zebra or pelican crossings at specific locations – as these would comprise the intentions and basic principles and effectiveness of the scheme. That would mean that the investment made in the project would not meet its intended objectives.

It is acknowledged that some people may find the new area more difficult to use than the existing area but it is hoped that the mitigation will mean that most people can use it with no or only minor inconvenience, particularly when work is completed

Question 10 – Final Proposal

In summary, what is the final proposal and which groups may be affected and how?

Approval for the highways alignment works associated with the Student Centre and University Squares Project; part of the UCLan Masterplan.

Question 11 – Review and Monitoring Arrangements

What arrangements will be put in place to review and monitor the effects of this proposal?

A Monitoring, Evaluation and Benefits Realisation Framework will be developed. The likely contents of this will include:

- Road User satisfaction surveys;
- Orientation event sessions and feedback;
- Focus group workshops;
- Safety audits and road accident data;
- Traffic speeds and volume data;
- Cycle usage;
- Pedestrian usage including by classification which could include some protected characteristics elements;
- Pedestrian wait and crossing times.

Equality Analysis Prepared By: Sharon McGuinness (Project Manager, Programme Office) and Jeanette Binns (Equality and Cohesion Manager, Policy Information and Commissioning Service)

Equality Analysis Endorsed by Line Manager and/or Service Head:

Decision Signed Off By

Cabinet Member or Director

For further information please contact

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Report to the Cabinet

Meeting to be held on Thursday, 11 October 2018

Report of the Head of Service Public & Integrated Transport**Part I**

Electoral Divisions affected:
(All Divisions);

Community Transport - Results of Consultation on Proposals to Reduce Funding

(Appendices 'A' - 'C' refer)

Contact for further information:

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Executive Summary

At its meeting on 8 February 2018, Full Council approved proposals to renegotiate the contract with the Community Transport Consortium, reduce funding by a third and revise the in-house dial-a-ride provision to provide a reduced service subject to consultation, with the outcome to the consultation to be presented to Cabinet for final approval. This report presents the outcome of the consultation.

An equality analysis is attached at Appendix 'A'.

This is deemed to be a Key Decision and the requirements of Standing Order C19 have been complied with.

Recommendation

Cabinet is asked to:

- (i) Note the findings of the consultation.
- (ii) Confirm if it wishes to implement the saving as previously agreed by Cabinet and Full Council.

Background and Advice

Community Transport is provided to people who cannot use mainstream public transport due to lack of a service in their area or they have a disability or health condition which means public transport is an unrealistic option.

The term community transport used in this report refers to all of the services provided by the Community Transport Consortium and Dial-a-Ride services provided by the county council's Travelcare service. All minibus services are provided using vehicles equipped with lifts and passenger restraints so that wheelchair users can travel without having to transfer to a seat.

In Ribble Valley, Preston, South Ribble, Chorley and West Lancashire, community transport is provided by a consortium of transport operators under contract to Lancashire County Council. The Community Transport consortium also provides a Community Car Scheme where volunteer drivers pick up pre-arranged bookings and take individuals to various appointments, as required. The operators also provide group and day trips allowing individuals and friends to go to various events and destinations like local markets and the countryside or seaside. The consortium offers opportunities for some 160 volunteers who give 23,500 hours of their time to the operators whilst gaining life skills and enhancing their own wellbeing.

The Community Transport operators in Lancashire secure some funding including grants from other sources and offer services above and beyond those contracted by the county council.

In the other seven districts an off-peak 'Dial- a-Ride' service is provided by the county council's Travelcare.

At its meeting on 8 February, Full Council approved proposals to renegotiate the contract with the Community Transport Consortium, reduce funding by a third and revise the in-house dial-a-ride provision to provide a reduced service, subject to consultation, with the outcome to the consultation to be presented to Cabinet for final approval.

Consultations

The consultation was undertaken in two phases. The first phase aimed to establish how the proposed reduction in funding for community transport would affect the service provision of the community transport operators. This was done by consulting community transport operators over a four week period. The information gathered in this phase was used to inform the questions that were asked of community transport users, volunteers and other interested parties in the second phase of the consultation. The response from the consortium of operators is attached at Appendix 'B' which is not for publication as it is exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972. It is considering that in all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information.'

For the second phase of consultation, community transport providers distributed paper questionnaires to their service users and volunteers. An electronic version of the consultation questionnaire was available at www.lancashire.gov.uk. PDF, Word, large print and easy read versions were also available online. Posters were used to publicise the consultation as well as Facebook and Twitter posts.

416 stakeholders with interests in community transport were emailed at the beginning of the consultation to inform them that it had started and that they could respond online.

The second phase of the fieldwork was initially due to run for eight-weeks between 16 April 2018 and 10 June 2018. However, during the fieldwork period the closing date was extended by 14 days, ending on the 24 June 2018.

In total, 1,062 completed questionnaires were returned (909 paper questionnaire responses and 153 online questionnaire responses).

The questionnaire was subdivided to allow the gathering of views from both users and individuals and organisations representing them as well as from those who volunteer with the Community Transport Operators.

The consultation report is set out at Appendix 'C'.

Key findings included:

85% of respondents said that they were users of community transport services, 4% said that they were volunteers on community transport services and 11% said that they were neither of these.

Community transport service user responses:

- Over four-fifths of respondents who use community transport (84%) said that they use it because of a disability or health condition.
- Nearly half of respondents who use community transport (47%) said that they generally use it a few times a month, and about a third (32%) said that they use it a few times a week.
- The most common reasons respondents gave for travelling on community transport were shopping (67%), leisure/social activity (38%), day trips (29%) and medical appointments (29%).
- Respondents who use community transport were most likely to say, if community transport services were reduced, places would become inaccessible (38%), it would negatively impact on their freedom and ability to stay active (31%), services would become inaccessible (28%) and they wouldn't/might not get out at all/as much (20%).
- When asked how it would affect them if the community transport services fare was increased, over half of respondents who use community transport (53%) said that a modest rise in fare is better than losing the service.
- Respondents who use community transport were most likely to say that if community transport services stopped altogether it would affect them negatively as they rely on the service to stay active (40%), it would lead to isolation/social exclusion (29%), they will be completely housebound (25%), and it would limit/remove access to shopping, socialising and other amenities (24%).
- When respondents were asked how they would get to the places they usually go if they could not use community transport services they were most likely to

say they would not be able to access the places they go to (61%), they would use a taxi (47%) and they would go less often (37%).

Community transport volunteer responses:

- Respondents who volunteer with a community transport provider most of the 38 respondents commonly said that they volunteer because the service supports/has a positive impact on marginalised elderly (34 respondents) and they have strong commitment towards what the service does (26 respondents).
- When asked how it would affect them if service changes meant that they had to volunteer less, or not at all, respondents who volunteer with a community transport provider most commonly said they wanted to contribute to improve the lives of others (29 respondents), they would be disappointed for service users (28 respondents) and it would be upsetting (25 respondents).

Other comments:

When all respondents were asked if they think there is anything else that we need to consider about community transport or that could be done differently, the most common responses were to express satisfaction with the service (keep it/invest in it) (76%) and to describe the service as a 'lifeline' that users rely on (67%).

Additional responses:

We received seven emails and four letters in response to the consultation including responses from West Lancashire Pensioners Forum, Lancashire 50+ Assembly, Whittingham Parish Council, Woodplumpton Parish Council, Halsall Parish Council, Ribchester Parish Council, Ribble Valley Borough Council, Macular Society (Chorley group), and service users. All the responses express support for the work that the community transport service does and they appeal to us to continue the service or ensure that the savings are made in a way that has the least impact on service users.

Implications:

The terms of the contract with the Community Transport consortium require that, during the period of the contract, passenger growth targets are achieved and these have been delivered. The consortium has been asked to indicate what level of service could be provided with a reduction of funding of £175,000 phased over two years and this is still to be provided. Whilst the consortium are unable, at this stage, to indicate the level of service that it may be able to offer, it points out that it is made up of efficient providers and each have very little ability to further cut fixed and variable costs. Most operators question their viability following the proposed funding reductions.

A short term extension to the current contract has recently been agreed. In the event that the service requirements change considerably as a result of any budget reduction, the contract may require re-tendering. The terms of the contract require

that in order to terminate the contract, six months' notice is given and so the full savings in 2018/19 will not be achieved, and some will be delayed into 2019/20.

In relation to the in-house dial a ride service which is already more limited than that provided by the consortium, it is anticipated that a similar level of service can be provided as now within the proposed reduced budget.

Risk management

Finance

The saving agreed by Cabinet in January 2018 totalled £175,000 with £75,000 being removed from the budget in 2018/19 and a further reduction of £100,000 in 2019/20. This saving will be delayed as a result of discussions with the Community Transport Consortium, which is being managed within the public transport budget monitoring position.

If Cabinet does not agree to proceed with this saving this will result in £175,000 having to be built into the medium term financial strategy from 2019/20, therefore creating a further pressure and increasing the forecast financial gap.

Legal/Procurement

The Community Transport Consortium contract was initially awarded for a period of 3 years, with a further extension of 6 months ending on 30 September 2018.

The contract has recently been extended for a further three months until 31 December 2018 in order to allow adequate time to review the requirements of the service going forward, and in line with any decisions which arise from this report.

The contract can be further extended by any number of agreed periods up to the 31 March 2020 and changes of a non-material nature can be agreed between the parties. However, in the event that any required changes to the service provision are deemed to be substantial; in order to ensure compliance with the Public Contracts Regulations 2015, the contract would need to be re-tendered to reflect the requirements of the new service. The Public and Integrated Transport Service are working in conjunction with the Procurement Service to ensure this is managed appropriately.

Equality and Cohesion

In considering this report, Cabinet is required to give "due regard" to the contents of the attached Equality Analysis at Appendix 'A'. To summarise, the Equality Analysis highlights that many Community Transport service users are disabled people or older people with the protected characteristics of disability and age. Consultation responses have shown that any reduction or loss of the service could significantly adversely impact those people's opportunity to use local services and participation in public life. The service has been described as a "lifeline" and for many there could be significant difficulties in finding alternative ways of replacing this service.

The consultation exercise has revealed considerable objection to the proposal to reduce funding for community transport services.

The consultation responses indicate that community transport is contributing to the health and wellbeing of service users, including helping to reduce social isolation. Implementation of the proposals may increase demand for potentially more expensive health and social care services.

List of Background Papers

Paper	Date	Contact/Tel
Consultation Responses	July 2018	Liz McClarty (01772) 532434

Reason for inclusion in Part II

Appendix 'B' contains exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972. It contains information relating to the financial or business affairs of the Consortium of Community Transport Operators. It is considered that in all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Section 4

Equality

Analysis Toolkit

**CMTY024 Reduced budget for community
transport provision**

For Decision Making Items

August 2018

Question 1 - What is the nature of and are the key components of the proposal being presented?

Reduction in funding for Dial-a Ride/Community Transport Provision:

Dial-a-Ride and Community Transport (CT) services are largely provided across Lancashire by a combination of in-house provision through the Travelcare service and through a contract with the Lancashire Community Transport (LCT) consortium.

Dial-a-Ride and other Community Transport services are extensively used by many of our more vulnerable citizens. There are more than 6,200 regular users who, between them, made in excess of 166,000 journeys in 2016/17. The rules for its use are that it is restricted to those who are unable to use conventional bus services or there is no provision. The services are door to door and are of particular help to those who are too frail to use bus services or may have a disability that makes it impractical as the services offer a high level of assistance to passengers boarding and alighting and with their luggage.

The services play a major role in promoting good health and wellbeing, reducing loneliness and isolation and help people access important services.

Lancashire Community Transport currently provides volunteering opportunities for over 160 people.

The proposal is to reduce County Council funding for these activities. Whilst CT operators obtain some funding through grant awards and other means, the overwhelming majority of funds come from the County Council.

Question 2 - Scope of the Proposal

Is the proposal likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected?

These changes are likely to have disproportionate effect on smaller communities and those living in rural areas.

Question 3 – Protected Characteristics Potentially Affected

Could the proposal have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

And what information is available about these groups in the County's population or as service users/customers?

The proposal will have a disproportionate effect on people using the service with the protected characteristics of age, disability and, to a lesser extent, gender.

The services provided by Lancashire Community Transport are largely provided by volunteers who may also have protected characteristics.

Question 4 – Engagement/Consultation

How have people/groups been involved in or engaged with in developing this proposal?

The consultation was done in two phases. The first phase aimed to establish how the proposed reduction in funding for community transport would affect the service provision of community transport operators. This was done by consulting community transport operators over a four week period. The information gathered in this phase was used to inform the questions we asked community transport users, volunteers and other interested parties in the second phase of the consultation.

For the second phase of consultation, community transport providers distributed paper questionnaires to their service users and volunteers. An electronic version of the consultation questionnaire was available online at www.lancashire.gov.uk. PDF, Microsoft Word, large print and easy read versions were also available at www.lancashire.gov.uk. Posters were used to publicise the consultation as well as Facebook and Twitter posts.

416 stakeholders with interests in community transport were emailed at the beginning of the consultation to inform them that the consultation had started and that they could respond online.

The second phase of the fieldwork was initially due to run for eight-weeks between 16 April 2018 and 10 June 2018. However, during the fieldwork period the closing date was extended by 14 days, ending on the 24 June 2018.

In total, 1,062 completed questionnaires were returned (909 paper questionnaire responses and 153 online questionnaire responses).

Key findings included:

85% of respondents said that they were users of community transport services, 4% said that they were volunteers on community transport services and 11% said that they were neither of these.

Community transport service user responses:

- Over four-fifths of respondents who use community transport (84%) said that they use it because of a disability or health condition.
- Respondents who use community transport were most likely use Preston Community Transport (31%), Central Lancashire Dial-a-Ride (26%), West Lancashire Dial-a-Ride (22%) and Lancashire County Travelcare Dial-a-Ride (20%).
- Nearly half of respondents who use community transport (47%) said that they generally use it a few times a month, and about a third (32%) said that they use it a few times a week.
- For community transport journeys in a car, about two-fifths of respondents (41%) said that they generally spend £2.00 or less on a single community transport journey and about a third (35%) said that they generally spend £2.10 to £5.00.
- For community transport journeys in a minibus about half of respondents (47%) said that they generally spend £2.00 or less on a single community transport journey and a third (33%) said that they generally spend £2.10 to £5.00.
- The most common reasons respondents gave for travelling on community transport were shopping (67%), leisure/social activity (38%), day trips (29%) and medical appointments (29%).
- Respondents who use community transport were most likely to say, if community transport services were reduced, places would become inaccessible (38%), it would negatively impact on their freedom and ability to stay active (31%), services would become inaccessible (28%) and they wouldn't/might not get out at all/as much (20%).
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- When respondents were asked how they would get to the places they usually go if they could not use community transport services they were most likely to say they would not able to access the places they go to (61%), they would use a taxi (47%) and they would go less often (37%).

Community transport volunteer responses:

- Respondents who volunteer with a community transport provider were most

likely to volunteer with Burnley, Pendle and Rossendale CVS (10 respondents), Preston Community Transport (10 respondents) and Little Green Bus (9 respondents).

- Respondents who volunteer with a community transport provider most commonly said that they volunteer because the service supports/has a positive impact on marginalised elderly (34 respondents) and they have strong commitment towards what the service does (26 respondents).
- When asked how it would affect them if service changes meant that they had to volunteer less, or not at all, respondents who volunteer with a community transport provider most commonly said they wanted to contribute to improve the lives of others (29 respondents), they would be disappointed for service users (28 respondents) and it would be upsetting (25 respondents).

Other comments:

When all respondents were asked if they think there is anything else that we need to consider about community transport or that could be done differently, the most common responses were to express satisfaction with the service (keep it/invest in it) (76%) and to describe the service as a 'lifeline' that users rely on (67%).

Additional responses:

We received seven emails and four letters in response to the consultation including responses from West Lancashire Pensioners Forum, Lancashire 50+ Assembly, Whittingham Parish Council, Woodplumpton Parish Council, Halsall Parish Council, Ribchester Parish Council, Ribble Valley Borough Council, Macular Society (Chorley group), and service users. All the responses express support for the work that the community transport service does and they appeal to us to continue the service or ensure that the savings are made in a way that has the least impact on service users.

Question 5 – Analysing Impact

Could this proposal potentially disadvantage particular groups sharing protected characteristics and if so which groups and in what way? This

pays particular attention to the general aims of the Public Sector Equality Duty:

- To eliminate unlawful discrimination, harassment or victimisation because of protected characteristics;
- To advance equality of opportunity for those who share protected characteristics;
- To encourage people who share a relevant protected characteristic to participate in public life;
- To contribute to fostering good relations between those who share a relevant protected characteristic and those who do not/community cohesion;

- Community Transport is used in the main by older and disabled people. The letters received and the demographic profile from consultees indicates that a significant number of users (64%) are at the 75+ stage of older person.
- Additionally, and significantly, the majority of respondents did not have access to the internet in their home – so losing a method of accessing services or having it reduced would have an additional impact on those groups.
- There were also a number of letters which focus on the additional impact for people in rural areas where there may be little public transport – that is in addition to those who said they could not use public transport anyway or that it was too far away. Taxis will also be more expensive than the fares quoted in the consultation report for most journeys.
- The questions about impact of any reduction/service stopping do indicate that many people will feel isolated, will not get out as much/at all or will lose contact with friends they have made using the service. There are a number of response in the consultation report that all seem to refer to points of this nature. The Macular Society letter, for example, was particularly noticeable as it suggested the existence of the group could be in doubt if Travelcare was unavailable or unaffordable and they had a high proportion of members who were over 90 which made the service more valuable to them. There may be other groups who would similarly be affected.
- Volunteers, who are on the ground with these services, also overwhelmingly saw helping "marginalised" elderly people who couldn't access other services as the main reason they volunteered. That also gives us a clue about the age demographic of users.

- The main Public Sector Equality Duty aim(s) which will be affected is "advancing of equality of opportunity" and its associated element of participation in public life, because Community Transport users' ability to access a wide range of services including shopping, banking, meeting friends, medical services/appointments, etc will be adversely affected if Community Transport services reduce or are stopped. There would also be an impact on people's ability to access training and education which was mentioned by some respondents. Again, because many respondents are unable to use public transport services either because they are unavailable or inaccessible, this would also be connected to the "advancing equality of opportunity" general aim. There were some letters about how community transport helped people to access supermarkets and the help drivers gave them in carrying heavy shopping was invaluable and much appreciated by users. In the consultation people also valued that the drivers and staff went "above and beyond" what others might do and clearly this is both needed and valued. Many described the service as "a lifeline".
- A slight majority (53%) of respondents would accept a modest fare increase, preferable to reducing or stopping the service. This also reflects an understanding of the difficult budget position.

Question 6 –Combined/Cumulative Effect

Could the effects of this proposal combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

If the LCC funding were to be reduced substantially, many Community Transport operators would be at risk of no longer being financially viable. More than 6,200 individuals and over 1,000 community groups benefit from their services.

The impact of Lancashire County Council reducing its funding will be a negative impact on some of the most vulnerable members of society and may put at risk the financial viability of some Community Transport services in Lancashire.

This negative impact would include increases in:

- Social isolation
- Missed medical appointments
- Loneliness for already vulnerable people
- Mental health issues due to inability to access services
- Malnutrition due to lack of access to food supplies
- Debt issues resulting from people with no means of increasing their weekly income, having to pay for unaffordable transport services rather than the

- more manageable fare that are charged for the Dial-a-Ride services.
- Decline in physical health and mobility
- Lack of access to key local services

The close relationships that Dial-a-Ride drivers often have with their passengers can be invaluable in detecting issues with passengers such as health crises or similar.

The difference that volunteering opportunities make to individuals in terms of raised self-esteem, self-worth, confidence and inclusion in society by providing services to individuals that change their lives should not be underestimated as many volunteers take up their roles due to boredom/few interests, they feel isolated because they are no longer working and their personal mental health may suffer as a result of this. Along with the loss of volunteering opportunities, it is estimated that the equivalent of 3 full-time posts may be lost within LCC's Travelcare operation.

Lancashire Community Transport provides training for drivers such as The Minibus Driver Awareness Scheme (MiDAS) along with other care skills.

The impact on other local services, including wellbeing services, would be substantial as many local projects rely heavily on community transport as the only affordable means of ensuring that participants are able to access their services.

LCT indicate that it makes a financial contribution to the local economy by delivering people to local shopping opportunities of around £2.6m per annum representing a return on investment of £5.20 per £1.

There is a high risk that many Community Transport and Dial-a-Ride users will no longer be able to sustain independent living and will place added pressure on Adult Social Care and Health services.

We know from the evidence that being socially isolated or lonely has significant impacts on people's physical and mental health. Research suggests that being socially isolated reduces life expectancy, by affecting health as strongly as smoking 10 to 15 cigarettes a day or alcoholism.

Loneliness leads to greater risk of developing depression, dementia, or physical conditions such as high blood pressure. People who are lonely are more likely to visit their GPs or accident and emergency departments and are more likely to have emergency admissions. In addition, estimates suggest that people who are socially isolated and lonely are three times more likely to enter local authority funded residential care. This is due to the disproportionate impact across the social gradient of health.

During the course of producing the Hidden from View report into Social Isolation and Loneliness 5 stakeholder engagement events were held across Lancashire with members of the public, the VCFS and partners. The issue of accessible

transport was highlighted in all workshops. Often the issue was not a lack of activities for people to participate in, but a lack of accessible and appropriate transport to access such activities and this is felt more acutely in more deprived communities.

A recent study by the Royal Voluntary Service (formerly WRVS) found that both public and community transport provide a vital service which allow people to remain active and independent as they age. The key to social connectedness and an active life, they noted, is accessible transport to help people get out and about and participate in their communities as they grow older.

All of these elements contribute to the Public Sector Equality Duty's general aim of advancing equality of opportunity for those with protected characteristics including in particular supporting their participation in public life, which could be detrimental were the Service to significantly reduce or cease.

Question 7 – Identifying Initial Results of Your Analysis

As a result of the analysis has the original proposal been changed/amended, if so please describe.

Proposal remains unchanged subject to cabinet decision -September 2018.

Question 8 - Mitigation

Will any steps be taken to mitigate/reduce any potential adverse effects of the proposal?

Enhancements of the tendered bus network may mitigate some of the impacts for a very small number of users but not for those who rely upon assistance and particularly for those who rely on door to door transport because they are unable to walk to a bus stop, or those in rural areas where bus services are not available.

No mitigation has been identified for volunteers.

Question 9 – Balancing the Proposal/Countervailing Factors

This weighs up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of the analysis.

This proposal has been brought forward because of the extreme financial challenges that the County Council is facing.

The potential significant adverse impact on CT users – over 6,200 people and 1000 groups – who will have protected characteristics including age and disability will be substantial. Consultees indicated that for many the service is "a lifeline" which helps them combat loneliness and isolation and enables them to access a wide range of places and services in a safe and affordable way. Many value the service so highly that they would rather meet a modest fare increase than see the service reduce or stop.

Whilst some mitigations will be provided by the re-introduction of some rural weekday bus services, this is unlikely to be of benefit to many of those who currently use CT services.

Additionally there will be an adverse impact on volunteers and employees with CT operators.

Question 10 – Final Proposal

In summary, what is the final proposal and which groups may be affected and how?

The proposal is to reduce County Council funding for Dial-a-Ride and Community Transport activities.

The users of these services are the elderly, those with disabilities or lack of access to mainstream public transport.

Question 11 – Review and Monitoring Arrangements

What arrangements will be put in place to review and monitor the effects of this proposal?

Monitoring may rely upon evidence of increased demand on social care and health services. Such impacts may be difficult to distinguish from the impact of other factors.

Equality Analysis Prepared By Liz McClarty

Position/Role Public & Integrated Transport

Equality Analysis Endorsed by Service Head Oliver Starkey

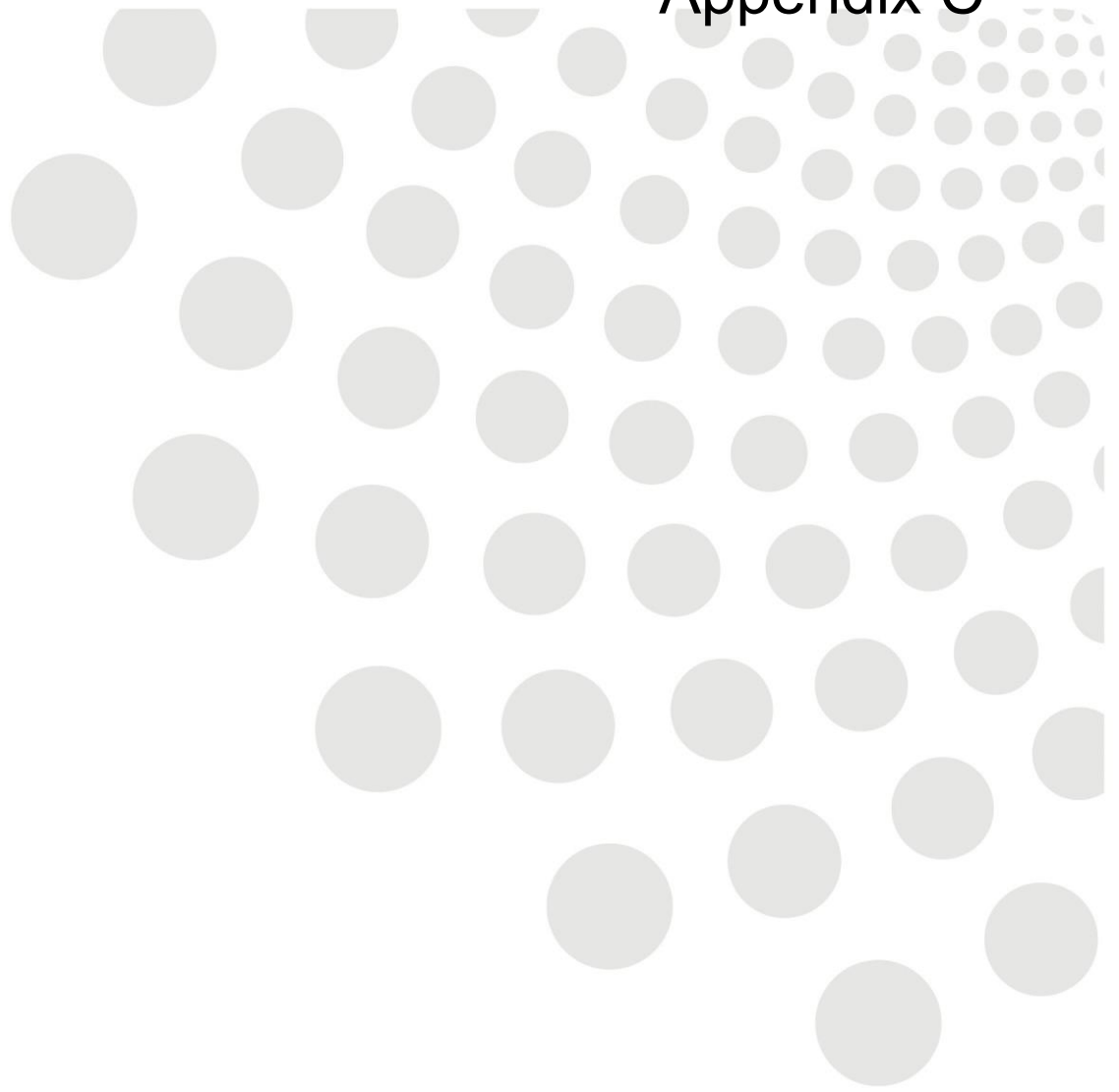
Decision Signed Off By

Cabinet Member or Director

For further information please contact

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Community transport

Consultation report - 2018





Mick Edwardson, Mike Walker and Jagrutee Patel

October 2018

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1. Executive summary

This report summarises the response to Lancashire County Council's consultation on the proposals to reduce funding for community transport.

The consultation was done in two phases. The first phase aimed to establish how the proposed reduction in funding for community transport would affect the service provision of community transport operators. This was done by consulting community transport operators. The information gathered in this phase was used to inform the questions we asked community transport users, volunteers and other interested parties in the second phase of the consultation.

For the second phase of consultation, community transport providers distributed paper questionnaires to their service users and volunteers. An electronic version of the consultation questionnaire was available online at www.lancashire.gov.uk. PDF, Microsoft Word, large print and easy read versions were also available at www.lancashire.gov.uk.

416 stakeholders with interests in community transport were emailed at the beginning of the consultation to inform them that the consultation had started and that they could respond online.

The fieldwork ran for ten-weeks between 16 April 2018 and 24 June 2018. In total, 1,062 completed questionnaires were returned (909 paper questionnaire responses and 153 online questionnaire responses).

1.1 Key findings

- Over four-fifths of respondents (85%) said that they were users of community transport services, about one in twenty respondents (4%) said that they were volunteers on community transport services and about one in ten respondents (11%) said that they were neither of these.

1.1.1 *Community transport service users*

- Over four-fifths of respondents who use community transport (84%) said that they use it because of a disability or health condition.
- Respondents who use community transport were most likely use Preston Community Transport (31%), Central Lancashire Dial-a-Ride (26%), West Lancashire Dial-a-Ride (22%) and Lancashire County Travelcare Dial-a-Ride (20%).
- Nearly half of respondents who use community transport (47%) said that they generally use it a few times a month, and about a third (32%) said that they use it a few times a week.
- For community transport journeys in a car, about two-fifths of respondents (41%) said that they generally spend £2.00 or less on a single community transport journey and about a third (35%) said that they generally spend £2.10 to £5.00.
- For community transport journeys in a minibus about half of respondents (47%) said that they generally spend £2.00 or less on a single community

transport journey and a third (33%) said that they generally spend £2.10 to £5.00.

- The most common reasons respondents gave for travelling on community transport were shopping (67%), leisure/social activity (38%), day trips (29%) and medical appointments (29%).
- Respondents who use community transport were most likely to say, if community transport services were reduced, places would become inaccessible (38%), it would negatively impact on their freedom and ability to stay active (31%), services would become inaccessible (28%) and they wouldn't/might not get out at all/as much (20%).
- When asked how it would affect them if the community transport services fare was increased, over half of respondents who use community transport (53%) said that a modest rise in fare is better than losing the service.
- Respondents who use community transport were most likely to say that if community transport services stopped altogether it would affect them negatively as they rely on the service to stay active (40%), it would lead to isolation/social exclusion (29%), they will be completely housebound (25%), and it would limit/remove access to shopping, socialising and other amenities (24%).
- When respondents were asked how they would get to the places they usually go if they could not use community transport services they were most likely to say they would not be able to access the places they go to (61%), they would use a taxi (47%) and they would go less often (37%).

1.1.2 Community transport services volunteered

- Respondents who volunteer with a community transport provider were most likely to volunteer with Burnley, Pendle and Rossendale CVS (10 respondents), Preston Community Transport (10 respondents) and Little Green Bus (9 respondents).
- Respondents who volunteer with a community transport provider most commonly said that they volunteer because the service supports/has a positive impact on marginalised elderly (34 respondents) and they have strong commitment towards what the service does (26 respondents).
- When asked how it would affect them if service changes meant that they had to volunteer less, or not at all, respondents who volunteer with a community transport provider most commonly said they wanted to contribute to improve the lives of others (29 respondents), they would be disappointed for service users (28 respondents) and it would be upsetting (25 respondents).

1.1.3 Any other comments

- When all respondents were asked if they think there is anything else that we need to consider about community transport or that could be done differently, the most common responses were to express satisfaction with the service (keep it/invest in it) (76%) and to describe the service as a 'lifeline' that users rely on (67%).

1.1.4 Other responses

- We received seven emails and four letters in response to the consultation including responses from West Lancashire Pensioners Forum, Lancashire 50+ Assembly, Whittingham Parish Council, Woodplumpton Parish Council, Halsall Parish Council, Ribchester Parish Council, Ribble Valley Borough Council, Macular Society (Chorley group), and service users. All the responses express support for the work that the community transport service does and they appeal to us to continue the service or ensure that the savings are made in a way that has the least impact on service users.

2. Introduction

We are committed to providing the best services we can to the people of Lancashire, particularly to the most vulnerable in our communities. However, the council's financial position remains extremely challenging, with a forecasted funding gap of £135m in 2021/22. Because of this, we still need to make some difficult decisions in order to make further savings.

Community transport in Lancashire is provided for eligible people who are not able to use mainstream public transport. Community transport includes Dial-a-Ride, group transport, community car schemes, day trips and volunteering opportunities.

On 18 January 2018 the county council's Cabinet agreed to consult on proposals to reduce funding by a third for community transport in Lancashire. This may mean loss, reduction and/or changes to these services including fare increases.

3. Methodology

For the consultation, community transport providers distributed paper questionnaires to their service users and volunteers. An electronic version of the consultation questionnaire was available online at www.lancashire.gov.uk. PDF, Microsoft Word, large print and easy read versions were also available at www.lancashire.gov.uk.

416 stakeholders with interests in community transport were emailed at the beginning of the consultation to inform them that the consultation had started and that they could respond online.

The fieldwork was initially due to run for eight-weeks between 16 April 2018 and 10 June 2018. However, during the fieldwork period the closing date was extended by 14 days, ending on the 24 June 2018.

In total, 1,062 completed questionnaires were returned (909 paper questionnaire responses and 153 online questionnaire responses).

The questionnaire included two main sections: one section for users of community transport services and one section for volunteers on community transport services. The section for users on community transport services included nine questions. The questions asked respondents about why they use the service, what community

transport providers they use, how often they use the service, how much they spend on a single journey, what their reasons for travel are, how it would affect them if the service was reduced, or stopped altogether, how it would affect them if the fare was increased, and how they would get to the places that you usually go to if they couldn't use the service. The section for volunteers on community transport services included three questions. Volunteers were asked about which community transport providers they volunteer with, why they volunteer, and how it would affect them if they had to volunteer less, or not at all. All respondents were also asked if they thought there was anything else that we need to consider or that could be done differently with community transport.

The remaining questions asked respondents for information about themselves. For example, if they are a Lancashire resident, or a private sector company/organisation. This information is presented in appendix 1.

In this report respondents' responses to the open questions have been classified against a coding frame to quantify the qualitative data. Coding is the process of combining the issues, themes and ideas in qualitative open responses into a set of codes. The codes are given meaningful names that relate to the issue, so that during close reading of responses it can be seen when similar issues relate to a similar code. As the analysis process continues the coding frame is added to and refined as new issues are raised by respondents. All responses to open questions are then coded against the coding frame, and can be subsequently analysed as quantitative data.

3.1 Limitations

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

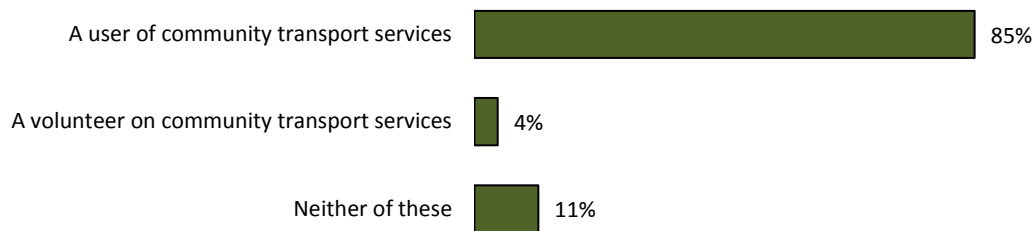
Due to the low number of respondents who volunteer on community transport services the figures in '4.2 Community transport services volunteers' are given as the actual number of respondents and not as a percentage.

4. Main findings

Respondents were first asked if they were a user of community transport services, a volunteer on community transport services, or neither of these.

Over four-fifths of respondents (85%) said that they were users of community transport services, about one in twenty respondents (4%) said that they were volunteers on community transport services and about one in ten respondents (11%) said that they were neither of these.

Chart 1 - Are you...?

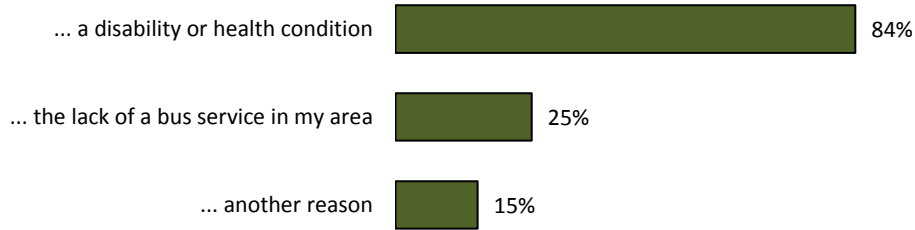


Base: all respondents (1,058)

4.1 Community transport service users

Respondents who said that they use community transport were then asked why they use community transport services. Over four-fifths of respondents who use community transport (84%) said that they use it because of a disability or health condition.

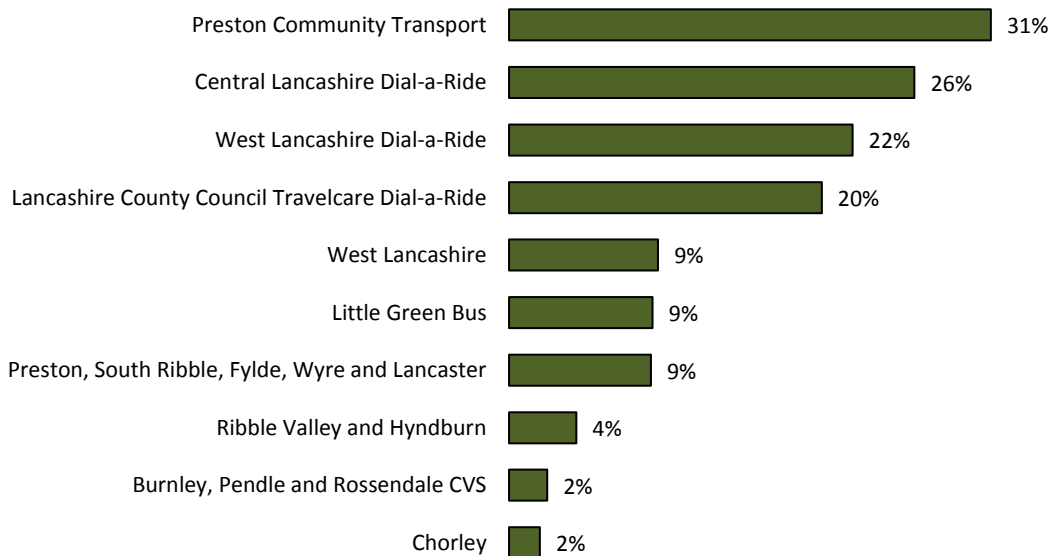
Chart 2 - Why do you use community transport services? I am unable to access local bus services because of...



Base: respondents who are community transport users (870)

Respondents who said that they use community transport were then asked which community transport providers they have used in the past 12 months. Respondents were most likely to use Preston Community Transport (31%), Central Lancashire Dial-a-Ride (26%), West Lancashire Dial-a-Ride (22%) and Lancashire County Travelcare Dial-a-Ride (20%).

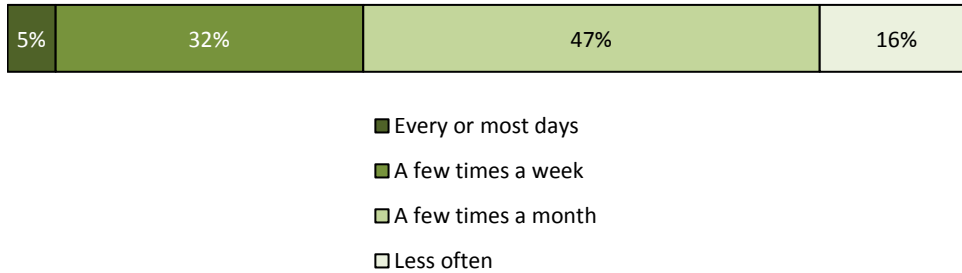
Chart 3 - Which community transport providers have you used in the past 12 months?



Base: respondents who are community transport users (868)

Respondents who said that they use community transport were then asked how often they travel using community transport services. Nearly half of respondents (47%) said that they generally use community transport services a few times a month. About a third of respondents (32%) said that they generally use community transport services a few times a week.

Chart 4 - Generally, how often do you travel using community transport services?



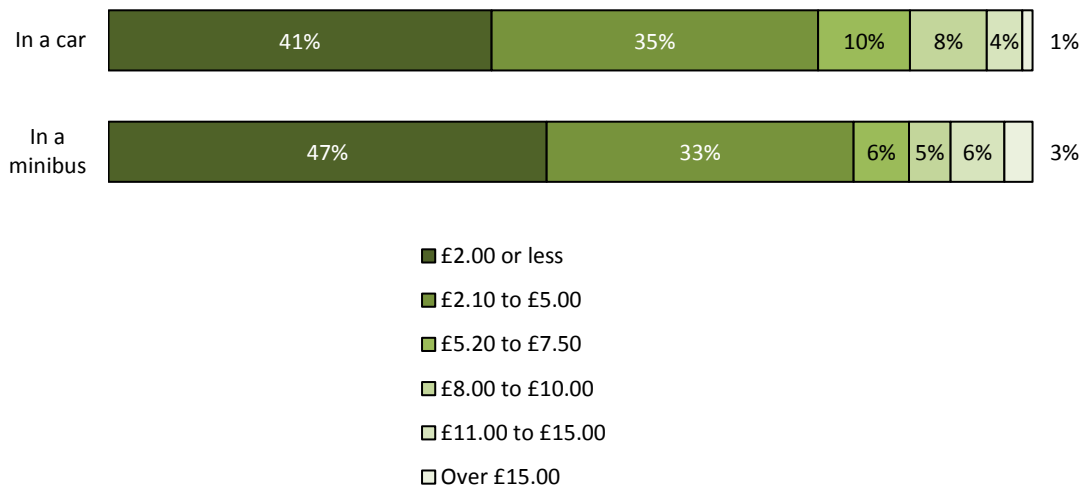
Base: respondents who are community transport users (842)

Respondents who said that they use community transport were then asked how much they generally spend on a single community transport journey (one way).

For community transport journeys in a car about two-fifths of respondents (41%) said that they generally spend £2.00 or less on a single community transport journey and about a third (35%) said that they generally spend £2.10 to £5.00.

For community transport journeys in a minibus about half of respondents (47%) said that they generally spend £2.00 or less on a single community transport journey and a third (33%) said that they generally spend £2.10 to £5.00.

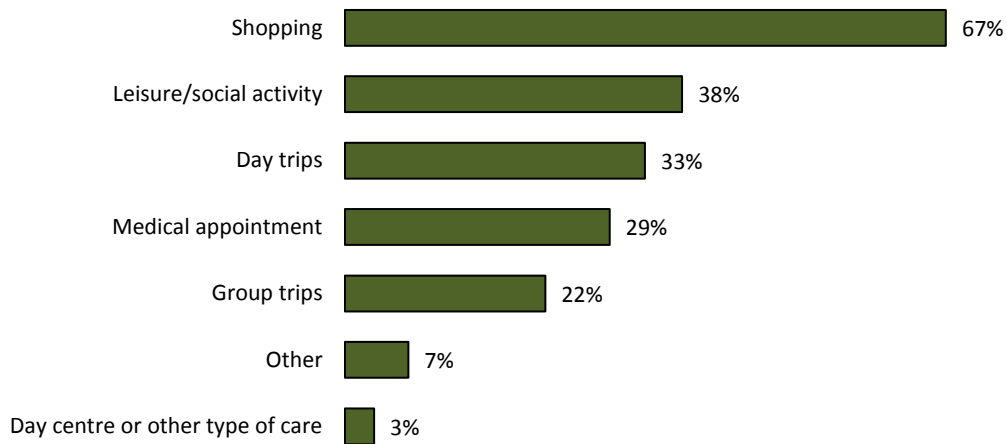
Chart 5 - Generally, how much do you spend on a single community transport journey (one way)?



Base: respondents who are community transport users (in a car 181, in a minibus 620)

Respondents who said that they use community transport were then asked what their reasons for travel are. The most common reasons respondents gave for travelling on community transport were for shopping (67%), leisure/social activity (38%), day trips (29%) and medical appointments (29%).

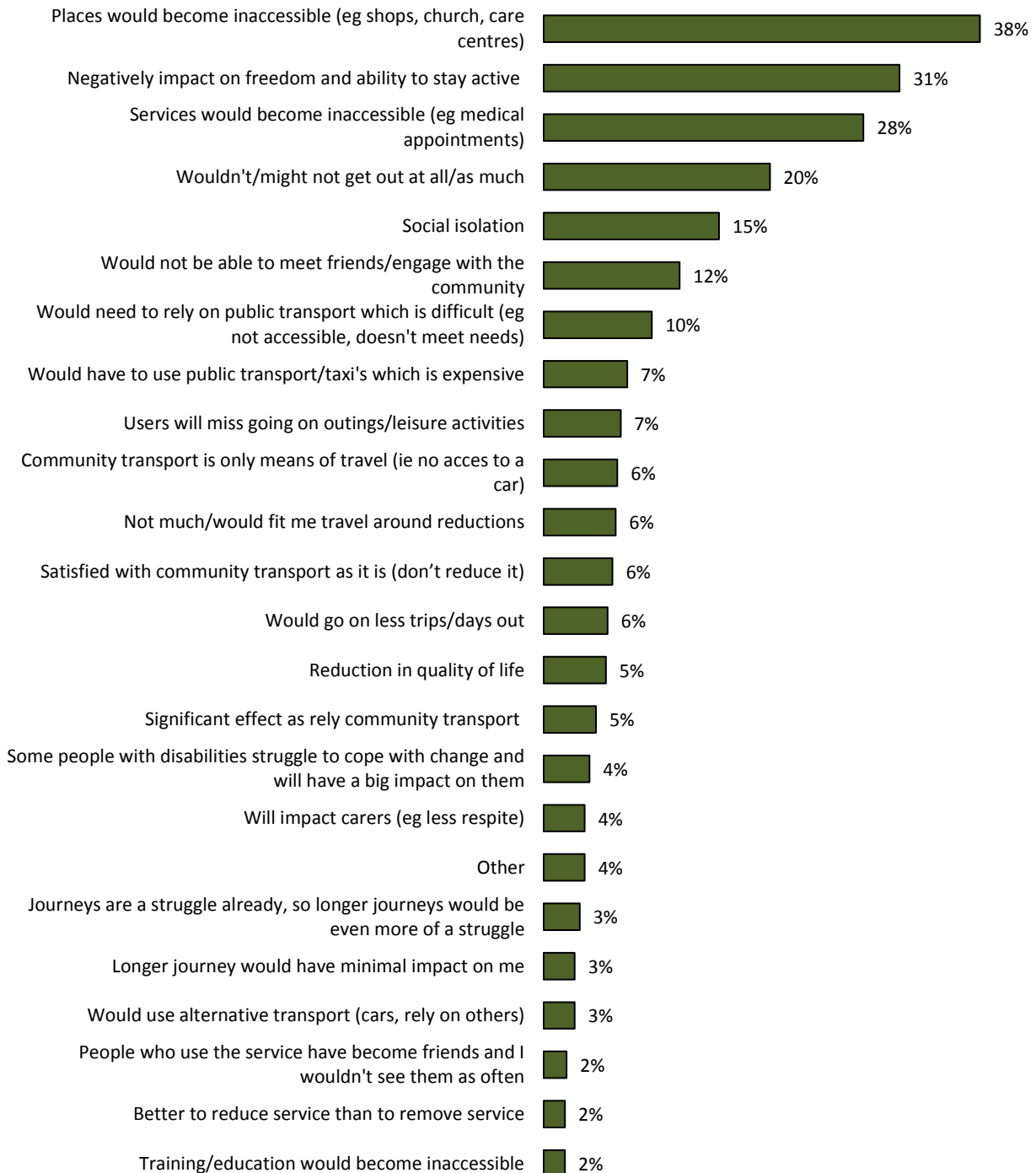
Chart 6 - What are your reasons for travel?



Base: respondents who are community transport users (892)

Respondents who said that they use community transport were then asked how it would affect them if community transport services were reduced. Respondents were most likely to say places would become inaccessible (38%), it would negatively impact on their freedom and ability to stay active (31%), services would become inaccessible (28%) and wouldn't/might not get out at all/as much (20%).

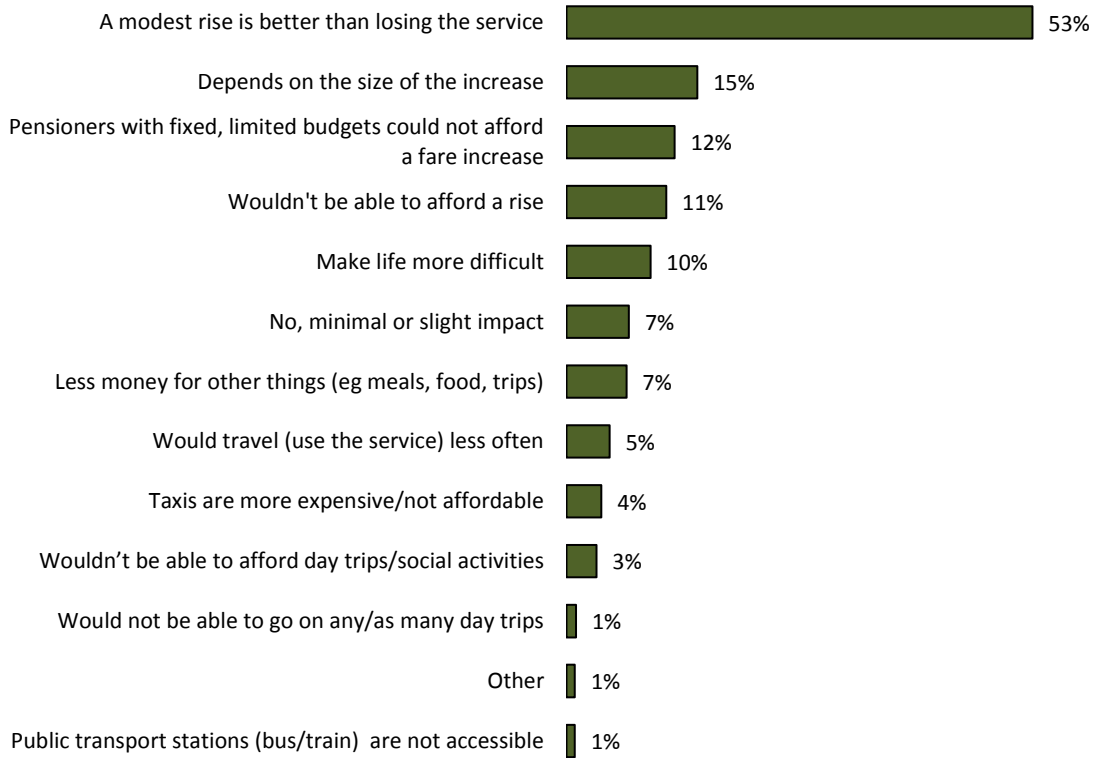
Chart 7 - If community transport services were reduced, for example operated on fewer days or went to fewer destinations, or if journeys took longer, how would this affect you?



Base: respondents who are community transport users (693)

Respondents who said that they use community transport were then asked how it would affect them if the community transport services fare was increased. Over half of respondents (53%) said that a modest rise is better than losing the service.

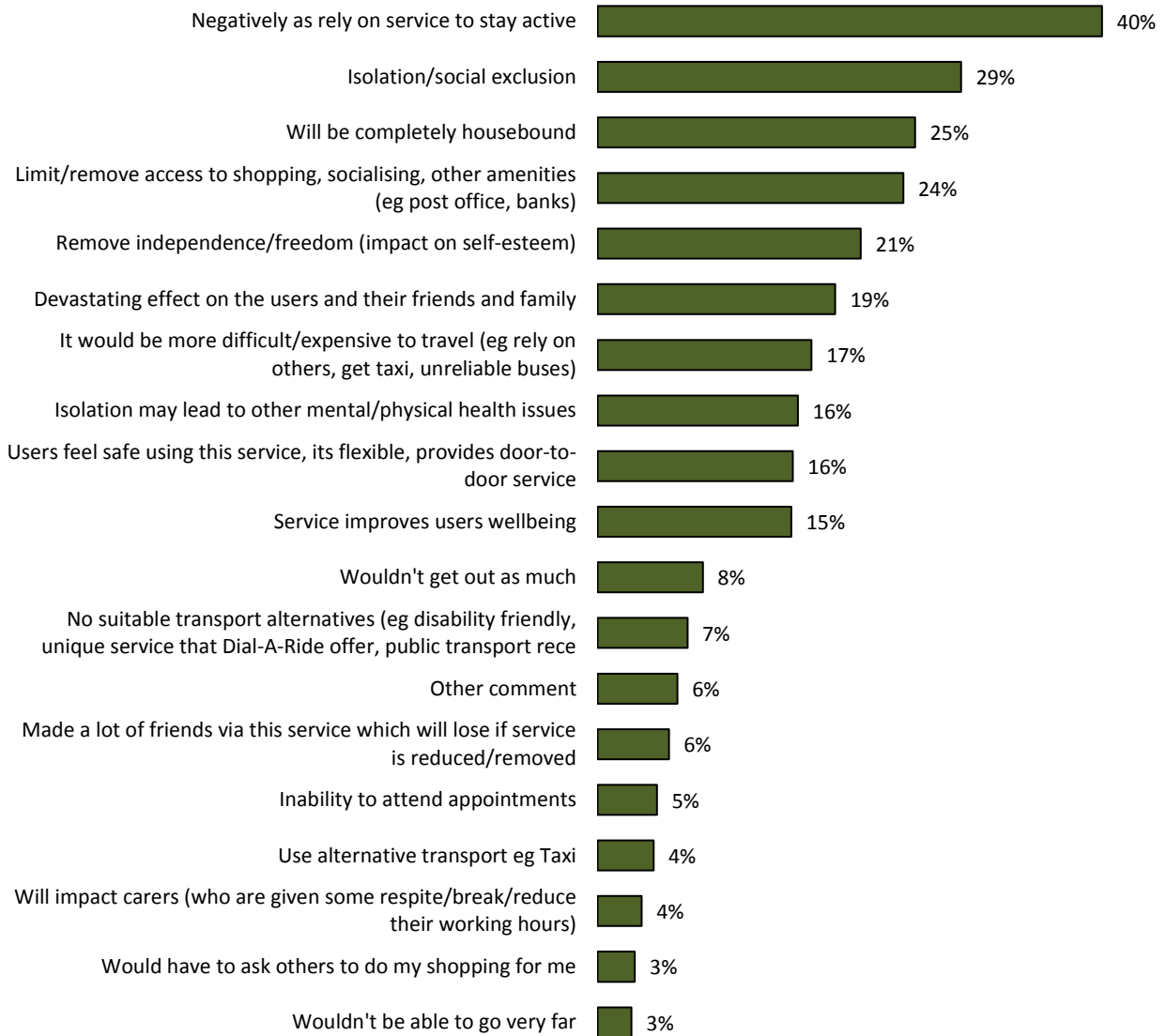
Chart 8 - If the community transport fare was increased how would this affect you?



Base: respondents who are community transport users (730)

Respondents who said that they use community transport were then asked how it would affect them if community transport services stopped altogether. Respondents were most likely to say that if community transport services stopped altogether it would affect them negatively as they rely on the service to stay active (40%), it would lead to isolation/social exclusion (29%), they will be completely housebound (25%), and it would limit/remove access to shopping, socialising and other amenities (24%).

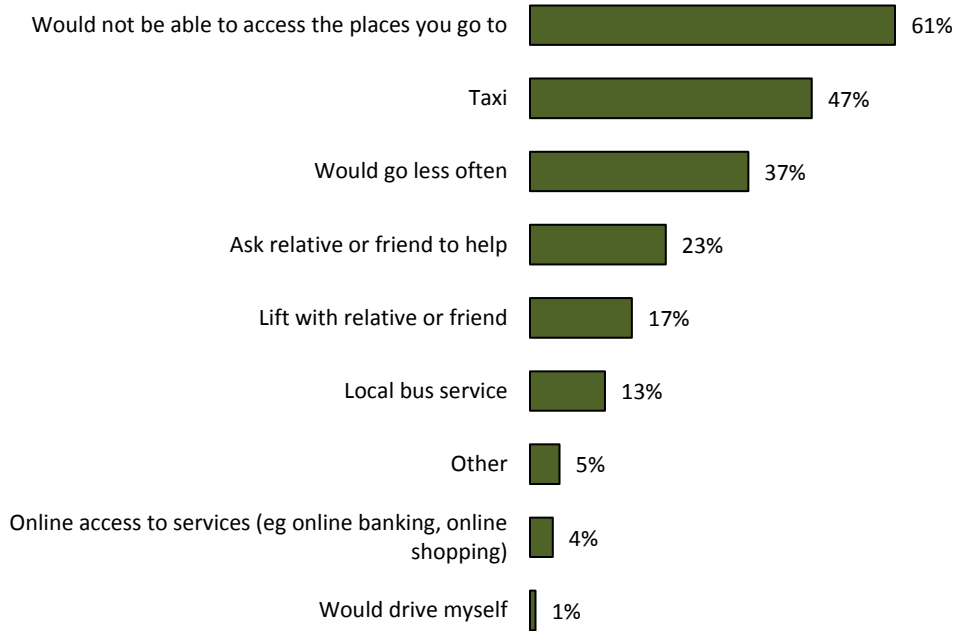
Chart 9 - If the community transport services stopped altogether how would this affect you?



Base: respondents who are community transport users (741)

Respondents who said that they use community transport were then asked how they would get to the places they usually go, if changes were made that meant they could not use community transport services. Respondents were most likely to say they would not be able to access the places they go to (61%), they would use a taxi (47%) and they would go less often (37%).

Chart 10 - If changes were made that meant you could not use community transport services, how would you get to the places that you usually go?

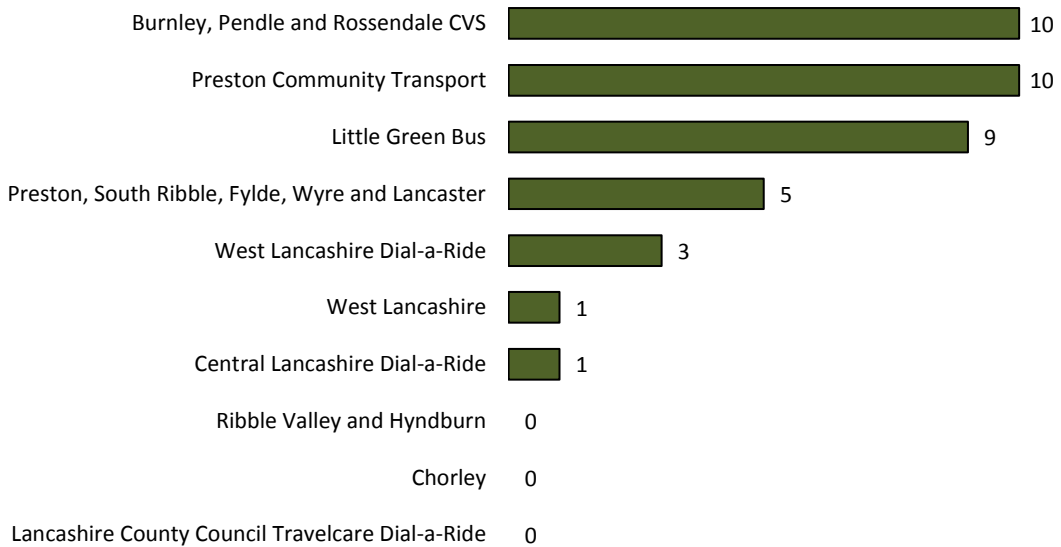


Base: respondents who are community transport users (868)

4.2 Community transport services volunteers

Respondents who said that they volunteer with a community transport provider were asked which community transport providers they have volunteered with in the past 12 months. Respondents were most likely to have volunteered with Burnley, Pendle and Rossendale CVS (10 respondents), Preston Community Transport (10 respondents) and Little Green Bus (9 respondents).

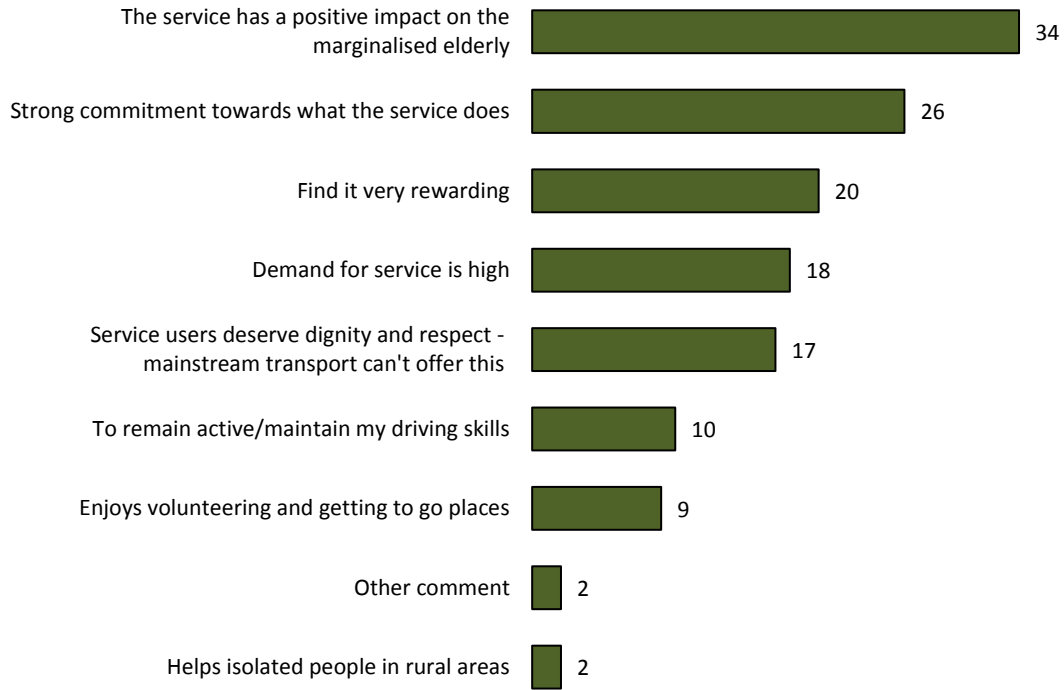
Chart 11 - Which community transport providers have you volunteered with in the past 12 months?



Base: respondents who are community transport volunteers (38)

Respondents who said that they volunteer with a community transport provider were then asked why they volunteer. The most common responses were that the service supports/has a positive impact on the marginalised elderly (34 respondents) and that they have a strong commitment towards what the service does (26 respondents).

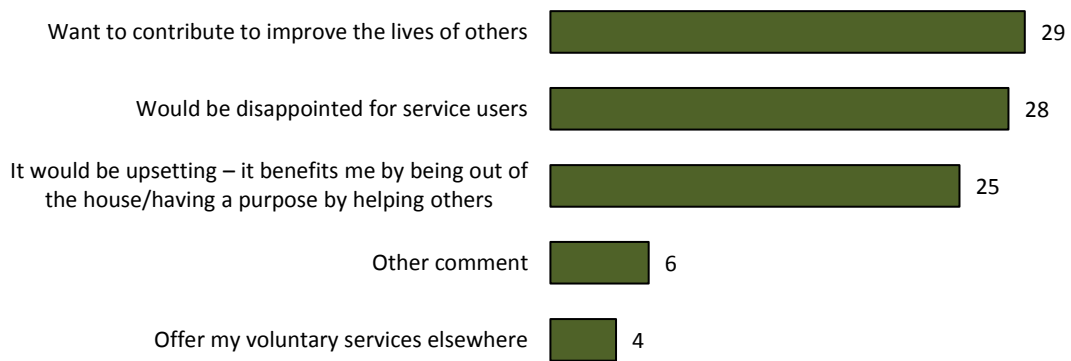
Chart 12 - Why do you volunteer with a community transport provider?



Base: respondents who are community transport volunteers (40)

Respondents who said that they volunteer with a community transport provider were then asked how it would affect them if service changes meant that they had to volunteer less, or not at all. The most common responses were that they want to contribute to improve the lives of others (29 respondents), they would be disappointed for service users (28 respondents) and it would be upsetting (25 respondents).

Chart 13 - If service changes meant that you had to volunteer less, or not at all, with a community transport provider, how would this affect you?

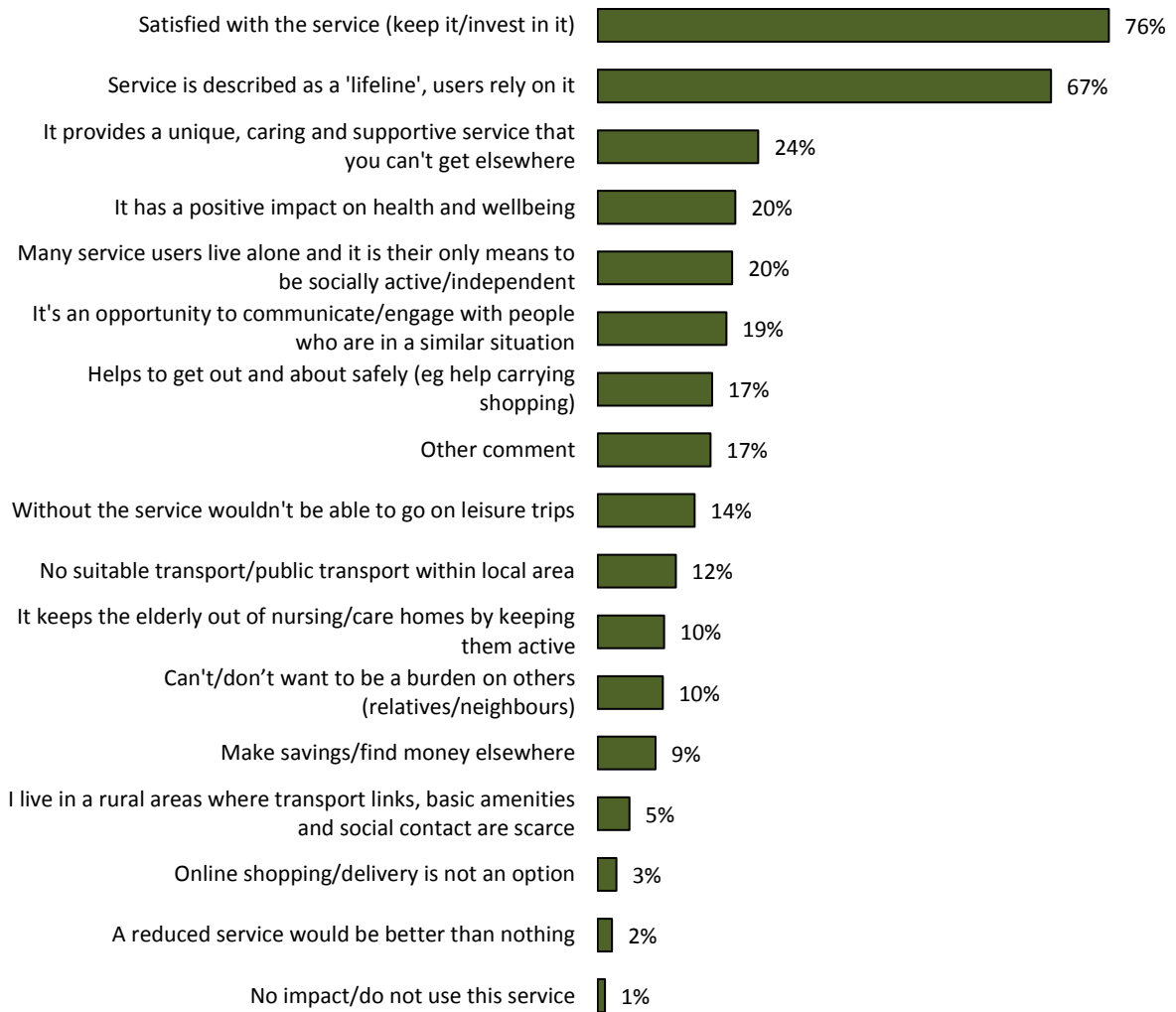


Base: respondents who are community transport volunteers (41)

4.3 Any other comments

All respondents were then asked if they think there is anything else that we need to consider about the proposal or that could be done differently. The most common responses were that respondents are satisfied with the service (keep it/invest in it) (76%) and they described the service as a 'lifeline' that users rely on (67%).

Chart 14 - Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that could be done differently.



Base: all respondents (467)

5. Other responses

We also received five emails and four letters in response to the consultation; these responses are presented in the following section. All the responses express support for the work that the community transport service does and they appeal to us to continue the service or to ensure that the savings are made in a way that has the least impact on service users.

5.1 Email responses

5.1.1 West Lancashire Pensioners Forum

As a rural area, we are already reduced to the minimum of public transport services but these special services are a lifeline in some instances, especially for residents whose locations are not on a normal bus route but due to disability, are even less able to access them if they were. Please bear in mind the pressure on the NHS to encourage attendance of appointments ie GPs, hospitals etc, otherwise either more home visits will have to be considered or ambulance transportation, both adding pressure to an already stretched service. Then the restriction of mixing and communication thus creating isolation and loneliness.

These are the opinions of our Forum as a whole and would request you consider them in this Consultation period.

5.1.2 Lancashire 50+ Assembly

The 50+ assembly considered the proposal at its meeting on Tuesday 15th May and, in consultation with its wider network, have produced this response. The Assembly regrets the possible decision to reduce funding to these vital services but understands that with current Council budget pressures there is a need for a detailed value for money review. The Assembly would hope that any reduction could be achieved by reviewing administration and operational methods rather than a reduction in passenger service.

The 50+ Assembly covers the whole of Lancashire so this response must be of a general county wide nature. Individual user trips are of a very local necessity and are vital to avoid the growing impact of loneliness and isolation or increased risk of more serious health issues developing because of an inability to travel. The Assembly therefore recommends that before local alterations to community transport there are detailed discussions with local users plus others in the local area who are potential users. The local 50+ forums would be able to assist in this as well as being able to assist with increased use of the vehicles to generate additional usage and revenue whilst achieving a reduction in loneliness and isolation.

On general policy and guidance in respect of this review the 50+ Assembly Transport sub group would be able to assist in any further consultations and would value the opportunity to do so.

The Assembly are aware that in parts of Lancashire there is a very restricted community transport service and would recommend that as part of this review those needs are identified and considered. Rossendale was specifically highlighted at the Assembly meeting.

Local Consultations would be able to assist in considering better use of the existing resources by the change of days or times of activities as well as better use of all smaller vehicles supported by public or charity funds. This would need to include health care providers to ensure that future health care appointments are provided around the time of available community transport.

The decline in public bus services has increased the need for provision of more tailor made services to enable access to essential facilities like health, shopping, and social inclusion. This access will also be needed by visitors to Lancashire [or Lancashire residents living away from home and needing short term care] and within safeguarding constraints there needs to be a method of access to community transport for temporary visitors to an area.

Any increase in fares should be in line with inflation. It should be acknowledged that the present older population is a generation that has not grown up with the digital revolution and many do not have access to a computer.

Any changes in charging procedures should reflect this and always include cash payments. However with a move towards mobile and contactless cards, a variety of payment methods including digital would be supported by the assembly.

5.1.3 Whittingham Parish Council

Members agreed that the service may be essential to residents wishing to access the hospital, doctors and other medical facilities – particularly as frequent travel by taxis is expensive from the rural area. Members recognise the financial pressures that the County Council is facing, but believe it would be wrong to cut a service which provides a valuable lifeline to eligible residents. MIN 09 Members RESOLVED to oppose the funding cuts and suggested that the Council does more to promote and streamline the service to ensure that those who are dependent on the service, still have access a suitable form of community transport.

5.1.4 Woodplumpton Parish Council

Members expressed concern that any cut backs will hit rural residents the most, as they tend to be more isolated and travel by taxis is more expensive.

Before making a decision, Members felt that LCC should provide a breakdown of the number of residents using the service by location and they should do more to maintain or promote alternative transport in those areas.

In addition, many new planning applications require the provision of a Travel Plan to promote car sharing and provide funding for additional public transport

services. As funding is an issue, developers should be asked to provide Travel Plans which address the needs of ALL users - including people, unable to use public transport.

5.1.5 Halsall Parish Council

Halsall Parish Council resolved at the meeting held on 9th May 2018 that current levels of funding should be maintained and savings found elsewhere.

5.1.6 Ribchester Parish Council

Despite much evidence to the contrary the pervading view tends to be that people living in rural areas are wealthy. This view masks the fact that 'real hardship' exists with the elderly who are generally the hardest hit by social isolation and the inability to access suitable services.

Rural deprivation often centres on such isolation to the extent that Public Health England [PHE] defines isolation in terms of the availability of local services. In recent years a number of essential services have begun to retreat from rural areas and in some cases withdrawn altogether. A particularly apt example is Ribchester, which has over the years lost all of its shops bar one, its bank and doctor's surgeries. In consequence there has been an increase in social isolation and loneliness, predominantly but not exclusively, among the elderly.

In addition to the failure of local service providers to meet local needs rural areas have the most expensive energy and transport costs alongside the lowest broadband connections in Europe. The only mitigating factor in this toxic mix is the availability of community transport that allows some measure of independence for its users.

There may well be valid financial reasons for seeking to reduce the cash budget for community transport. But this does not outweigh the arguments in favour of carrying on and certainly should not be carried out at the expense of the most vulnerable members of society.

5.1.7 Ribble Valley Borough Council

A reduction in funding for community transport services will affect many residents in Ribble Valley and we are concerned that any proposed funding cuts will impact heavily on the health and wellbeing for many people across Lancashire. In the borough of Ribble Valley, many local communities are sited in remote rural locations which are some considerable distance from essential everyday services. Community transport service are a lifeline to many people who don't have access to a car or can't drive, there are no other bus services. Whilst we understand as a result of financial pressures Lancashire County Council needs to make savings reductions in spending in this area will affect the most vulnerable in society, including the disabled and the elderly. This will be striking right at the heart of very

vulnerable people in our communities. Community transport partnerships such as the Little Green Bus service in Ribble Valley provide accessible door-to-door and group travel services to older people and people with disabilities. This is not a free service - members contribute towards their fare but it is subsidised, making it an affordable service. Further cuts to community transport will mean that many of our service users will be unable to avail of services, education, work placements, training placements, jobs, and social and leisure opportunities. The knock-on effect of these cuts will be devastating to individuals, parents and carers at a time when welfare reform is already causing significant worry. More often than not, the community transport provision makes the difference between someone being at home and someone being at their job or place of education.

Community transport is provided for some of the most susceptible people in our society including people with learning disabilities and physical disabilities. The vast majority of our service users are unable to drive and, as a rural area, many public transport links are inaccessible or individuals are not able to travel on public transport independently, and other services could put more pressure on statutory services, particularly social care and the NHS. The effect on passengers could mean a decrease in access to health appointments at doctors' surgeries and hospitals, leading to physical and mental health issues not being addressed. As stated earlier, people rely on such transport services to get to work, school, their GPs, supermarkets, and even to stave off isolation and loneliness. Research shows that for older and poorer people, as well as for those with disabilities, community transport can be the difference between being able to get around and feeling trapped, especially in rural areas with few other options. It is also important to the economy of local communities too, ensuring people can get to or find employment, and can spend their money with local businesses.

5.2 Letter responses

5.2.1 Letter 1 – Macular Society Chorley group

MACULAR SOCIETY

CHORLEY GROUP

21ST May 2018

TO WHOM IT MAY CONCERN

I write on behalf of the members of the society named above who are users of Dial-A-Ride and rely on transport to our venue each month and on our various outings during the year.

It is an invaluable service and without this service we could not continue with our meetings and outings.

Most of our members are totally visionally or partially impaired and for some it is their only way of getting out to meetings and to meet other people.

I therefore, as their Group Leader of this group I trust that this service will continue in the future.

5.2.2 Letter 2

To whom it may concern,

I am a voluntary Team leader of CHAT Carers and bereavement support group based inside Thornton Medical Centre.

We are a self-funded voluntary group offering friendship and support to these 2 sections of our Community.

We use Travelcare bus for 15 of our 21 members, those being 8 over 90, 96 the eldest, and our less able, partly deaf or sight impairment to go out to an activity of a CHAT afternoon. We use Travelcare about once every 5 weeks.

This service has been invaluable to use both financially and practically. Being elderly or disabled prevents these 15 from using public transport etc. and is a lifeline to keep these members involved in an activity and trying to regain the quality of life they would like to have following a bereavement or a caring role.

Being self-funded and a small voluntary group Travelcare costs are reasonable and affordable for us to hire. If the service costs were increased we would not be able to go out to an outside activity, and similarly if the service was stopped.

I have completed, fully, about 7 questionnaire but all 21 forms would answer the questions in the same way as detailed above.

I have enclosed a list of members' names and details, (which I ask you to shred when you have taken note.) As so many are over 90, disabled, partly sighted I have completed these forms on their behalf. You are free to ask if permission was granted - it was.

I hope that you will take into account the reasons given here and in these forms as to why we would urge you to continue Travelcare's excellent, existing service.

Yours sincerely,

5.2.3 Letter 3

My husband and myself
live in a very small village
by the name of Langlo,
ten miles from Clidisee.
The village has just one
shop which carries just a
small number of basic groceries.
The "Little Green Bus" collects
us from our door which.

is excellent as we are
now approaching 90 years
and 87 years respectively
The "Green Bus" takes us
to a Super Market of our
choice in Cliphedge which
carries off of our groceries
and our needs.

one and a half hours later
the bus returns and our very
helpful driver - David

loads our heavy grocery
bag onto the bus, and
off we go - plenty of
food for the coming
week.

We are deposited at our
front door, our excellent
driver - David, carries our
heavy shopping into the
house
It would be very.

living here without

the excellent service
provided by "The Little
green Bots"

5.2.4 Letter 4

DEAR LANCASHIRE COUNTY COUNCIL,
 IT HAS COME TO MY KNOWLEDGE THAT WE
 PENSIONERS IN PENWORTHAM ARE IN DANGER
 OF LOOSING OUR COMMUNITY BUS, TUESDAY
 AND FRIDAY. THAT BUS IS A LIFELINE I AM
 91 YEARS OLD, TRYING TO KEEP MY INDEPENDANCE
 MY DAUGHTER LIVES IN YORKSHIRE, MY SON
 LIVES IN SOUTH WALES, NEIBOURS ALL WORK,
 SO MY ONLY OUTING (MORE OR LESS) IS
 THE BUS TO TAKE ME TO BOOTHS TWICE A
 WEEK. PLEASE DON'T TAKE THAT AWAY.
 I CAN'T CARRY SHOPPING HOME FROM
 THE NO 3 SERVICE BUS, TAXIS ARE TOO
 EXPENSIVE ON A PENSION. I HOPE YOU WILL
 CONSIDER US AND NOT PENALISE THE MOST
 VUNNERABLE MEMBERS OF THE COMMUNITY.

YOURS SINCERELY

Appendix 1 - Demographic breakdown

Table 1 - Are you responding to this consultation as...?

	%
A Lancashire resident	95%
A member of a voluntary or community organisation	13%
A carer	9%
Parish or town council in Lancashire (individual and group respondents)	4%
Other	4%
An employee/volunteer of Lancashire Community Transport Consortium	3%
An elected member of a Lancashire district council	1%
A private sector company/organisation	<1%
A local business owner	<1%
Other local organisation	<1%
An employee of Lancashire County Council/Travelcare Dial a-Ride	<1%
Member of Parliament	<1%
An elected member of Lancashire County Council	<1%

Base: all respondents (1,008)

Table 2 - Are you...?

	%
Male	20%
Female	79%
Prefer not to say	1%

Base: all respondents (1,016)

Table 3 - What was your age on your last birthday?

	%
Under 16	0%
16-19	0%
20-34	1%
35-64	13%
65-74	18%
75+	64%
Prefer not to say	4%

Base: all respondents (1,012)

Table 4 - Are you a deaf person or do you have a disability?

	%
Yes	63%
No	31%
Prefer not to say	5%

Base: all respondents (952)

Table 5 - Which best describes your ethnic background?

	%
White	97%
Asian or Asian British	<1%
Black or Black British	<1%
Mixed	<1%
Other	0%
Prefer not to say	3%

Base: all respondents (1,018)

Table 6 - Are there any children or young people in your household aged under 20?

	%
No, but expecting	5%
Yes, aged under 5	<1%
Yes, aged 5-8	1%
Yes, aged 9-11	1%
Yes, aged 12-16	1%
Yes, aged 17-19	2%
No children aged under 20	87%
Prefer not to say	4%

Base: all respondents (829)

Table 7 - Are there any disabled young people aged 20-25 in your household?

	%
Yes	2%
No	95%
Prefer not to say	3%

Base: all respondents (947)

Table 8 - Do you have access to a car or van in which you could travel?

	%
Yes – as passenger	10%
Yes – as a driver	15%
No	71%
Don't know	1%
Prefer not to say	4%

Base: all respondents (993)

Table 9 - Does your household have access to the internet (dial-up, broadband or mobile internet)?

	%
Yes	40%
No	53%
Don't know	2%
Prefer not to say	4%

Base: all respondents (1,005)

Report to the Cabinet

Meeting to be held on Thursday, 11 October 2018

Report of the Head of Service for Planning and Environment**Part I**Electoral Division affected:
(All Divisions);**Consultation on Government proposals to introduce permitted development rights for shale gas exploration**

Contact for further information:

Jonathan Haine, Tel: 01772 531948, Head of Development Management,
jonathan.haine@lancashire.gov.uk**Executive Summary**

The Government has published a consultation on proposals to introduce new permitted development rights for shale gas exploration development. Responses to the consultation must be submitted by 25 October 2018.

Recommendation

Cabinet is asked to authorise the Head of Service, Planning and Environment, in consultation with the Cabinet Member for Economic Development, Environment and Planning, to submit a response to the Government consultation setting out the concerns outlined in this report.

Background

The Government considers that domestic on-shore gas production, including from shale gas, has the potential to play a major role in further securing energy supplies and creating local and national economic benefits.

In recent years the Government has granted a number of new licences for on-shore hydrocarbon exploration across the UK and this has generated industry interest in proposals for exploration activity. In Lancashire, planning applications have been received for exploration sites at Preston New Road and Roseacre Wood on the Fylde and a further application is expected shortly for a site in West Lancashire. The site at Preston New Road commenced in January 2017 and two wells have now been drilled, which will be hydraulically fractured and tested.

A joint ministerial statement by Greg Clark (Secretary of State for Business, Energy and Industrial Strategy) and James Brokenshire (Secretary of State for Housing,

Communities and Local Government) on 17 May 2018 reiterated the Government's view that there were likely substantial benefits from safe and sustainable exploration and development of on-shore shale gas resources. The ministers also stated that they remained committed to making planning decisions faster and fairer for all those affected by new development and to ensure that local communities are fully involved in planning decisions that affect them. However, Government is of the view that recent planning decisions on shale exploration are disappointingly slow when measured against the statutory timescales. The Government therefore state that they are committed to ensure that any planning applications are dealt with as quickly as possible.

The ministerial statement announced a range of measures to encourage and facilitate timely planning decisions on shale gas developments including:

- Holding a consultation in summer 2018 on the principle of whether non hydraulic fracturing shale exploration development should be granted planning permission through permitted development rights.
- Consulting in summer 2018 on whether shale gas production projects should be brought within the Nationally Significant infrastructure Projects Regime.

Following the Ministerial Statement in May 2018, a Notice of Motion was raised at the meeting of Full Council on 19 July. The original proposal was amended but the following wording was approved by Full Council:-

Lancashire County Council notes that in May this year Ministers outlined a proposal in a Written Statement to redefine non hydraulic fracturing shale gas exploration applications as permitted development and to redefine large scale shale gas production sites as Nationally Significant Infrastructure Projects, thus removing any local authority control and community involvement in decision making.

Lancashire County Council is committed to the principles of localism and the involvement of local communities in decisions that affect their environment, their health and safety and their well being and resolves to respond to the Government's forthcoming consultation that applications for fracking should be determined by local planning authorities in accordance with planning law and guidance and to also share this response with Lancashire MP's and relevant Government ministers.

This report deals with the proposals relating to permitted development rights. The second proposal relating to the National Infrastructure Projects regime is the subject of a separate report to Cabinet.

Advice

Permitted development rights were originally introduced to allow certain types of minor development with very little environmental impact to proceed without the need to apply to the local authority for express planning permission. The rights contained in the Town and Country Planning (General Permitted Development) (England) Order 2015 cover issues such as minor householder development (house extensions), agricultural development and development undertaken by local authorities such as bus stops and traffic light controls.

There are also permitted development rights that relate to mineral exploration which include the drilling of boreholes (other than those for petroleum exploration), undertaking of seismic surveys and other excavations for the purposes of exploring for mineral resources. Permitted development rights for mineral exploration have also been extended in recent years to include for the drilling of boreholes for groundwater and seismic monitoring, these rights having been introduced due to the growing interest in shale gas exploration activities. All of these permitted development rights are subject to a range of conditions to ensure that such activities can only be classed as permitted development if they are of sufficiently small scale and low environmental impact.

The Government consultation proposes to extend the permitted development rights to cover non-hydraulic fracturing shale gas exploration sites. It would therefore allow a drilling site to be constructed under permitted development rights for the purposes of taking core samples of shale for testing purposes or other testing operations. The Government considers that it would not be appropriate for permitted development rights to apply to any sites using the injection of fluids (hydraulic fracturing) as part of the testing process.

The following definition is therefore proposed as to the nature of works that would be permitted development:-

Boring for natural gas in shale or other strata encased in shale for the purposes of searching for natural gas and associated liquids with a testing period not exceeding 96 hours per section test.

The Government proposes that the permitted development rights would not apply in certain circumstances such as when a development would require Environmental Impact Assessment and when they would impact upon certain protected areas such as Areas of Outstanding Natural Beauty, scheduled monuments or sites of archaeological interest or conservation areas. They would also be subject to a range of conditions such as limitations on duration of development, restrictions on the number of wells, heights of structures and plant and no removal of trees.

The desire of Government to encourage shale gas exploration and to reduce planning obstacles to such development is noted. However, the following general comments are made regarding the principle of extending the permitted development rights and the detail of the proposals:

- In the consultation paper, the Government has stated they are '*committed to making planning decisions faster and fairer for all those affected by new development and to ensure that local communities are fully involved in planning decisions that affect them.*' However, the effect of the proposed permitted developments rights would be to allow shale gas exploration to take place without the need for any planning application and therefore no opportunity for local communities to have a say in development that would potentially have significant local impacts. The introduction of the new permitted development rights therefore risks undermining public confidence in the planning system.

- Whilst it is recognised that the Government proposes that any new permitted development rights would be subject to limitations regarding location and scale, any drilling operation to take cores or to test for gas would by necessity be of significant scale. It would normally require a significant land take, would generate considerable levels of heavy goods vehicles and could give rise to a range of environmental impacts including noise, visual impact and on ecology. The existing permitted development rights apply to types of development that would normally have very limited environmental impact and not to development of the scale of shale gas exploration that has the potential for significant impacts. Whilst the conditions to any new permitted development rights could be set at a level to ensure that any impacts are minimal, there is a danger that they would have to be set so low as to make the rights virtually worthless to the industry.
- The Government has proposed a definition of the type of exploration development that would be subject to the permitted development rights. However, the definition proposed is considered to be complex and would be impossible for planning authorities to monitor to ensure that any development was being undertaken within the boundaries set by the permitted development rights.
- The permitted development rights would only be for the exploration phase and planning permission would still be required for any exploration featuring hydraulic fracturing or production. However, having established an exploration drill site under permitted development rights, it would then make it difficult to resist an application for further development on that site that may be considered inappropriate because many of the impacts would have already occurred.
- In certain cases permitted development rights can be subject to a prior approval process where a developer has to seek consent from the planning authority that specified elements of the development are acceptable before work can proceed. The Government is proposing that a similar prior approval process might apply to shale gas exploration and that this could include an element of public consultation. These proposals are noted. However, it should be recognised that the principle of development cannot be challenged through the prior approval process and therefore it would not be possible for a planning authority to resist a fundamentally unacceptable development except by using an Article 5 direction to remove the permitted development rights and require a full planning application to be submitted. Such a direction can be overruled by the Secretary of State.
- The Government is also consulting on whether the new permitted developments rights should be introduced on a permanent basis or whether they should be limited to a 2 year 'trial' period. It is considered that if such rights are introduced, they should be limited to a 2 year temporary period to allow their impact to be assessed.

In conclusion, the intentions of Government to encourage shale gas exploration by speeding up the planning process are noted. However, it is considered that the proposals to introduce further permitted development rights risk undermining public confidence in the ability of the planning system to control a controversial form of development and also presents a number of challenges in being able to properly regulate shale gas exploration from a land use planning perspective. It is therefore

recommended that officers be instructed to respond to the consultation as set out in this report.

Consultations

N/A

Implications:

The proposed permitted development rights if introduced would mean that applicants for certain shale gas exploration development would not need to apply to the county council for planning permission before commencing such development. There may therefore be some loss of planning fee income. However, this would be balanced by a reduction in work load. There would also be a reduction of public confidence in the planning system.

Risk management

Lancashire is currently the subject of significant levels of shale gas exploration activity and interest is likely to continue in future. Therefore it is important that the county council responds to the consultation along the lines in this report given the implications for the regulation of shale gas exploration in Lancashire.

List of Background Papers

Paper	Date	Contact/Tel
Ministry of Housing, Communities and Local Government Consultation on Permitted Development for shale gas exploration	July 2018	Jonathan Haine 534130

Reason for inclusion in Part II, if appropriate

N/A

Report to the Cabinet

Meeting to be held on Thursday, 11 October 2018

Report of the Head of Service for Planning and Environment**Part I**Electoral Division affected:
(All Divisions);**Inclusion of shale gas production projects in the Nationally Significant Infrastructure Project regime**

Contact for further information:

Jonathan Haine, Tel: 01772 531948, Development Management Team Leader
jonathan.haine@lancashire.gov.uk**Executive Summary**

The report concerns a consultation by the Department for Business and Industrial Strategy regarding proposals to include shale gas production projects within the Nationally Significant Infrastructure Projects Regime. A response to the consultation should be submitted by 25 October 2018.

Recommendation

Cabinet is asked to note the report and authorise the Head of Service, Planning and Environment to respond to the consultation setting out the concerns outlined in this report.

Background

The Government considers that domestic on-shore gas production, including from shale gas, has the potential to play a major role in further securing energy supplies and creating local and national economic benefits.

In recent years the Government has granted a number of new licences for on shore hydrocarbon exploration across the UK and this has generated industry interest in proposals for exploration activity. In Lancashire, planning applications have been received for exploration sites at Preston New Road and Roseacre Wood on the Fylde; and a further application is expected shortly for a site in West Lancashire. The site at Preston New Road commenced in January 2017 and two wells have now been drilled and which will be hydraulically fractured and tested.

The Government states that it remains committed to making planning decisions faster and fairer for all those affected by new development and to ensure that local

communities are fully involved in planning decisions that affect them. However, ministers are of the view that recent decisions on shale exploration applications are disappointingly slow when measured against statutory targets for determining planning applications.

A joint ministerial statement by Greg Clark (Secretary of State for Business, Energy and Industrial Strategy) and James Brokenshire (Secretary of State for Housing, Communities and Local Government) on 17 May 2018 reiterated the Government's view that there were likely to be substantial benefits from safe and sustainable exploration and development of onshore shale gas resources.

The ministerial statement announced a range of measures to encourage and facilitate timely planning decisions on shale gas developments including:

- Holding a consultation in summer 2018 on the principle of whether non hydraulic fracturing shale exploration development should be granted planning permission through permitted development rights
- Consulting in summer 2018 on whether shale gas production projects should be brought within the Nationally Significant infrastructure Projects Regime.

This report deals with the second of those proposals. The first proposal is the subject of a separate report to Cabinet.

Advice

The Nationally Significant Infrastructure Projects Regime was introduced by the Planning Act 2008 and offers a different consenting process for major infrastructure developments than through the Town and Country Planning Act 1990. It currently applies to projects such as major energy, road and rail transport and hazardous waste disposal. The county council has previously been involved with three such projects: the Heysham to M6 Link Road, the Halite Energy Gas Storage Project in Wyre and the Whitemoss hazardous waste landfill site in Skelmersdale.

The Planning Act 2008 defines the type and scale of infrastructure projects considered to be nationally significant and therefore required to obtain development consent. For projects falling within these thresholds, an application for Development Order Consent has to be made to the Secretary of State which for energy projects is the Secretary of State for Business, Energy and Industrial Strategy. The relevant Secretary of State is responsible for the examination and determination of the application.

There are three features of the Planning Act 2008 procedures which are of particular note:

- Decisions on Nationally Significant Infrastructure Projects are guided by National Policy Statements which set out for the relevant sector the need for development; and which provides clarity and certainty for scheme developers in establishing the national need for the project.
- The Planning Act 2008 also sets out prescribed timescales for the examination and determination of applications for development consent. This

means that decisions must normally be made within one year of commencement of the examination.

- Development Consent Orders can also, if granted, incorporate other powers which cannot be included within a planning permission. For example for compulsory purchase of land.

Currently, there is no specific provision for hydrocarbon development within the Planning Act 2008 regime and all applications for such development have to be made to local authorities under the Town and Country Planning Act 1990. The Government is currently consulting on a proposal to include major shale gas production projects within the Nationally Significant Infrastructure Projects regime and the criteria that should be used to indicate when such projects are nationally significant.

The consultation asks the following questions, for which responses have been drafted.as follows

1. Do you agree with the proposal to include major shale gas production projects in the Nationally Significant Infrastructure Project regime?

The proposal would mean that applications for development falling within the Nationally Significant Infrastructure Projects regime would be made direct to the Secretary of State rather than to the county council as Mineral Planning Authority. The county council would still have a role in the process as there are provisions within the Planning Act 2008 for local authorities to produce a local impact report setting out its views on the development. There are also statutory provisions for local planning authorities to appear at any examinations or other public hearing sessions that may be organised by the examining panel. However, the county council would lose its powers of determination for such applications.

The principle of commercial shale gas developments being included within the Nationally Significant Infrastructure Projects regime has already been the subject of discussion as part of a House of Commons Communities and Local Government Select Committee Inquiry earlier in 2018 into planning guidance on fracking. The county council submitted written and oral evidence to this inquiry.

After hearing evidence from a range of private and public sector organisations, the Select Committee concluded ' *that there is little to be gained from bringing fracking applications at any stage under the Nationally Significant Infrastructure Projects regime; there is limited evidence that it would expedite the application process and such a move is likely to exacerbate existing mistrust between local communities and the fracking industry. We are particularly concerned that if the Nationally Significant Infrastructure Projects regime were adopted, there would be no relationship between fracking applications and Local Plans in communities. Furthermore we note that the Government has not provided any justification or evidence for why fracking has been singled out to be included in a national planning regime in contrast to general mineral applications.*

The Select Committee went on to conclude that '*whilst the Nationally Significant Infrastructure Projects regime does provide opportunities for consultation with*

Mineral Planning Authorities and local communities, such a move could be perceived as a significant loss to local decision making. Mineral Planning Authorities are best placed to understand their local area and consider how fracking can best take place in their local communities'.

The Committee also concluded that if Nationally Significant Infrastructure Projects were to be used for fracking applications, it is essential that a National Policy Statement be prepared which included suitable provisions to restrict inappropriate proliferation of well pads and unacceptable landscape impacts.

Given the range of views that were sought as part of the Select Committee Inquiry process, it is considered that significant weight should be attached to these conclusions and should form the basis of the county council's response to this question.

Finally, the county council adopted a motion on this issue in July 2018 that decision making on shale gas developments should remain with mineral planning authorities.

2. If you consider that major shale gas production projects should be brought into the Nationally Significant Infrastructure Project regime, which criteria should be used to indicate nationally significant project with regards to shale gas production?

The consultation includes a range of criteria including number of wells per site, total number of well sites within the development, level of recoverable gas, production rates, connection to the local gas grid, whether multiple well sites will be linked via shared infrastructure or a combination of the above criteria.

It is considered that any criteria used must ensure that developments are sufficiently large in scale that they are truly nationally significant. It is not considered that single well sites would necessarily qualify as nationally significant even if they involved multiple wells. A more sensible criteria would be in terms of linked multiple well sites that are proposed as part of a gas field development plan.

3. At what stage should this change be introduced? (For example, as soon as possible, ahead of the first anticipated production site or when a critical mass of shale gas exploration and appraisal sites has been reached.)

This question is difficult to answer as it depends upon the likely rate of progress in demonstrating the viability of the UK shale industry. At present the Preston New Road site is probably the most advanced in the UK in terms of establishing whether shale extraction involving fracking in the UK is likely to be commercially viable. However, that will only be known once the wells that have been drilled at Preston New Road have been fractured and the gas flows from those wells tested over an extended period. It is therefore likely to be some time until the shale gas industry is in a position to propose significant production facilities. By this time it may be possible that the industry has had more time to demonstrate that its impacts are acceptable and therefore the planning process is less controversial and decisions can be taken over a speedier timescale that might render the Nationally Significant Infrastructure Projects process unnecessary.

It should also be pointed out the Nationally Significant Infrastructure Projects regime might not offer the quick decision making sought by government. The process can be expensive and time consuming in relation to preparatory work by the developer; and particularly if material changes to planning conditions are requested by the operator

In conclusion, it is considered that the proposal to include shale gas production sites within the Nationally Significant infrastructure Project regime would potentially undermine local decision making on development projects and reduce the role of local planning authorities in the process. If the Government still wishes to bring such projects within this regime, it is considered that the criteria should be set so that only the most major of shale gas production schemes which are truly of national significance are affected.

Consultations

N/A

Implications:

This item has the following implications, as indicated:

The proposals set out by Government in this consultation would potentially reduce the county council's involvement in determining applications for shale gas production. The county council would lose the fee income that would normally be received for such planning applications but would still have a significant workload in terms of responding to the Nationally Significant Infrastructure Projects application.

Risk management

The proposals in this consultation could have significant implications for the county council as Mineral Planning Authority given the level of current and future interest in exploring for shale gas in Lancashire. It is therefore important that the county council responds to the consultation along the lines set out in this report so that the Government is aware of the county council's concerns.

List of Background Papers

Paper	Date	Contact/Tel
Department for Business, Energy and Industrial Strategy – consultation on the timings and criteria for including major shale gas production projects in the Nationally Significant Infrastructure Project regime.	July 2018	Jonathan Haine 01772 534130

Reason for inclusion in Part II, if appropriate

N/A

Report to the Cabinet

Meeting to be held on Thursday, 11 October 2018

Report of the Head of Service - Children and Family Wellbeing Service**Part I**

Electoral Division affected:
(All Divisions);

Awarding of Small Grants to Third Sector Groups which are Registered with the Children and Family Wellbeing Service, including Grants to Individual Young People

Contact for further information:

Ruth Gibson, (01772) 538130, Business Support Officer
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Executive Summary

This report outlines the work of the District Youth Councils in their role in recommending grant monies to third sector organisations which are registered with the Children and Family Wellbeing Service.

Recommendation

Cabinet is asked to consider and approve the recommendations of the District Youth Councils on the applications for grants from third sector groups which are registered with the Children and Family Wellbeing Service, as set out in the report, and determine the awards it wishes to make.

Background and Advice

In Lancashire, there is already a process for third sector groups which are registered with the Children and Family Wellbeing Service, to apply for small grants for the development of the organisation, and for the young people within those organisations who may need help to fund a specific project, i.e. funding for a trip or group activity.

Individual young people can also apply for funding, if they are in need of financial support, which will aid their development and learning, i.e. attendance on an educational course and equipment needed. If these grants are £250 or less, the District Youth Council has the authority to approve these. Should any applications be received from individual young people which are for more than £250 then currently the Cabinet is asked to consider these, taking into account the views of the District Youth Council.

The details of recent applications received by the registered third sector groups are as follows:

Organisation	District	Summary of Purpose	Amount applied for (£)	Amount recommended by District Youth Council (£)
Lancashire Sport Partnership (CSI Project)	Rossendale, Pendle and Preston	6 week Cycle Revival project workshop for 10 people (1 workshop per district)	£2,000	£2,000
		Total		£2,000

The District Youth Councils have met to consider these applications and have recommended approval of the amounts above based on their assessments. The final decision on the amount to be approved lies with Cabinet.

Both sets of grants can be made under Section 2 of the Local Government Act 2000, which states that "Every local authority is to have the power to do anything which they consider is likely to achieve any one or more of the following objectives:

- The promotion or improvement of the economic well-being of their area
- The promotion or improvement of the social well-being of their area, and
- The promotion or improvement of the environmental well-being of their area.

Section 2 (4) (b) of the 2000 Act includes a specific power to give financial assistance to any person under the well-being provisions.

A sum of grant funding is made available for registered third sector groups. This is to support individual groups or units not supported financially by the county council, and to support individual young people's learning and development. It is currently administered through the Children and Family Wellbeing Service and the 2018/19 annual amount is £111,000. The funding is divided between 12 districts, and 25% of each district's allocation is ring fenced for individual young people's applications. Of the total funding available of £111,000, £83,250 is available to third sector organisations and £27,750 to individual young people.

The total amounts of awards recommended in this report are as follows:

Grants to Third Sector Organisations: £2,000

Grants to support individual young people: £105 (There are no grants to individual young people above £250 in this period).

If these awards are approved by Cabinet, the total allocation of awards and the balance of funding available will be as follows:

	Total available for 2018-19	Grants Approved to date	Balance available
Grants to Third Sector organisations	£83,250	£12,278	£70,972
Grants to support individual young people	£27,750	£1,065	£26,685

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

If these grants are not approved then work to positively engage young people by the voluntary organisations may be at risk.

Financial

The full amount of the grant money made available by the Children and Family Wellbeing Service in this financial year 2018/2019 is £111,000. This is divided between the 12 districts, and 25% of each of the districts' allocation is ring fenced for individual young people's applications. This is funded by the Public Health Grant Reserve.

List of Background Papers

Paper	Date	Contact/Tel
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None

Reason for inclusion in Part II, if appropriate

N/A

Report to the Cabinet

Meeting to be held on Thursday, 11 October 2018

Report of the Head of Service, Social Care Service (Health)**Part I**

Electoral Division affected:
(All Divisions);

Adult Social Care Winter Plan 2018/19

(Appendix 'A' refers)

Contact for further information:

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Executive Summary

A Winter Plan has been developed for the last two years for Lancashire County Council Adult Social Care.

This year's plan has now been finalised and reflects and summarises the various actions and services that are in place to support the residents of Lancashire who may need our services across the winter months.

Information is also included in the plan from other services across the council which contribute towards supporting people to stay safe and well during winter. The plan highlights both existing and developing services and some of the risks to sustaining these.

The plan is shared each year with NHS organisations across Lancashire and contributes into the multi-agency Winter Plans in each of the 5 Lancashire Integrated Care Partnership areas (Fylde Coast, Morecambe Bay, Central Lancashire, West Lancashire, and Pennine Lancashire).

This is deemed to be a Key Decision and the provisions of Standing Order C19 have been complied with.

Recommendation

Cabinet is asked to:

- (i) Approve the county council's Adult Social Care Winter Plan for 2018/19 as set out at Appendix 'A'.
- (ii) Note the financial risks beyond the current financial year 2018/19 of some of

the schemes detailed in the plan, which are currently funded from the Improved Better Care Fund.

Background and Advice

The annual cycle of winter planning is now well embedded across the health and social care system in Lancashire. It is critical for ensuring business continuity and reducing major areas of risk during what is typically a highly pressured season of the year.

In order to set out the approach across winter 2018/19 for Lancashire County Council's Adult Social Care, a winter plan has been developed. This plan comes into effect from 1st October 2018 and will run until 31st March 2019, and addresses internal capacity and capability, and arrangements with external partners which will contribute towards maintaining business continuity.

Information is included in the plan from other services across the council which contribute towards supporting people to stay safe and well during winter. The plan highlights both existing and developing services and some of the risks to sustaining these.

The plan is shared each year with NHS organisations across Lancashire and contributes into the multi-agency Winter Plans in each of the 5 Lancashire Integrated Care Partnership areas (Fylde Coast, Morecambe Bay, Central Lancashire, West Lancashire, and Pennine Lancashire).

An ageing population combined with increasing numbers of people with a long term health conditions means that demand for both health and social care is increasing year on year.

These pressures further increase or 'spike' during winter months, particularly across the urgent care system. There are a number of reasons that contribute to this including cold and inclement weather, falls, and higher volumes of poorly people for example due to Flu.

On the back of a challenging winter across 2017/18, and the continuing pressures throughout this summer, it is critical that Adult Social Care have plans in place to contribute to the multi-agency Winter Plans in each of the 5 Lancashire Integrated Care Partnership systems. The plans set out how organisations will maintain or expand service delivery levels and sustain performance across the winter months. As we head into winter 2018/19, the impact of the intensive work over the last 12 months, including the benefits from the investment of the Improved Better Care Fund monies to start new initiatives or expand existing services, is placing Adult Social Care in an improved position to respond to the pressures than in the previous two years.

New initiatives have been pump primed through use of the Improved Better Care Fund across the county including the following:

- Home First - This enables more people to leave hospital earlier and return home as soon as they are no longer in need of an acute Hospital bed. Short term support is provided in the person's own home for up to 5 days to give them time to recover, and assessments are undertaken within this time for any ongoing support required. The service is currently being rolled out across the county based on the model that has been operating in East Lancashire for almost 18 months, where the county council and East Lancashire Hospitals Trust have been shortlisted in the prestigious Health Service Journal awards in the category of 'Improved Partnerships Between Health and Local Government'.
- Adult Social Care now also has social care staff working at weekends in each of the Acute Hospitals across Lancashire, along with Care Navigation staff to enable access to services for people on discharge from Hospital 7 days a week.
- A 24/7 Acute Mental Health Professionals team is also now in place to respond to those people who are experiencing a mental health crisis and may need to be admitted to a mental health bed.
- The increased capacity of the community Occupational Therapy team and the continued work of Adult Social Care through the Passport to Independence programme is seeing more people receive an assessment in a timely way, and increased numbers of people who are already receiving social care services have a review.
- The increased capacity of the Reablement service means more people are able to receive this service and remain as independent as possible.

These measures support people to remain in the community at their optimum level of independence and avoid unnecessary admissions to both hospital and residential care. They also support people to be discharged from hospital in a timely way to the most appropriate place and service.

The Winter Plan also sets out staff capacity and key contacts for Adult Social Care across the 2 weeks of the Christmas and New Year holiday period. The service also restricts annual leave for staff throughout the December to January holiday period, in order to maintain capacity during this most pressured time.

Contained in the Winter Plan are also the important contributions to winter planning from Public Health with the Flu campaign, which encourages county council staff to take up the vaccination and remain well across winter.

There are also important schemes such as Affordable Warmth which offers support to the most vulnerable people in Lancashire with heating their homes. The messages on the county council winter webpages detail important information on staying warm, safe and well across winter and these are regularly accessed by Lancashire residents.

The Lancashire County Council Adult Social Care Winter Plan 2018/19 is set out at Appendix 'A'.

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Financial

It must be noted that within the plan are a number of schemes and services that are in operation only through the use of Improved Better Care Fund monies. Many of these schemes have a positive impact on performance targets such as Delayed Transfers of Care, as well as delivering improved outcomes and experience for Lancashire citizens in need of support. Sustainable funding solutions are therefore required if these critical services are to continue beyond March 2019, but the existing money should suffice to ensure these services continue through this coming winter.

List of Background Papers

Paper	Date	Contact/Tel
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None

Reason for inclusion in Part II, if appropriate

N/A

Lancashire County Council
Adult Social Care
Winter Plan 2018/19

Author: Sue Lott, Head of Service

Date 26th July 2018

Version 2

Document Version Control

Version	Issue Date	Changes from Previous Version	Approver's Name	Approver's Title	Sent To	Date Sent
V1	3 rd July 2018	Draft Plan	Sue Lott	Head of Service, Social Care Service	Louise Taylor Exec Director of Adult Services and Health & Wellbeing Tony Pounder, Director of Adult Services Ian Crabtree, Director of Transformation	3 rd July 2018
V2	24 th July 2018	Amendments following comments from LT	Louise Taylor	Exec Director of Adult Services and Health & Wellbeing	Louise Taylor Tony Pounder, Ian Crabtree,	24 th July 2018
V2 FINAL	26 TH July 2018	Final Version				

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1. Introduction

Winter planning is a necessary and critical part of business planning in order to set out business continuity and managing major areas of risk during what is typically a pressured season of the year.

In order to set out the approach across Winter 2018/19 for Lancashire County Council Adult Social Care, a winter plan has been developed. This plan comes into effect from 1st October 2018 and will run until the 31st March 2019

An ageing population combined with increasing numbers of people with a long term health condition means that demand for both health and social care is increasing, and we know that these pressures increase during winter months, particularly across the urgent care system. Following another challenging winter across the Lancashire and South Cumbria Integrated Care System, the need for integrated planning is critical and LCC Adult Social Care is working closely with partners in each Integrated Care Partnership to ensure that so far as possible, new pathways are in place and embedded before Winter commences and that plans are in place to meet anticipated demand pressures. As we head into winter 2018/19, some of the intensive work across the last 12 months plus use of the Improved Better Care Fund monies to pump prime new initiatives, is placing us in an improved position. Additionally, initiatives such as the Acute Social Work peripatetic team are helping to bolster assessment resource enabling those teams to better respond to demand whilst team members are on leave and where there are surges in demand due to Hospital pressures, and the 24/7 Acute Mental Health Professional (AMHP) service is making a significant impact on availability of AMHPs to enable people to avoid unnecessary attendances to the Emergency Department and then very lengthy waits for assessments/mental health beds in an environment that is not resourced or skilled to provide the right support. .

Challenges to significantly reduce and maintain low to no levels of Delayed Transfers of Care, the challenging financial position of the Council, and workforce pressures across the sector remain. The Adult Social Care transformation programme Passport to Independence has now moved into Business as Usual and the intensive work through the programme is demonstrating improvements in both practice and process leading to improvements to the services we provide to those in need, and the increase in achieving more appropriate outcomes at the right time for the citizens of Lancashire is becoming ever more visible through performance data.

The Winter Plan additionally sets out capacity and contacts across the Christmas and New Year holiday period. Summary contact details for points of escalation are included in this plan which should be read alongside the Adult Social Care Escalation Plan which provides more detailed information regarding threshold levels and responses aligned to each OPEL (Operational Pressures Escalation Level Framework – national NHS escalation framework) level. Information and contacts have also been confirmed into each A&E Delivery Board summary plan.

Adult Social Care will continue to work with each Integrated Care Partnership area through existing networks and through each of the five A&E Delivery Boards across the County. Where possible, a pan Lancashire approach will be encouraged to maximise system resilience and the benefits of the deployment of resources. Many of our current resources to support urgent care and flow out of hospitals continue to be enhanced through iBCF funding, and we will ensure best use of funding to meet Key Performance Indicators and resilience across the system. Across this winter, work will be taking place with partners to look at sustainability of new services and pathways that make a difference.

Progress reports and recommendations concerning significant actions undertaken will be delivered through the usual channels both within the Council and externally with partners.

The plan version 2 dated 25th July 2018 has been signed off by the Director of Adult Social Care and the Exec Director of Adult Services, Health and Wellbeing on the 25th July 2018 and shared with relevant managers and staff within the Council.

A copy of the winter plan will be forwarded to each A&E Delivery Board for inclusion in the system wide winter planning and delivery reporting.

Any significant amendments will be communicated via the issue of a new version

2. Capacity Information & Pressures

Across the county there are various **intermediate care services** such as **Community Beds, Reablement and Crisis Support services**.

Appendix 1 outlines the current provision of **intermediate care services** across each CCG footprint area.

- **Reablement and Crisis Support services** were recommissioned in 2017 and the new contracts commenced between June – September 2017.

In each ICP, the crisis service is being used as part of a recognised and agreed Discharge to Assess pathway under the Home First principles. To meet the needs of the pathway, crisis support is extended to up to 72 hours over 5 days rather than the core service of up to 72 hours over 3 days. The crisis service can also be commissioned for up to 5 days over Bank Holiday periods to facilitate discharges and prevent admission to Hospital. Eligibility for the service remains as per the guidance in place.

The Hospital Aftercare new service contracts in Central Lancashire and North Lancashire commenced on 1 May 2018 with Age UK. They now align with the model in East Lancashire to integrate the service with discharge teams and to support timely discharge for those people not requiring specialist transport or social care. The services include "Take Home & Settle" (Tier 1) for up to 3 hours, and "Follow-up and Support" (Tier 2) providing level support for up to six weeks and up to 15 hours support over the period. Transition to the new services has gone smoothly. It is expected that the service will accept a minimum of 2,296 and 1,889 referrals a year in Central Lancashire and North Lancashire respectively, and that 96% of people will not be readmitted to hospital within 28 days of discharge.

Capacity and usage information regarding intermediate care services is circulated daily to key staff across partner agencies. A monthly summary of suspended residential beds & Performance Improvement interventions is also circulated monthly to A&E Delivery Board Chairs and shared with Board members.

Alongside Intermediate Care services, there is a wide range of domiciliary, residential and nursing care home provision across the County. **Appendix 2** outlines the number of Providers in Lancashire and the approximate number of beds and hours in the system by area.

There continues to be some challenges in meeting all demand for these services from the existing supply – volume or availability is not always at the level needed or response timescales required. There are a number of interconnected causes including:

- rising levels of demand and volatile and localised 'spikes'
- fee levels – affordability for commissioners and profitability and incentives for providers to develop their businesses do not always match
- workforce recruitment and retention is challenging and can be acute in local areas where the labour market is tight
- Increasing complexity of meeting needs of individuals increasing the intensity of support and skills of staff required.

In December 2017, Cabinet approved inflationary fee uplifts for 2018/19 of between 3.48% and 3.82% to all providers of residential and nursing care homes to support stability in the market and payment of the increased National Living Wage.

Along with NHS partners Lancashire County Council have signed up to the testing of the new Care Home Bed State Portal which will support live-time system access to capacity in the market across Lancashire. This will free up staff time across Social Care and the NHS in terms of gathering this information, creating capacity for other tasks.

For home care we continue to see pressures in line with the national picture. However, following implementation of the home care framework in November 2017 there has been a reduction in the number of people waiting for a home care package and the changes have contributed to the improved position on delayed transfers of care.

Contracting with just 52 providers under the home care framework, instead of 190 providers, is enabling closer partnerships with providers and a greater focus on quality, standards, performance and monitoring. There are now stronger contract management arrangements in place, including monitoring the ability of providers to accept new home care packages and taking action where performance needs to improve.

We are developing further plans aligned to the Passport to Independence Programme to maximise the independence of people who use home care and to increase service capacity within the market, for example by minimising double-handed care.

The Council has continued to see an overall increase in contacts and demand for social care support, in particular on discharge from Hospital with work for those teams increasing by 20% over the last 12 months. To support Adult Social Care to meet these challenges delivery of the Passport to Independence programme remains and the focus is now on how we build on this to further improve performance and meet demand pressures. A key element of this is improving decision making from the first contact a person has with social care, thus ensuring that people receive proportionate assessments and support is provided in a way that maximises their independence. This avoids people receiving more support than they need, and ensures that they receive support in the most appropriate and independent environment, thus freeing up capacity in long term support services.

Through the delivery of the Passport to Independence programme we are continuing to see:

- an increase in the number of reviews being undertaken, therefore supporting the prevention of a deterioration of the person's ability and independence
- an increase in the timeliness of assessments also supporting the prevention of further deterioration of the person's ability and independence

- a reduction in the number of people moving directly into residential care on discharge from Hospital
- an increase in the number of people moving straight home on discharge from Hospital
- an increase in the number of people accessing Reablement
- a reduction in the waiting times for Occupational Therapy assessments

Across each A&E Delivery Board area, adult social care staff will continue to dial into DToC, Resilience and Escalation teleconferences as required, including at weekends. Areas of concern will be addressed and reported on in accordance with agreed governance and escalation plans.

When systems are under pressure it remains important to collaborate to make best use of public funding and to reduce duplication, and Lancashire County Council will continue to plan with partners to ensure that these principles underpin our collective response to Winter resilience.

3. Contract Management – Independent Provider Business Continuity

LCC Contract Management requires Service Providers to deliver operationally to the full terms of their contractual agreements. This includes having the level of staff required to deliver the service provision fully and safely, that they have a plan in place for an event of significant service impact including staff illness, inclement weather where usual routes may be temporarily impassable, and to ensure that Service Users are not impacted by a reduction in regular Service Provider delivery.

All providers should have business contingency/continuity plans in place, some of which may well reference service continuity issues re: inclement weather – last year in Lancashire this included the impact of heavy snow and flooding.

In the event of an impact on service delivery, service Providers are required to contact LCC to make them aware of the situation as soon as is practical to do so and also confirm what they are putting in place to resolve or mitigate any impact on service delivery. Home care providers are required to be contactable throughout the contracted service delivery time, typically for home care 7am to 10pm, 7 days per week, and for residential care 24/7.

Communications will be sent out to all providers to identify key areas within the system where their support is requested, and remind providers of the pressures in particular over the holiday period and how they can help.

Work is underway to review and renew the contracts held with Care Homes and includes the potential to extend the notice period for Providers to hand back contracts, which will aid business continuity planning and system resilience.

4. Social Work Teams Assessment Capacity Across Christmas & New Year

Sustainable year round weekend working within the Acute social work teams is now in place as Business as Usual, and surge capacity has been created through a countywide peripatetic team of social work staff across Acute Trusts.

Appendix 3 outlines the staffing levels per site per day over the Christmas and New Year period. There will be staff working in each hospital team every day except Christmas Day over the holiday period, unless agreed otherwise with NHS partners. Once formally confirmed, specific names and contact details will be provided to key personnel in each area.

To further support winter resilience, Adult Social Care have restricted annual leave across both hospital and community teams so that 80% of available staff will be in work from 1st December 2018 to the 31st January 2019, with 60% of available staff in work between the 27th-28th December 2018. To ensure effective response to unpredictable spikes of activity, all staff will be directed to work on whatever the prioritised pressures are for adult social care during this time, rather than attend to what may be their usual caseload. This will support the overall resilience of the system both in hospital discharge and admission avoidance.

Care Navigation also work 7 days a week, and over the Christmas and New Year period will be working every day except Christmas Day, enabling improved sourcing and access to services across the whole week.

The AMHP service now works 24/7 and will be fully embedded before Winter commences. Alongside the Emergency Duty Team they will provide a more responsive service to people in need of an urgent AMHP assessment both at home and in the Emergency Department, due to being acutely mentally unwell.

The Emergency Duty Team operates out of hours to respond to service users in need to urgent and immediate support that cannot wait until the core team are back on duty.

5. Corporate Resilience and Continuity Plans

Within Lancashire County Council, business continuity plans are in situ and reviewed regularly. Co-ordinated responses across the Council and with partners in the event of local catastrophic events including severe weather, are in place via the LCC Health, Safety & Resilience Service.

The council prepares for such events through the production of a suite of plans and guidance documents. As each incident will be different and may require a different response, the planning arrangements are designed to be flexible in their approach and provide various options from which the response can be tailored.

The need to ensure the safety and continuity of care to the vulnerable residents of Lancashire is paramount. Measures to be taken within resilience and continuity plans include:

- Identification of vulnerable service users
- RAG rating and identifying which of our teams are the most critical and which could be redirected in the event of a catastrophic event
- Ensuring plans are in place to coordinate with and update partners on an operational basis when such events occur. Pragmatic use of existing teleconferences where appropriate will facilitate some of this to happen.
- Updating partners around Adult Social Care's own internal escalation status, enabling full visibility of pressures and actions

Mapping staff availability to geographical areas in the event attending work bases is compromised.

6. Winter Resilience – iBCF

Appendix 4 details the iBCF bids that support the NHS and expected aims and impact around additional capacity and reducing delayed transfers of care.

Additional posts have been secured to support each of the social work teams in acute sites to improve collation and analysis of data, enabling improved case

Whilst some of the funding for enhanced services are being met through the iBCF, there is however no formal designated resilience funding identified within these monies, and therefore further resilience discussions may need to take place with NHS partners around whole system planning.

7. Mental Health

The Approved Mental Health Professional (AMHP) provision across County, has now been enhanced to provide a 24/7 service. Mental Health beds often become available later in the day, and with the previous service this resulted in cases being passed to the EDT. The new service will significantly reduce the need for this to happen, enabling an improved response to urgent assessments for example in A&E.

There will be a reliance however on the NHS to be able to provide beds for people assessed by AMHPs as requiring this service.

The new service will also enable more proactive planning to take place such as booking Doctors in advance so preventing delays. As well as supporting an improved response to people requiring assessment in Hospital, the new service will facilitate an increased AHMP availability in community.

The LCC Mental Health team will continue to participate in weekly DTOC teleconferences with Lancashire Care Foundation Trust (LCfT). They also hold weekly meetings with the NHS Commissioning Support Unit - Advanced Discharge Planning Group, aimed at achieving flow through mental health beds.

Team managers in the Community Mental Health Teams remain involved in weekly meetings where they identify their service users who are in hospital and look at how they can support timely discharge.

The LCC Mental Health Service Manager is also in regular contact with LCfT's capacity and flow manager re any delays to potential discharges from in-patient services and look at solutions to unblock these.

8. Public Health

Flu Vaccinations

Local authorities have a responsibility to provide information and advice to relevant bodies within their areas to protect the health of the population. The annual flu vaccination programme is one of those areas.

Lancashire County Council promote awareness of the importance of flu vaccination amongst eligible groups and provide advice and support to increase uptake. LCC undertake an annual workforce flu vaccination programme to increase staff protection via the offer of a vaccination to eligible staff such as: frontline Adult Social Care staff;

frontline Children and Young People staff, frontline staff working in settings with vulnerable populations and 'business critical' staff in order to ensure essential services are unaffected over the winter period.

All staff across Adult Social Care have been encouraged to take up the seasonal Flu jab to support keeping our teams well over winter.

An additional programme was introduced for the 2017/18 flu season where Health and Social Care staff directly involved in the care of vulnerable patients and employed by a registered residential care/nursing home or registered domiciliary care provider, could also receive a free flu vaccination. This programme complemented existing immunisation schemes already in place across the health and social care system.

Affordable warmth

LCC works with the district councils to secure national Energy Company Obligation funding through the [Cosy Homes in Lancashire](#) (CHiL) scheme for measures such as a replacement boilers and insulation measures. In particular CHiL supports those households in fuel poverty and at greatest risk of their health being affected by having a cold home but also provides an offer to all households, residents leaving hospital are targeted for support.

Crisis Support

Urgent help with the costs of food or fuel and provision of certain household essential items is available through the Council's Crisis Support scheme (formerly Care and Urgent Needs) for those on a low income and experiencing a crisis beyond their control. Access to support is via the Council's Customer Access Service.

Welfare Rights

The person or someone on their behalf can contact the Welfare Rights Service by phone, email, and letter or via an online form on the website. All calls are answered by the customer services centre, who will respond as appropriate and take the details for any new enquiries which are then sent through to allocate as appropriate. Enquiries are split into three types, the first being an enquiry from or about an older person (currently anyone over 65 years of age), and general enquiries where we should be able to provide the necessary advice by phone, and then complex enquiries like mandatory reconsiderations and appeals. Depending on the type of enquiry and the urgency, each case is allocated to an appropriate adviser to make contact within a range starting with 2 days for very urgent enquiries, up to a month for low priority general advice.

9. Winter and Personal Resilience – Communications Arrangements

LCC has a dedicated 'Winter' page on the website delivering advice to residents on areas including how to keep warm and well plus information regarding travel, gritting and weather forecasts. Links are provided to partner sites including advice from the NHS and Lancashire Fire and Rescue. Between 1st November 2017- 31st March 2018 the site received 38,633 unique hits showing the importance and value of the provision of information to the citizens of Lancashire.

Helpful advice is provided on the site regarding how to prepare for inclement weather and advice around 'choosing well' with regard to accessing health services and not increasing unnecessary pressure on GP surgeries and Hospitals. Residents are encouraged to take up the Flu jab, particularly if they are entitled to a free vaccination, and to encourage older or vulnerable friends, family and neighbours to do the same.

The LCC Winter site will continue to be updated with relevant information and advice throughout the winter period. During bad weather social media and press releases are used to remind people to take care and encourage neighbours to visit those who may be vulnerable living nearby. Key stakeholders are updated about the situation and any effects on service delivery.

10. Additional Plans & Actions

Adult Social Care is also implementing or building on a range of plans, commissioning intentions and actions which will support winter resilience 2018/19. These include:

- Better data quality and visibility is in place to support social work community teams to manage their work and waiting lists. Combined with the roll out of new ways of working through the Passport to Independence programme this will continue to enable increased productivity within teams, ensuring that people receive more timely assessments in the community.
- Improved visibility of monitoring and performance data across acute social work teams to support timeliness of assessment and case progression, as well as quality outcomes for people using a 'home first' ethos for discharge planning.
- Acute Social Workers, the Care Navigation service and the 24/7 AMHP service have all increased their capacity and now operate 7 days a week as part of the core service enabling more service users to receive the care they need in a timely manner
- The Occupational Therapy service increased by 100% in order to both lead the newly redesigned Reablement service, as well as better meet the demand for moving and handling assessments in the community. Volume and timeliness of assessments has increased and improved significantly, as has the volume of referrals through to District Councils for DFG adaptations.
- Work is underway to look at how the volume of people accessing Reablement can be further expanded, with a focus on people stepping up into this service from the community and avoiding unnecessary admissions to Hospital and Residential Care
- Recommissioning of Crisis has taken place and a new Hospital Aftercare service has been commissioned across the county to support hospital discharge and hospital avoidance.
- A new night time support service has been commissioned in North and Central Lancashire (one already exists in East Lancashire), and is being tested across the winter period to look at demand for the service and effectiveness in enabling greater numbers of people to remain at or return home.

- Work is underway to scope out a project to support the use of appropriate community equipment to reduce the need for 2 carer packages of care. This will support the individual's dignity and independence as well as release capacity back into the market.
- Schemes and actions in line with the High Impact Change model will continue to be developed and implemented, or where already commenced will be ramped up, with partners to embed into business as usual across Lancashire. Learning from best practice across Lancashire with regard to schemes, methodology and system benefits will continue to be shared to enable all areas to implement effectively.
- We are actively working with all partners including independent sector providers to develop Trusted Assessor pathways for a range of services, to support relieving pressures across the system.
- The LCC Contracts team monitor alerts from the Met office and subsequently sharing with providers where there are risks highlighted and business continuity plans may need to be implemented
- The number of people receiving Telecare is continuing to expand, supporting the need for early intervention and access to the most appropriate services for individuals.
- There are 13 Day Time Support Centres across Lancashire which offer a luncheon service where older members of the community can purchase a lunch and activity. These services can be arranged on the same day. The majority of Day Time Support centres will be open across bank holidays with the exception of Christmas Day, Boxing Day and New Year's Day.
- The 18 LCC residential homes offer Christmas lunches to members of their community, reducing social isolation at Christmas.

11. **Appendix 1** – Intermediate Care Provision & Capacity Across County

Area	Lancs North	F&W	East Lancs	Preston/C&SR	West Lancs
Community Beds	LCC Dolphinlee 22 beds (including dementia rehab)	LCC Thornton House 17 beds	LCC - Castleford 10 beds	LCC - Meadowfield 27 beds	Stocks Hall 6 beds
	LCC/MBCCG/UHMB/BTH/LCFT Altham Meadows 22 beds (8 clinically enhanced beds to come on line in the near future)		LCC – Olive House 14 beds	LCC – Broadfield 16 beds	LCC – Beacon View 6 beds
Reablement Capacity	Cherish Target – 51 new starts per week		CRG Target – 48 new starts per week	Guardian Homecare Target – 58 new starts per week	
Crisis Support (inclusive of additional iBCF hours)	Mears Care 758 hpw across the full North Lancs area		Supporting Together 1050 hpw	Ark Healthcare 1448 hpw across the Central & West Lancs area	
Hospital Discharge Aftercare Service	Age UK Lancashire		Age UK Lancashire	Age UK Lancashire	

12. Appendix 2 – Domiciliary, Residential and Nursing Capacity Across Lancashire

Provider Type	Number of Providers Across County	Number of Hours/Beds
Domiciliary Care	Approximately 6,700 people receive home care and the majority of those services are now delivered by 52 providers under the home framework that commenced on 13 November 2017.	Approximately 100,000 home care hours per week across Lancashire broken down by area as follows: <ul style="list-style-type: none"> • 37,000 hours per week in Central Lancashire • 31,000 hours per week in East Lancashire • 32,000 hours per week in North Lancashire.
Residential/Nursing Care	<p>Total: 439 Homes –</p> <p>319 Residential</p> <p>111 Nursing</p> <p>9 Residential & Nursing</p> <p>Central: 146 Homes –</p> <p>98 Residential</p> <p>45 Nursing</p> <p>3 Residential & Nursing</p> <p>East: 146 Homes –</p> <p>112 Residential</p> <p>29 Nursing</p> <p>5 Residential & Nursing</p> <p>North: 147 Homes –</p> <p>190 Residential</p> <p>37 Nursing</p> <p>1 Residential & Nursing</p>	<p>Total: 12643 Beds –</p> <p>7156 Residential</p> <p>5151 Nursing</p> <p>336 Residential & Nursing</p> <p>Central: 4736 Beds –</p> <p>2392 Residential</p> <p>2176 Nursing</p> <p>168 Residential & Nursing</p> <p>East: 4066 Beds –</p> <p>2514 Residential</p> <p>1471 Nursing</p> <p>81 Residential & Nursing</p> <p>North: 3841 Beds –</p> <p>2250 Residential</p> <p>1504 Nursing</p> <p>87 Residential & Nursing</p>

13. Appendix 3 – Christmas and New Year Staff Breakdown Across Hospitals

Date	ELHT	LTH	BTH	UHMB	Southport & Ormskirk	Care Navigation	County Manager on call
22 nd December	5 Social Work staff	5 Social Work staff	3 Social Work staff	3 Social Work staff	3 Social Work staff	Yes	Yes
23 rd December	5 Social Work staff	5 Social Work staff	3 Social Work staff	3 Social Work staff	3 Social Work staff	Yes	Yes
24 th December	5 Social Work staff	5 Social Work staff	3 Social Work staff	3 Social Work staff	3 Social Work staff	Yes	Yes
Page 25 25 th December	Cover for emergencies only by Emergency Duty Team	Cover for emergencies only by Emergency Duty Team	Cover for emergencies only by Emergency Duty Team	Cover for emergencies only by Emergency Duty Team	Cover for emergencies only by Emergency Duty Team	Cover for emergencies only by Emergency Duty Team	Cover for emergencies only by Emergency Duty Team
26 th December	5 Social Work staff	5 Social Work staff	3 Social Work staff	3 Social Work staff	3 Social Work staff	Yes	Yes
27 th December	Normal working day	Normal working day	Normal working day	Normal working day	Normal working day	Normal working day	Normal working day
28 th December	Normal working day	Normal working day	Normal working day	Normal working day	Normal working day	Normal working day	Normal working day
29 th December	5 Social Work staff	5 Social Work staff	3 Social Work staff	3 Social Work staff	3 Social Work staff	Yes	Yes
30 th December	5 Social Work staff	5 Social Work staff	3 Social Work staff	3 Social Work staff	3 Social Work staff	Yes	Yes

Date	ELHT	LTH	BTH	UHMB	Southport & Ormskirk	Care Navigation	County Manager on call
31st December	5 Social Work staff	5 Social Work staff	3 Social Work staff	3 Social Work staff	3 Social Work staff	Yes	Yes
1st January	5 Social Work staff	5 Social Work staff	3 Social Work staff	3 Social Work staff	3 Social Work staff	Yes	Yes
2nd January	Normal working day	Normal working day	Normal working day	Normal working day	Normal working day	Normal working day	Normal working day
3rd January	Normal working day	Normal working day	Normal working day	Normal working day	Normal working day	Normal working day	Normal working day
4th January	Normal working day	Normal working day	Normal working day	Normal working day	Normal working day	Normal working day	Normal working day
5th January	5 Social Work staff	5 Social Work staff	3 Social Work staff	3 Social Work staff	3 Social Work staff	Yes	Yes
6th January	5 Social Work staff	5 Social Work staff	3 Social Work staff	3 Social Work staff	3 Social Work staff	Yes	Yes
Comments							

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14. **Appendix 4 - Winter Resilience – Additional Capacity Funded via iBCF**

LDP Area/Scheme Proposals	Expected Outcomes
Morecambe Bay	
Altham Meadows Intermediate Care Centre: Integrated nursing and rehabilitation service as an alternative to hospital care.	<ul style="list-style-type: none"> • 33% reduction in DToC across both schemes
Crisis Hours and Enhanced Therapies: Expedite discharge work with Home First: Support delivery of discharge to assess to admit; facilitating step up and down.	<ul style="list-style-type: none"> • Being worked up
Fylde & Wyre	
Home First: Support delivery of discharge to assess to admit; facilitating step up and down.	<ul style="list-style-type: none"> • Being worked up
CHC process review (trusted assessment): Trusted assessment, better screening, and better home of choice compliance.	<ul style="list-style-type: none"> • Reduce CHC referrals • Increased number of reviews at home • Reduced number of challenges to home of choice policy
Trusted Assessor (Care Homes): Targeted Locality Trusted Assessor support.	
East Lancashire	
Multi-Disciplinary Discharge Team: Support joined up leadership to ensure consistent and effective discharge pathways.	<ul style="list-style-type: none"> • Reduction of 571 delayed days • Increase in Trusted Assessments completed • Increased weekend discharges
Home First: Support delivery of discharge to assess to admit; facilitating step up and down.	<ul style="list-style-type: none"> • Reduction in DToC • Reduction in delayed bed days • Increase in number of people returning directly home from Hospital
Continuing Health Care (CHC) Pathways: Align existing budgets as a means to ensure wherever possible. CHC assessments are completed outside of hospital setting. No funding allocation requested within bid.	<ul style="list-style-type: none"> • Increased number of people with complex needs being supported at home • Increased number of CHC assessments undertaken in the community rather than in Hospital • A 'Home First' principle will be applied to all patients • Reduced admissions to Long Term Care
Implement Home Choice Policy: Delivery of national guidance on	<ul style="list-style-type: none"> • Reduction in the number of patients awaiting their home of choice in

LDP Area/Scheme Proposals	Expected Outcomes
supporting patient choice. No funding allocation requested within bid.	Hospital <ul style="list-style-type: none"> • Reduced costs for the system
Preston/Chorley & South Ribble	
Home First: Support delivery of discharge to assess to admit; facilitating step up and down.	<ul style="list-style-type: none"> • Reduction in DToC • Reduction in delayed bed days • Increase in number of people returning directly home from Hospital
Allocation team for Care and Health: Single point of access for intermediate care, managing capacity and demand in services, with additional crisis support capacity.	<ul style="list-style-type: none"> • A reduction in avoidable hospital admissions • An increase in step-up access from community settings • A reduction in inappropriate referrals and duplicate assessments with better consistency • A reduction in care home admissions and high cost support packages • Better outcomes for patients/customers and a seamless transition through intermediate care
Care Home Support Model: Proactive, preventative service to wrap around residents in a care home setting, working to prevent inappropriate visits to A&E, avoidable admissions, reduce DToC and length of stay.	<ul style="list-style-type: none"> • Reduction in acute A&E and unplanned admissions. • Reduce the number of delayed transfers of care following admission. • Reduction in Social Care assessments to be carried out. • Reduce length of stay in acute care and length of stay for patients in short term placements in homes. • Build more effective communication links between Health, Social Care and Care Home staff. • Reduction in demand for higher rate residential placements
West Lancashire	
Community Hub: One place, flexible hub for intermediate care, reablement and rehabilitation. Increased capacity for discharge to assess.	<ul style="list-style-type: none"> • 2-5% reduction in DToC. To be confirmed once model fully worked up
7 day integrated discharge pilot (intermediate care) Integrated working between 2 current teams. Move to 7 day working.	<ul style="list-style-type: none"> • Reduction in DToC • Improved Integrated working
Home First Workforce Development: Generic therapy and Nursing assistant. Training posts.	<ul style="list-style-type: none"> • Expected Increased re-ablement capacity and workforce • Reduced long term packages/inappropriate packages
Frail Elderly: Workforce development. No funding allocation	

LDP Area/Scheme Proposals	Expected Outcomes
requested within bid.	
Discharge App: Simplifying a complex system. No funding allocation requested within bid.	

	Expected Outcomes
High Impact Changes Fund additional spend	
HIGH IMPACTS CHANGES FUND: Including Peripatetic Team; Acute team 7 day working across hospitals; Trusted Assessors - Trusted Assessor Training; Seven Day Service - 24 hour AMHP service (Mental Health); System to Monitor Patient Flow - DTOC tracking - additional hospital resource.	<ul style="list-style-type: none"> • Reduction in DToC, especially focussed on social care DToC • Reduction in delayed bed days due to waits for social care assessments • Increase in number of people returning directly home from Hospital • Reduction in waits for AMHP assessments

Report to the Cabinet

Meeting to be held on Thursday, 11 October 2018

Report of the Head of Service, Policy, Information and Commissioning (Live Well)**Part I**

Electoral Division affected:
(All Divisions);

Care, Support and Wellbeing of Adults in Lancashire – Our Vision

(Appendices 'A' and 'B' refer)

Contact for further information:

Kieran Curran, Tel: (01772) 536068, Policy, Information and Commissioning Manager (Live Well), kieran.curran@lancashire.gov.uk

Executive Summary

The county council endeavours to provide the best value for money and sustainable care and support for the people of Lancashire. The authority spends almost half of its budget on adult services and has maintained spending year on year. Many of our services work very well and are highly regarded by the people who use them.

However, the council recognises the need to keep pace with changing needs and expectations, and address the increasing demands being placed on our services at a time of increasing financial pressure across the public sector.

Therefore, to enable people to live as independently and healthily as possible, with the right level of support for themselves and their carers, the county council has produced a statement of intent to govern the design and delivery of future services.

This is deemed to be a Key Decision and the provisions of Standing Order C19 have been complied with.

Recommendation

Cabinet is asked to approve the Care, Support and Wellbeing of Adults in Lancashire Vision document, set out at Appendix 'A', and the accompanying 'Plan on a Page' set out at Appendix 'B'.

Background and Advice

Around £550m of the county council's gross annual budget is spent on adult services in Lancashire. This is primarily spent on providing care and support for our older population, and for adults with a learning disability, physical disability, autism and/or

a mental health condition. This amount of money represents nearly half of the council's total spend on services and, despite our financial challenges, the county council has maintained the amount we spend on adult services year on year.

We currently support around 30,000 adults out of a total adult population in Lancashire of around 950,000. The county council also spends in the order of £96m per year on health and wellbeing services.

A number of factors mean that the county council cannot support as many people as in the past, or in the same manner. These include unprecedented financial challenges across the public sector, and a recognition that providing care and support services in the way we have done in the past is not only unsustainable financially, but also often prevents people from remaining independent in their own home and/or prevents them from recovering from an illness or a difficult period in their life.

This means that, in the future, we will provide services in a different way, or enable other providers and organisations to provide services. The county council can play an important role in bringing organisations together to provide services jointly in a way and in a place that makes sense to people.

Our Vision document set out at Appendix 'A' outlines how the county council will work 'smarter' with the people who receive our services now, or those who may need them in the future, our partners in the health and emergency services, district councils, providers of care and support services, and members of the Voluntary, Faith and Community Services sector.

Our Vision document will be a key document from which other important pieces of work will be derived. It will inform our Market Position Statement, which will build on the detail in the Vision and provide specific information on the types, quantity and duration of care we want to commission in the future. The Statement will set out our understanding of the future trends, needs and requirements across a range of service areas, and will inform current and future providers about the type, range and volume of services required in Lancashire. The Statement will be published for consultation before the end of the year.

The Vision will also inform detailed service plans in each of the teams within adult services (e.g. mental health, older people or learning disabilities).

Our Vision is also a key part of the conversation with the public, providers and other partners about how we jointly create a Lancashire where people can be healthy and independent, with appropriate, locally based, support and care when the need arises. Working better and 'smarter' together, particularly with the NHS, through new co-funding arrangements, joint commissioning and shared outcomes frameworks, will enable us to take advantage of new policy proposals in the government's forthcoming social care Green Paper and will build on our commitment to support new Integrated Care Partnerships.

Our 'Plan on a Page', set out at Appendix 'B' is an accompanying document, which sets out some key messages for frontline staff, the public and for our stakeholders.

Summary of the Vision document

Our Vision document describes a shift to a different, more flexible approach that puts prevention, early intervention, and independence right at the heart of council and NHS services and ensures people in Lancashire are:

- safe, secure and connected to their local community;
- maximising their potential, remaining healthy and feeling well;
- living as independently as possible in their own home, or close to home, with appropriate care and support if needed;
- assured that our response, plans and the money we spend, is reasonable and proportionate.

The document also describes the services, technologies, housing models and new ways of working that will – delivered at the right time and place – help people maintain their independence and keep them well. This includes details of improved working with district councils, developers and providers to increase the number of places where people can live independently with day and/or night time support instead of relying on residential care. The document also explains how we will work more closely with health partners to reduce hospital admissions and help people to get home quicker, with the right support.

As well as detailing the things we need to do better, the document includes examples of what is already working effectively, and how we intend to build on our successes, including breakthrough initiatives like our Passport to Independence programme and huge increases in people successfully receiving Re-ablement.

A Glossary of Terms is included to make the document as easy to read as possible.

Consultations

The county council is striving to become a more open and accountable organisation that listens more to the people we support, and the providers, partners and families who help us deliver vital services. While a formal consultation is not required, the county council very much welcomes the views of the public, providers and our partners to shape the vision of care, support and wellbeing services in the future to create a Lancashire where people can be healthy, independent and well supported and cared for locally when the need arises.

Implications:

This item has the following implications, as indicated:

Workforce

Many of the changes we are looking to introduce under the Vision may require changes to current ways of working. Our Passport to Independence programme has already introduced changes to work practice and other innovations will similarly affect how teams and employees operate. This will be particularly relevant for our staff working with individuals living with a learning disability or mental health issue as

we move to a strengths-based approach in terms of assessments, care and support planning and reviews. All staff involved will be fully supported to adopt new work methods through appropriate training, policy and guidance, and supervisory and management arrangements.

Financial

The approach set out in the Vision will mean new discussions with partners about tackling fragmentation across the health and social care system, avoiding duplication, and maximising combined resources. This will include making better use of our combined financial resources and could imply new shared funding or pooled budget arrangements and service and budget efficiencies.

Risk management

The document does not identify any specific risks but does set out a strategic approach to the management of future demand for adult, health and wellbeing services.

List of Background Papers

Paper	Date	Contact/Tel
None		
Reason for inclusion in Part II, if appropriate		
N/A		

Care, Support and Wellbeing of Adults in Lancashire

OUR VISION

To enable people to live as independently and healthily as possible, with the right level of care and support for themselves and their carers.

We are working to ensure people in Lancashire are:

- safe, secure and connected to their local community;
- maximising their potential, remaining healthy and feeling well;
- living as independently as possible in their own home, or close to home, with appropriate care and support if needed;
- assured that our response, plans and the money we spend, is reasonable and proportionate.

OCTOBER 2018

Foreword

Lancashire County Council spends in the order of £1.3bn every year providing services for the 1.2 million people who live in Lancashire. We exist to serve everyone who lives or works in Lancashire, helping people to be healthy, happy and enjoy a good quality of life. We're also here to protect the most vulnerable members of our communities who need extra support.

Most of the services that we provide are 'statutory' services, which means we have a duty to provide them by law. Adult and children's services largely fall into this category. We also provide services to benefit wider health and wellbeing, including libraries, school crossing patrols, countryside services, and preventative measures such as smoking cessation services, trading standards, welfare rights and community transport.

Around £550m of the county council's annual budget is spent on adult services in Lancashire. This is primarily spent on providing care and support for our older population, and for adults with a learning disability, physical disability, autism and/or a mental health condition. This amount of money represents nearly half of the council's total spend on services, and despite our financial challenges, we have increased year on year the amount we spend on adult services. We currently support around 30,000 adults out of a total adult population in Lancashire of around 950,000.

It is important to recognise the very significant contribution that health and wellbeing services make in preventing, reducing, delaying and even reversing some of the physical and mental health issues that occur, especially as we get older. This includes diabetes, heart and breathing conditions, dementia, social isolation and obesity. The county council spends in the order of £96m per year on health and wellbeing services.

The county council has always endeavoured to provide the best care and support for the people of Lancashire. However we recognise that we need to keep pace with changing expectations and needs of the population, especially in relation to technology and where there is an opportunity to work 'smarter' with partners and providers.

We need to improve in a number of ways, which we set out in this document, for example, working with district councils, developers and providers to increase the number of places where people can live independently with day and/or night time support instead of relying on residential care. We also need to work more closely with health partners to reduce hospital admissions and enable those people who do have a stay in hospital to get home quicker, with the right support.

It is also important to recognise that we already do many things well, and we need to build on that success. For example we have a nationally recognised adult foster care service called Shared Lives where people can live independently with support, and our Telecare Service, which uses technology to provide support for people in their own homes. We are also a pilot area for the NHS Healthy New Towns initiative, where we are

working with partners to develop 'wellbeing design standards' for new 'homes for life'.

We understand that people's health and wellbeing is often affected by where they live and that people's healthy life expectancy is very different across parts of Lancashire. Whilst we are not prepared to accept that the level and type of care and support that you receive is dependent on where you live in Lancashire we respect that everyone in Lancashire is different and has a right to express their own individual choice.

We need people to play their part in helping to look after themselves and their families. Our reducing budgets mean that we cannot support as many people as we have in the past, or in the same way, and in many ways, the level and type of support that we have previously provided has reduced, and even removed, people's ability to live independently, which has a negative effect on their overall health and wellbeing. This means that we will provide services in a different way, or enable other providers and organisations to provide services, as they are best placed to do so.

The current financial climate that all of the public sector and some private sector providers operate within means that it is even more imperative that we work better and smarter together to provide services that people have a right to expect. The county council can play an important role in bringing organisations together, to provide services jointly, in a way and in a place that makes sense to people. We are working with health and other partners to enable health and care services to be delivered jointly in your local neighbourhood in line with the government's plans to bring health and social care services closer together.

This document outlines how we will work with you, whether you are a person who receives our services now or may need them in the future, a partner working in the health service, a district council or in the emergency services, a provider of care and support service or a member of the Voluntary, Faith and Community Services (VCFS) sector.

We very much welcome your views and hope that you will work with us to create a Lancashire where people can be healthy and well supported and cared for when the need arises.



Graham Gooch, Cabinet Member for Adult Services

Shaun Turner, Cabinet Member for Health and Wellbeing

Louise Taylor, Executive Director of Adult Services, Health and Wellbeing

1. Context

Lancashire's population, like the rest of the UK, is living longer. Estimates show that more than one in four people living in Lancashire in 2039 will be aged over 65, and the number of over-85s will more than double over that time. Although this is a cause for celebration, adults are also living for longer with poor health and disability, and healthy life expectancy is not keeping pace with longevity.

Old age is not a barrier to good health, but living longer often comes with complicated or long-term health conditions. Some of these conditions are avoidable, some can be delayed, and some can even be reversed.

With leadership from the county council, working with the NHS and others, people can be helped to delay or prevent the onset of many conditions such as diabetes, stroke, heart conditions and certain types of dementia.


It is imperative that we do this, not only to reduce costs and enable us to focus on providing services for those in greatest need, but also because there is a wider benefit to all people staying in good health. The consequence of this enables people to live independently, for longer, with support and care only when it is needed. This in turn reduces the need for long term, costly residential accommodation, which, for most, is not the way in which people want to live, albeit for some, it is the safest and most appropriate setting to receive the right kind of care and support.

There are big differences in life expectancy, up to 5 years in some cases, between different parts of Lancashire and this needs to change. We respect that people are individuals, with differences, and have a right to make their own choices about how and where they want to live, and what type and level of support they would like to receive.

We know that traditional health and care services determine around 20% of a person's health. But other factors – such as lifestyle choices, income, education and housing, and the support of friends and family close to home – play a huge role in how healthy we are. Many of the conditions that have a detrimental impact on healthy life expectancy are also preventable, strengthening the argument that we can make a real difference if we pool our plans and resources with partners, providers and the Voluntary, Faith and Community Faith Sector (VCFS).

Responding to changing demand

Our demand forecasts show that in the future, there will be more demand for support for adults of all ages with a learning and/or physical disability, autism, or a mental health condition. We know that there are more children, who when they turn 18, are needing our services. Newer social problems – like isolation and obesity – also add pressures on already stretched health and social care services and present challenges for individuals.



Expectations are changing. People want affordable, good quality, personalised care closer to home and good relationships with the people who care for them. They want to “tell their story once” when it comes to assessment and reviews to access health and care services.

The vast majority of people prefer to stay in their own homes and within their communities until it is no longer possible for them to do so. Residential care is not a first choice option for most. People are also expecting that technology will be available, either to access information easily and quickly about the services on offer to them in their local area, or for technology to play a part in providing support in some way.

Older people especially want help to meet their social and emotional needs – to go out, meet friends and take part in community life. Yet relatively few care packages include activities outside the home, inadvertently increasing the occurrence of issues like loneliness, or conditions such as depression, by failing to consider the importance of social contact. For young adults especially, we need to do more to meet their expectations of a meaningful life, recognising their potential to be more independent and involved in their care, helping them to access employment and training opportunities, and live independently with the right kind of support.

Because of these trends, we've taken a close look at the ways we deliver care, how many people we help, and how we compare with other councils.

We've found that most of the requests for help we receive could be met more quickly, and with better results, by other organisations working closer to the person.

We are providing a lot more care in people's homes compared with other councils, and as a consequence, are reducing people's independence and spending more than others. We do want to provide care for people in their homes, but we currently provide too much and for too long, which is reducing people's overall independence and costing us too much money.

When we provide care to people, we tend to choose more intensive or longer-term support rather than refer to services like “reablement” that help people regain the ability and confidence to do the things they used to, like cooking, bathing, getting to the shops, or to learn new skills.

As a result, **permanent admissions to residential and nursing care homes in Lancashire are far too high** and part of our plans are to increase the availability of 'supported accommodation' options, which we know are working well in other places in the UK.

Keeping you independent and well

A shift to a different, more flexible approach that puts prevention, early intervention, and independence right at the heart of council and NHS services.

We will work with others to offer support for people to maintain good health, wellbeing and independence for longer. We will provide care and support services, when it's needed. This will include services to help support community based population health management where people are supported in their own neighbourhood to build knowledge and skills to manage their own health and wellbeing, and behaviour change such as stopping smoking, recovering from dependence on drugs and/or alcohol, and weight management. We will also help people to live independently with support through better use of technology and new housing models.

Lancashire Wellbeing Service

The service is targeted to work with people who are at high or moderate risk of developing health and wellbeing issues, particularly those with low level mental health issues or long term health conditions. Up to eight sessions of support are delivered to support people in building resilience, helping them to stay well and maintain independence through motivational interviewing and behaviour change. Individuals are also supported to identify local community groups they can join that will support them to maintain their wellbeing and reduce social isolation.

Assistive Technology – Telecare

We are using a type of assistive technology called Telecare to help support adults with care and support needs to be independent at home, and to reassure their carers. Telecare uses a range of equipment, such as personal alarms, falls detectors, medication dispensers and smoke detectors, linked to and alerts a 24/7 monitoring centre that will arrange the right response if someone needs further help. We currently support more than 8,000 people in this way.

Market Shaping – our Market Position Statement

Our Market Position Statement (MPS) will be published for consultation before the end of the year. The document will set out our understanding of the future trends, needs and requirements across a range of service areas, and will inform current and future providers about the type, range and volume of services required in Lancashire. We want to encourage providers and developers to invest in innovative and creative solutions to meet people's care needs, and reduce our current over reliance on residential based service provision.



We have acknowledged that there is too much variation in the quality of care and support across Lancashire and, although we acknowledge that local differences are part of what makes Lancashire the place it is, we cannot accept the differences in health outcomes that occur.

Preventing and reducing the occurrence of complex conditions also means people need to play their part by staying involved in and taking some responsibility for their own health, care and support.

Digital offer for help, advice and guidance

Currently, the county council provides information, advice and guidance on line through its website and over the phone through its customer contact centre. We are looking at ways to improve that first point of contact by, for example, using online technology to help people find information and advice quicker and easier, without the need to pick up the phone, and avoiding the need for them to go on a 'waiting list' for assessment.

Helping people to manage their conditions and access help and support early on to avoid the need for long term care and support is already a key factor in how we work. We know more about what helps people to be healthy and – when we do care for someone – **our services now do much more to help people gain, retain or regain their independence, and offer them new skills, so they can live a fuller life, safely and healthily, their way.**

Independence means different things to different people. Younger people may need help to move from children's services into adult social care. This is a vital time of life for young adults and we need to provide the right level of support which enables young people to live their lives as adults as independently as possible. For others, the type of support required may change as they get older.

Our ambition is to make sure the right level of care is available at the right time, in the right place and only for as long as it's needed. By over-providing care, not only do we spend more money than we need to, we deny people's ability to look after themselves and possibly even deny their independence completely.

We now work more closely with people to put them at the heart of decision making about the type and level of support they receive, and we make the most of the strengths and abilities they have, rather than focussing on the things they cannot do.

We want to do more to support and develop local communities and bring together the wealth of voluntary and community groups in Lancashire who do a great job of helping and supporting people in their local neighbourhoods.

Keeping you independent and well

We are starting to plan how we integrate our services much more closely with the NHS so we can make better, more informed decisions about where and what we spend public money on, and ensure that people only have to tell their story once. We will always work to prevent or stop abuse and neglect of people who need our help, whenever and wherever help and support is needed.

We are also working more closely with our providers and private sector partners to enable them to be 'Trusted Assessors' allowing them to review people's needs and packages of support, with a shared ambition of reducing or changing them to not only save money but to increase people's independence.

Telling your story once – using 'Trusted Assessors'

The county council is developing a 'trusted assessor' scheme with a number of providers who have volunteered to work with us, with a view to us rolling this out to more providers in the future. The trusted assessor scheme enables the county council to use the quality assessments that providers already undertake for the people in their care.

This way of working means that people receiving care and support only need to 'tell their story once', our staff can use their time in other ways, and, arguably, providers know the people they care for, and their families, and are better placed to assess need and put the right care and support in place, and we need to trust them to do that.

One of our key ambitions is to reduce the number of people who live in a residential care or nursing home. For some people this is the best option, but for most, it is not, and often results in people losing their independence and confidence, and not living their life in the most meaningful way. For those people who are living in our care homes we will make sure that their care is as safe, secure and of the best quality it can be.

Safeguarding

The county council's safeguarding service is an essential service which acts to protect vulnerable people, either in their own home, or living in residential care settings.

Some recent examples of the differences they have made include working with the police to take a case to court which involves an elderly couple being defrauded out of their house, working with GPs, nurses and the police to safeguard older adults who were being mistreated in a care home and working with Care Quality Commission (CQC) and the police regarding a domiciliary agency which was neglecting its service users.

This shift to a new way of providing care and support requires a strong commitment over time from the county council and our partners, especially the NHS. We are already seeing the benefits of change with reduced waiting lists and backlogs for assessments and reviews of care and support packages, lower costs for ongoing care and more people staying independent at home and out of hospital. By closer working with our NHS partners we have reduced the length of time for people waiting to get out of hospital because they need a care and support package.

Getting people home from hospital - Home First

Over the last 12 months we have been involved in the development of a 'Home First' pathway in East Lancashire which enables older people to return home from hospital in a more timely way, with the support that they need and want. Its success means we are now working to roll the approach out to other parts of the county.

Helping people to get back on their feet - Reablement

The service supports people to recover their independence following a long or short stay in hospital. People are assessed for the kind of short term support that they may need to help them regain skills and confidence, such as cooking, bathing and dressing.

Our services have already seen a significant increase in the number of people increasing or recovering their independence after a period of illness or crisis, and our Home First scheme has seen an increase in the number of people assessed for their care and support needs in their own home rather than in hospital.

Feedback to a social worker from the son of a reablement service user: *He said his mum's discharge from hospital was seamless, the integrated therapy and support from the reablement service had been amazing. He lives in France and said that the communication, co-ordination and success of all the services involved, working together, had been fantastic. He said his father had been poorly a few years ago, had a terrible experience, no-one communicated with each other. He thanked us for looking at his mum holistically and felt that he had to let us know.*

"I have been overwhelmed by the care and attention I have received after coming out of hospital. I can't thank everyone enough."

Night-time support service

The service provides short 'pop in' visits between midnight and 6am to people in their own homes.

Feedback from a Social Worker: *"Just emailing to let you know I am using the roving night service for a person. I wanted to let you know what a success this is. This person was in a Nursing Home but was desperate to come home. We supported them home, initially without the night support as they had declined this, however concerns came up from the agency and the district nurses. So they accepted the night support. It has made a massive difference and positive feedback has been given from the agency who now feel they are manageable....without this service the person would be at risk of skin breakdown, health deterioration, having a catheter which they really do not want and worse for them, 24 hour care."*

Keeping you independent and well

Adaptations and equipment for people's homes

Our public health teams have been working with housing partners to maximise the opportunities for housing services to contribute to keeping people as well and as independent as possible in their own homes.

Specific work has included aiding hospital discharge and preventing admission, standardising items provided via grants to include ceiling tracks and wash dry toilets, and improving the process for defining and processing minor adaptations. Additional support for vulnerable people includes advice, arranging and overseeing home repair work, and the provision of small items of equipment.

Feedback from a service user: *"I am emailing to say thank you for the care I have received. The physiotherapist, occupational therapist, reablement social work team and carers have all been caring as well as professional. I have felt that I have been listened to and talked with rather than at, allowing me to participate in my own healthcare. The men who delivered and fitted the extra stair rails and equipment were friendly and professional. All of this has been reassuring, not only for me but also to my husband, daughters, mother and wider family who worry about me."*

Finding a Care Home Bed

Healthier Lancashire and South Cumbria has recently launched an exciting new web-based portal that enables residential care homes to share their 'live' bed vacancies with social care and hospital discharge teams at the touch of a button. The portal is designed to minimise hospital discharge delays, and will enable staff to search for appropriate available nursing and residential beds without the continual need to phone numerous homes.

It offers care homes the opportunity to clearly communicate the categories of beds they provide and professionals will have quick and easy access to contact details and care home ratings as well as numbers of available beds in specific locations. The portal will improve the speed and efficiency of finding beds at the time they are needed, and allow for more informed discussions around longer term solutions in respect of care and bed requirements, based on live capacity data and the powerful reporting capability of the tool.

The Housing for Care strategy sets out the county council's ambitions to work with providers, developers and partners including district councils to encourage and enable investment in new types of innovative and flexible housing, which people can live in as they get older, with care and support as required.

It also encourages the development of newer, more innovative, supported living accommodation for people with a learning or physical disability, and/or a mental health condition.

Housing for Care

We have published our 'Housing with Care' Strategy which sets out how we will work with district partners, private providers and developers to encourage investment and promote '*healthy design standards*' in a range of '*supported accommodation*' options.

These options include 'Extra Care' and 'Supported Living' housing, which enable people to live independently, with the right level of support (a mixture of day and night-time support), primarily in shared flats or houses, with their own front door and access to communal facilities, such as on site hairdressers and cafes.

Such schemes already exist in limited numbers in Lancashire and we want to do more. There are examples in other parts of the UK where such housing options are popular and successful, and we know that there are developers in Lancashire who want to invest in these types of schemes.

We will also link this with our programme, which we call 'Meaningful Lives', which helps people with a learning or physical disability, mental health issues or autism, to access jobs, training and social events, and to have the same opportunities, expectations and ambitions in life as anyone else. We're proud of the improvements we have already made but we know we can do more.



Our priorities – providing the right level of support at the right time

We will help people live healthily and independently for longer, whilst caring for people who need support within, or near to, their home.

Health and care services have to be joined up near the places where people live so that people can get the right service quickly and easily. We will provide easy access to services that provide a ‘little bit of help’ when it is needed and prevent or delay further needs from arising.

Neighbourhood Working

The county council is working with health, district councils and VCFS partners to develop a way of working that we are calling ‘total neighbourhoods’. We want to develop shared and joint services in local neighbourhoods, bringing together health, district councils and the VCFS to deliver health, care and support for people in the place that they live, at a time and in a way that suits them. Health and social care integration is complex and will require significant resource but it is the right thing to do, not only to save money for the public purse, but also to improve people’s experiences and health outcomes.

The approach will be implemented in up to 5 local communities across Lancashire to explore how the county council can work closer with partners to deliver a small number of key services in a more joined up way.

We will offer more options for support to all types of carers, and families. We will continue to develop the skills of our workforce supporting innovation, with a greater focus on making people as independent as possible and connecting a community’s strengths to support that independence.

Our Workforce

The county council recognises the skills, knowledge and dedication of the staff who provide health, care and support services for adults in Lancashire. However, it is widely acknowledged that our care staff do not always feel valued, do not receive the same level of pay as similarly skilled workers in other sectors, and often feel under pressure from high workloads. This is something that we want to address through a workforce strategy. We also recognise that care workers in the private sector and the NHS face similar issues.

One of the ways that we are currently seeking to increase the number of skilled workers coming into the care sector is by working with our NHS partners to develop an innovative Apprenticeship scheme, which takes advantage of the funding available from the national *Apprenticeship Levy*.

People will always require quality nursing and residential care but bed-based care shouldn’t be the default option. Around half of such placements in our area come from hospitals but, with the right information and expertise, we can secure more effective solutions at home.

We have already significantly increased the numbers of people receiving short-term support to build skills and confidence, and we are reducing the number of people going into long-term residential care.

We will work with housing providers and district councils to develop and provide the right kind of supported housing to meet changing needs. We will make more use of the county council's economic development and planning roles to improve housing, job opportunities and transport in the county. This is especially important for people with a learning or physical disability, autism or mental health condition, as evidence shows that access to opportunities for work, training, social events and good housing can have a significant benefit for their long term health and wellbeing and quality of life.

We will continue to build on the success of some of the models and ways of working that we are using already and want to build on, and some new ideas for the future.

Fostering for Adults - Shared Lives

Our fostering for adults scheme, which we call Shared Lives, is a service that matches adults with learning disabilities, physical disabilities, older people and/or people with mental health needs with carers and their families, to live within their home. Shared Lives means people who need support can choose to become part of a real family, instead of staying in a residential facility or being looked after by a team of support workers.

Lancashire's Shared Lives service is the largest in the country and the service has recently been recognised as 'Outstanding' by the Care Quality Commission (CQC).

Support for people in their own home – Home Share

This is an emerging scheme, currently in its early planning stages. It seeks to enable people who need support to offer accommodation in their own home to someone who can provide some 'live in' support, for example an older person who has a spare room in their house for a younger person to live in, in exchange for an agreed amount of support. This of course will require a careful 'matching' process but is an innovative solution that has great potential to address a number of issues.

We will improve the way in which people can access information and guidance about our services and services provided by others. Our digital and online offer is not as good as that provided by 'best in class' authorities. We will continue to develop our relationships with the VCFS, and acknowledge the valued contribution that they can make to providing care, support, advice and guidance to people in their local community.

Our priorities – providing the right level of support at the right time

Working with the voluntary, faith and community sector

The county council acknowledges the great variety of voluntary, faith and community sector (VCFS) organisations that currently operate within Lancashire.

However in recent years, due to financial constraints and an inward focus on reducing costs and improving services, we have somewhat neglected these very important relationships. We are currently working with the VCFS on a document that will seek to address this, focussed on improving outcomes for the people of Lancashire and helping people to feel better connected within the communities and neighbourhoods where they live. We want to invest more in these types of organisations to recognise the valued work that they do.

We must continue to look beyond traditional health, care and wellbeing services and consider the impact on the wider determinants of health of issues such as housing, the local environment and employment, influenced by others such as district councils, in supporting early intervention and prevention, and maintain our sharp focus on keeping people healthy, safe and independent, with support when its needed, for as long as possible. We want to encourage others to invest in services which will enable independent and supported living.

We must also recognise the value of ‘co-producing’ our services with the people who receive those services, their families, providers and other partners, so that we do not ‘do to’ people, but ‘do with’. As an organisation, our corporate values are:

Supportive – we are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish;

Respectful – we treat colleagues, customers and partners with respect, listening to their views, empathising with their needs and perspectives and are fair, open and honest in all we do;

Innovative – we deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future;

Collaborative – we listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes.

We must also apply these values in the way that we work with others.

Building Great Relationships

The county council has developed a 'Quality Strategy' to help improve the quality of care in our care homes. As part of this strategy the team have been working closely with providers to help design our work going forward in building great relationships. The team have worked closely with providers, telephoning and visiting them, to ask what they want and how we can work better together. As a result, providers will have a named officer who they can call for support and advice and also share good practice across the sector.

We will continue to apply the rigorous approach to service improvement that we have learned through our *Passport to Independence* programme, and we will continue to drive out costs and improve efficiency and effectiveness in other areas of our business.

Improving how we work

We have already significantly improved the way in which we work internally through a programme of work called 'Passport to Independence'. This way of working has enabled us to apply a rigorous approach to the processes we use, the way in which our staff work, testing out new ways of working and learning from best practice. This approach has enabled us to reduce costs by working more efficiently and effectively.

Feedback from a staff member: *'The changes are having a positive effect – in my team we have more than doubled the number of service users we see and we are achieving that consistently month on month. This is obviously going to reflect in financial savings whilst we still provide the best service possible.'*



Our values

We will be a more open and accountable organisation that listens more to the people we support, and the providers, partners and families who help us deliver.

We will make it easier for others to talk with us about fixing things and won't let our way of doing things dictate that conversation. We acknowledge that other organisations could be better placed to provide services and we will be open and more willing to try new ideas. We will be less risk averse and will take a more positive approach to doing things differently.

We will change our model of care and support to one which 'helps people out' by giving good, early information rather than automatically 'helping people in' to services, unless this is appropriate. We will always do what is best and most cost effective to aid recovery and independence.

The county council must let go of a "doing to" culture and empower people to control their own care wherever possible, working to make the best use of what is "strong" in their lives and not what's "wrong". This means a new approach to how we look at risk and being more positive about the rewards of change. Younger people with learning disabilities, for example, have not traditionally been offered a chance to develop their skills and receive help and support to live independently. Offering people more control by giving them the money to choose and pay for the services they want is another part of this approach.

Most care assessments now focus more on what people can do for themselves, how their families, carers, neighbours, friends and the wider community can assist them, and how any formal care can complement these strengths. This approach can have a big impact on the size and type of care package a person might need.

Creating more trust between public organisations is a key part of this. For example, waiting times for community social work and occupational therapy assessments are often far too long. In hospitals, many discharge delays are caused by patients waiting for a formal assessment. So we need to ask whether an assessment in hospital is the best place and whether many of the important aspects of an assessment could take place in a setting outside hospital – preferably at the person's home. We will look to expand our Home First service which assesses people in their own home rather than in a hospital setting.



Working 'smarter' with our partners

It makes sense that the best way to make the most of public investment in our care, health and wellbeing services is to work more effectively with all of the organisations who provide those services. The county council is a big part of the local health and care economy but it does not and cannot work in isolation. The public is not concerned about who provides their care and support – so long as that support works for that person.

Our most important public partner is the NHS. Like the county council, the NHS faces increasing pressure to meet public demand. Lining up our services with the NHS is a major focus of our work to create better health and care services for the people of Lancashire.

We are building new, joined-up delivery models which, if done in the right way, will provide integrated care close to where people live, improve the customer's experience, better manage demand and reduce cost. We are starting to explore ideas like pooled budgets, jointly commissioning, purchasing, and delivering services.

If you work in health or have come in to contact with health services recently, you may have heard of the term 'Integrated Care System' (ICS). In an integrated care system, NHS organisations, in partnership with local councils and others, take collective responsibility for managing resources, delivering NHS standards, and improving the health of the population they serve. This 'whole system', strategic approach is based on the principle of decisions, commissioning activities and service delivery being done once, to improve whole system efficiency, avoiding duplication and making sense to people.

The ICS incorporates 'Integrated Care Partnerships' (ICP), which work on an area 'place' basis, which allow for services to be delivered in a way which meets local need but to a set of standards that are applicable to all areas, as set and agreed by the ICS. This is then further supported by Neighbourhood working, which is based around local communities, with services coming together to provide services for people locally. This whole system approach is often referred to as a 'Neighbourhood Place System'.

As a county council we operate in a similar way. We have county wide, strategic services, which are commissioned and delivered 'once', such as Telecare. We organise some of our service delivery and management on an 'area' basis, for example our Reablement services, to ensure that we are responding to local need and working closely with hospital based health colleagues. And we have some Wellbeing services based in neighbourhoods, as our staff know their communities well and can provide a responsive service, close to people's homes, taking account of what is important to people locally.

Working 'smarter' with our partners

Arranging our services around specific communities is a good example where the council and NHS can connect their services locally. We are starting to test some ideas in a number of neighbourhood areas in Lancashire, starting small, with a view to bringing more services in to these joint working arrangements and, over time, expanding into more neighbourhoods. This model promises to deliver many of our priorities and ambitions if done right but it will take time to put in place. In particular, the different rules within which public sector organisations operate can make change slow.

We need to continue to build on our successes, for example, working with the NHS to jointly fund and deliver services such as Night Time support and hospital discharge. Some of this funding is time limited so together we need to find ways to help this continue.

We are working with district councils and developers to plan new housing schemes which provide more flexible solutions and adaptations to people's homes enabling them to stay living at home safely, for example, converting space downstairs for bathrooms or bedrooms, or grab rails.

We are building stronger links with the police and fire services, who often come into contact with many of the same people who receive services from us. The county council's trading standards team work with our social care teams to identify people with care needs through their work to combat doorstep criminals, rogue traders and scammers. We must recognise the value of all of the county council's services that can play a part in helping people to live as healthily and independently as they can.

The VCFS will always have a vital role in maintaining healthy communities. Despite a period of budget constraint, these groups and organisations are often ideally placed to deliver personalised care and support. We want to give them a greater part in the services that people receive.

Similarly, we are building a better relationship with providers and developing the local market for care, health and wellbeing. This means co-designing services that people want, applying innovation from elsewhere and drawing on new investment. We particularly want to help providers develop a more skilled and valued workforce and opportunities like the *Apprenticeship Levy* could encourage young people or those looking for a career change into the caring profession.

We will set out in our forthcoming 'Market Position Statement' how we can work better with developers and providers to achieve this change in direction. The document will set out our understanding of the future trends, needs and requirements across a range of service areas, and will inform current and future providers about the type, range and volume of accommodation based services for Lancashire.

Working better with others is essential to making our health, care and wellbeing economy sustainable for the future.

So What Does All of This Mean

We will build on what is already working well, for example:

- Our foster care for adult's scheme, Shared Lives;
- Our use of assistive technology, Telecare;
- The way in which we help people to get back on their feet after a period of ill health, Reablement;
- Our internal working practices, Passport to Independence.

We will improve the things that we need to do better, for example:

- Putting fewer people on a waiting list for an assessment that they may not need, by improving the way we provide advice and guidance to people who approach our 'front door';
- Telling your story once and reducing the delays in waiting times for assessments, by using a Trusted Assessor approach whereby we trust our providers to undertake assessments of people's needs;
- Reducing delays in leaving hospital by rolling out our Home First approach and using Reablement more;
- Reducing our reliance on long term, residential based care by working with providers and developers to build new types of accommodation such as Extra Care and Supported Living, which enable people to live independently, with care and support;
- Enabling more people to stay in their own homes, with support, by developing creative schemes such as Home Share;
- Building stronger and more resilient communities by working jointly with health, VCFS and other partners to jointly provide services in local communities, something we call Total Neighbourhoods.

We will do all of this to enable people to live as independently and healthily as possible, with the right level of care and support for themselves and their carers.



Glossary of Terms

The **Voluntary, Community and Faith Sector** (or **VCFS** for short) encompasses all not-for-profit voluntary, community and faith groups, organisations, charities, social enterprises, and mutuals, large and small.

Reablement is a short and intensive service to help people with disabilities and those who are frail or recovering from an illness or injury to relearn the skills and regain the confidence required to keep them safe and independent at home. People using reablement experience greater improvements in physical functioning and improved quality of life compared with using standard home care.

Supported accommodation refers to housing schemes where care, support or supervision is provided to assist occupants to cope with the practicalities of day-to-day living OR is where housing, support and care services are provided together on-site.

Population Health Management seeks to improve outcomes for individuals and reduce demand for services. It is community based and relies on public sector organisations working together to support the personalized care agenda, which enables people to stay well and resilient by building knowledge and skills to manage their own health. This includes services such as stroke prevention, screening services, vaccination and immunization, and health coaching (which enables people to make informed choices and decisions about managing their general health, and/or any particular conditions they may have or develop).

Behaviour change means making changes such as stopping smoking, improving diet, increasing physical activity, losing weight or reducing alcohol consumption to help reduce the risk of disease and improve long-term health.

A **Trusted Assessor** is someone, usually an organisation, who is acting on behalf of the council to make an assessment of someone's care and support needs. The county council is using the trusted assessor model to reduce the waiting times for people waiting for the council's reassessment of their needs by using the assessments already undertaken by care providers.

Healthier Lancashire and South Cumbria is a partnership of organisations coming together to improve outcomes and care for local people, reduce pressures on services and make best use of our financial resources. There are five local areas in Lancashire which provide a way in which all organisations and groups involved in health and care can join up locally.

Extra Care is specialist, purpose-built housing designed for older people, combining accommodation with care and support services. It gives older people access to safe, high-quality care without having to give up all of their independence.

Supported living encompasses a range of services to help disabled adults live in their own home, giving them personal support to retain their independence in their local community.

Healthy design standards encompass a range of measures which are taken into account in the design and build of new housing, in recognition of the fact that the built and natural environment are both key factors in people's health and wellbeing. The healthy design standards take into account such factors as assistive technology, energy consumption, adaptability, air quality and transport planning.

Our **Passport to Independence** programme is a way in which we are systematically reviewing and redesigning our internal processes and service provision models to ensure that we are working as efficiently and effectively as possible, making the best use of our staff resources and understanding the key performance measures of our business in order to ensure that our customers are retaining their independence for as long as possible, or regaining their independence as quickly as possible.

Our new **Home First** service gives people the best possible care in their home instead of being admitted to hospital, using the same range of health and social care professionals who work on hospital wards.

The **National Health Service (NHS)** is the name used for the UK's publicly-funded health care service, founded on the principles that care should be comprehensive, universal and free at the point of delivery.

Responsibility for arranging and **purchasing** health and social care services – known as “commissioning” – is divided between the NHS, councils, and others. This fragmentation often makes it difficult for all partners to deliver coordinated and value for money care.

Pooling budgets between commissioners is one practical way to make sure care is focused on the person, no matter who is paying for or delivering the service, and making best use of the public purse.

The **Apprenticeship Levy** is a national scheme which raises additional funds to improve the quality and quantity of apprenticeships, and encourages employers to invest in apprenticeship programmes.

We're changing how we will help you with your care. We will:

Improve the information we have so you understand your choices

Listen to what you want so you have a say in your own care

Be honest about how we can and can't help

Ask you to share your story only once

Encourage you to live a healthier lifestyle and prevent illness in older age

Help you live at home, giving you the right care to keep you independent

Not stop you being independent by giving you too much help



Adult social care is changing how we work with partners. We will:

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Be clear with you about what type of care we want for the future

Trust you to carry out assessments on our behalf

Be honest about how we can and can't help

Listen to you when you know our customers better than we do

Work with you to make it seamless for those we care for

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972. It is considered that all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

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