



**ARTICLE NO: 1A**

**CORPORATE OVERVIEW &  
SCRUTINY COMMITTEE:**

**MEMBERS UPDATE 2011/12**

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**Article of: Director of People and Places**

**Relevant Head of Service: Borough Solicitor**

**Issue : 2 September 2011**

**Relevant Portfolio Holder: Councillor A. Fowler**

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**SUBJECT: MINUTES OF LANCASHIRE COUNTY COUNCIL'S HEALTH  
SCRUTINY COMMITTEE**

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**1.0 PURPOSE OF ARTICLE**

1.1 To advise Members of the Minutes in connection with Lancashire County Council's Health Scrutiny Committee held on 22 February 2011, 5<sup>th</sup> April 2011, 17 May 2011, 28 June 2011 and 12 July 2011 at County Hall, Preston for information purposes.

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**2.0 BACKGROUND AND CURRENT POSITION**

2.1 To keep Members apprised of developments in relation to Adult Social Care and Health Equalities Overview and Scrutiny in Lancashire.

**3.0 SUSTAINABILITY IMPLICATIONS**

3.1 There are no significant sustainability impacts associated with this update.

**4.0 FINANCIAL AND RESOURCE IMPLICATIONS**

4.1 There are no financial and resource implications associated with this item except the Officer time in compiling this update.

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### **Background Documents**

There are no background documents (as defined in Section 100D (5) of the Local Government Act 1972) to this report.

### **Equality Impact Assessment**

There is no evidence from an initial assessment of an adverse impact on equality in relation to the equality target groups.

### **Appendices**

Minutes of the Health Scrutiny Committee – 22 February 2011

Minutes of the Health Scrutiny Committee – 5 April 2011

Minutes of the Health Scrutiny Committee – 17 May 2011

Minutes of the Health Scrutiny Committee – 28 June 2011

Minutes of the Health Scrutiny Committee – 12 July 2011

## **Lancashire County Council**

### **Health Scrutiny Committee**

**Meeting held on 22 February 2011 at County Hall, Preston**

#### **Minutes**

#### **Present:**

County Councillor M Skilling (Chair)

#### County Councillors

K Bailey	C Evans
R Blow	M Hassan
M Brindle	A Kay
J Eaton	P Mullineaux
M Otter	

#### Co-opted District Councillors (Non-voting)

Mrs B Hilton	-	Ribble Valley Borough Council
V Langtree	-	Pendle Borough Council
Mrs M McManus	-	Preston City Council
Mrs R Russell	-	Chorley Borough Council
Mrs G Sandiford	-	Rossendale Borough Council
Mrs D Stephenson	-	West Lancs Borough Council

Apologies for absence were presented on behalf of Councillors R Fulford-Brown (Fylde Borough Council), J Robinson (Wyre Borough Council) and Mrs MJ Robinson (South Ribble Borough Council).

\*County Councillors J Mein, E Oades and B Winlow attended the meeting in accordance with the provision of Standing Order 19(1).

#### **Disclosure of Personal and Prejudicial Interests**

None disclosed.

#### **Resignation**

The Chair reported that Councillor John Harrison had resigned his position as Lancaster City Council's representative on the Committee. Lancaster City Council would provide the name of his replacement in due course.

## **Confirmation of Minutes**

The Minutes of the Health Scrutiny Committee meeting held on the 11 January 2011 were presented and agreed.

It was clarified that the item relating to the response to the Safeguarding Adults Task Group, which had been postponed from the last meeting, would now be presented to the meeting scheduled for 5 April.

**Resolved:** That the Minutes of the Health Scrutiny Committee held on the 11 January 2011 be confirmed and signed by the Chair.

## **Blackpool, Fylde and Wyre Foundation Hospital Trust**

The Chair welcomed Harry Clarke, Director of Operations for Scheduled Care, and Simone Anderton, Head Nurse for the Unscheduled Care Division, both from Blackpool, Fylde and Wyre Hospital Trust (BFWHT).

She also welcomed County Councillors Liz Oades, who represents the Fylde East Division and Bill Winlow who represents Preston West, both of whom had a particular interest in this item, and she confirmed at an appropriate point later in the meeting that the Committee was content for them to contribute to the discussion.

She explained that this item had been brought before the Committee because of much concern that important decisions had been taken quickly and prior to any consultation.

Mr Clarke began by setting out the background to the current position and in particular the financial pressures facing the Trust and the expectation that demand for services would increase in the coming years owing to an ageing population, new medical techniques and increased incidence of diseases such as diabetes.

Blackpool Teaching Hospitals NHS Trust would need to deliver approximately £50m in savings over the next three financial years, whilst continuing to improve the quality of care to patients.

The report indicated that £12m had been saved through initiatives aimed at improving patient care and efficiency, this had now risen to £14m and it was expected that the figure would be £16m by the end of the year.

The report explained that at a special meeting of the Board of Directors of the Trust, held on 6 January 2011, a range of measures were considered which it was felt would deliver significant savings whilst protecting the frontline services. The outcome of the discussion was to implement the following five actions:

1. **Reduction of the Capital Programme** - Due to the tight financial situation the Trust had not been able to generate surpluses and that meant they were unable to invest in new schemes.
2. **Improved utilisation of their estate** – The Trust needed to make the best use of their estate to provide best value for money and they currently had large areas of Clifton Hospital empty. Therefore they would in the short-term transfer all services from Wesham Hospital to Clifton Hospital.
3. **Review of all corporate services** - The Trust would be looking at reducing spend in this area by 15-20% which would release savings in the region of £4-5m.
4. **Review of management** - The management structures would be reviewed to generate savings of around £1.5M. This would be achieved through a reduction in the overall number of management posts and review of skill mix.
5. **Compulsory redundancy policy and programme of support** - In consultation with trade union colleagues the Trust had drawn up a compulsory redundancy policy and package of support for staff affected by change. Formal notices of redundancy would be issued to 55 members of staff whose posts had previously been identified as at risk. They would also be seeking voluntary redundancy from non-clinical staff.

A public consultation was planned later this year to look at the five year health strategy for the Fylde Coast, including a review of the NHS estate. Appendix A to the report provided an explanation from the Trust as to their reasons for transferring services from Wesham to Clifton prior to this consultation taking place.

This issue had already been the subject of debate by Blackpool Health Scrutiny Committee and attached as Appendix B to the report was a copy of the minutes from the meeting held on 25 January when this item was discussed.

Members raised a number of comments and questions and the main points are summarised below:

- The Chair asked why the decision to relocate services from Wesham Hospital had been taken so quickly and without prior consultation, and she pointed out also that the Secretary of State had last year introduced key tests for service change, one of which focussed on the need for consultation. Mr Clarke explained that communication had been ongoing with staff about the need to reduce the number of beds for some six to seven months via a number of means.
- When asked if the transfer of beds from Wesham to Clifton was regarded as temporary Mr Clarke replied that the move was designed to consolidate the Trust's community bed stock in the short term. There was a need to reduce beds and whether Wesham would re-open would depend on the outcome of the consultation
- In response to a suggestion that the Trust should have known about the reductions required a long time ago and been planning accordingly, Mr Clarke made the point that the current financial position became clear

through the Comprehensive Spending Review presented by the Coalition Government and it was only at that point that the scale of the challenge became clear. He said that the Trust had done substantial preparation and had invested heavily in a range of improvements to achieve savings.

- Mr Clarke also made the point that the consultation would be a joint consultation undertaken by Primary Care Trusts and Health Care Partners, including the Trust. The Committee was assured that the consultation would comply with national guidance and that it would be subject to a review. The Trust had carried out a successful consultation approximately five years ago and the same approach would be adopted this time.
- Strong concerns about the apparent lack of adequate, timely planning and the closure of Wesham hospital before a consultation had been carried out were expressed by a number of members throughout the discussion. Members considered it to be unacceptable and “arrogant” of the Trust to take such decisions without first consulting the public. The County Councillor for Rural Fylde, who is also a District Councillor representing Kirkham South commented that she had not been invited to a meeting held in January to discuss this issue, despite the fact that Wesham Hospital was in her ward.
- For the benefit of those members unfamiliar with Wesham hospital, it was explained that it was a 40-bed hospital that provided rehabilitation care for older patients and was located to serve the rural Fylde area.
- The Member for Rural Fylde said it was a dearly loved facility; that there was a very good bus and train service; and the people in both the rural and urban area felt that it should not be closed. Concerns were raised about the ability of patients, visitors and staff to now travel to Clifton which had poor transport links and poor parking facilities. In response it was explained that patients were often given the option to choose which community site from which to receive their treatment; there was a waiting list for Clifton and Rossall but not for Wesham and the reason often cited for this was its location.
- In response to a suggestion that the number of referrals might have been a determining factor in the number of beds occupied at Wesham, it was confirmed that referrals to particular hospitals would be accepted, however there was now a move to keeping people in their own home wherever possible.
- A question was raised about whether the Trust had a strategy in place for possible future closures. In response it was explained that Blackpool PCT were leading on the consultation and they were in discussions with the Strategic Health Authority about the timetable. It was understood that it would not be possible to begin the consultation prior to the May elections but that it would begin as soon as possible after they had been held. The consultation would be about the provision of health services in general not just the Wesham hospital closure.
- In response to a suggestion that the transfer of services to Clifton was financially driven and not in the interest of patient care, Mr Clarke and Ms Anderton emphasised that there had been much focus on patients and

quality of care. They outlined a number of initiatives aimed at reducing the length of patient stay in hospital.

- Following a request of one member, Mr Clarke agreed to provide to the Committee with results of Patient Satisfaction Surveys.
- It was confirmed that all 40 beds and all equipment had been transferred from Wesham Hospital to Clifton Hospital and that there had been a full assessment by clinicians to ensure that the wards were properly equipped. All nurses had transferred also.
- In response to a question about when the possible closure of Wesham hospital had first been discussed, Mr Clarke confirmed that discussions had been ongoing about the need to reduce the number of beds for a number of months. The decision to close Wesham hospital had been taken on 6 January.
- There was concern about the security arrangements for the now empty building at Wesham and a request for information about the arrangements in place. Mr Clarke was unable to answer this question as the building was leased and belonged to the PFI. But he undertook to provide this information to the Committee via the Scrutiny officer.
- Members were concerned that if Wesham remained empty for some time the building might deteriorate and not be in a fit state to re-open.
- There was a 25 year lease for the Wesham site with 16 years still remaining. No decisions could be taken about its future use until the outcome of the consultation was known, however it was hoped that it could be used for alternative health or social care provision. It was confirmed that the Foundation Trust would be liable to pay the PFI cost, but the point was made that whilst it remained empty there would be savings in running costs.
- It was confirmed that accounts for the Trust were published in the Annual Report and the Annual Plan and provided to Monitor and that they and monthly figures were all publicly available.
- In response to a comment that it was the Trust's role to deliver services not save posts Mr Clarke explained that 60% of expenditure was on front line staff and as it was those staff who deliver the services the two were inextricably linked. The Trust had not shied away from targeting back office functions. Ms Anderton added that the Board had always been very supportive of the need to maintain safe staffing levels to deliver quality services.
- There was some discussion about the use of electronic medical records and the consequent savings that this would achieve. Mr Clarke acknowledged that action to introduce electronic medical records could have been taken earlier. There were a number of other electronic systems in place and he assured the Committee that backup systems were in place if any electronic system failed.
- Mr Clarke undertook to supply the Committee with information about how many administrative staff and how many nurses were employed by the Trust.

- One member was most concerned about the skill mix within the Board of the Foundation Trust and the need for external consultants. This had been raised by Monitor and a report on the outcome of the Board Effectiveness review was expected shortly and would be presented to Blackpool's Overview and Scrutiny Committee. Mr Clarke pointed out that the term of office of two Members of the Board was due to finish at the end of March and that refresh of the Board was a natural process. He emphasised that the current situation was not a reflection of the Board.
- Ms Anderton confirmed that wards at Clifton Hospital had been empty since the latter end of 2010 as a result of work to streamline the rehabilitation process.
- Concern was expressed about clinical outcomes in the context of an ageing population, whose needs were complex and who would require a longer stay in hospital, and how the Trust would manage with fewer beds, particularly in winter. Mr Clarke explained that quality of care was not necessarily about the number of beds available. He described two initiatives aimed at reducing hospital admissions: the Primary Assessment Unit where the patient is assessed by a multi-disciplinary team to determine what support was needed to enable the patient to stay at home; and the Urgent Care Centre where the patient was triaged by a GP/specialist nurse - as a result A&E admissions had reduced by 15%.
- It was suggested to Mr Clarke that the decision to close Wesham was short-sighted and there was concern that insufficient thought had been given to future demand for services.
- One member raised a concern about end of life care and the need for appropriate levels of support services. Mr Clarke agreed that the level of infrastructure and support services was currently insufficient; he described two initiatives to address this issue: training in care homes and an end of life pathway whereby the patient sets out their preferences, and a rapid discharge service where agencies work together to enable a patient to return home within four hours.

Mr Clarke concluded by assuring the Committee that the Trust takes the quality of patient care very seriously and their focus was on patient care and safety.

It was moved and seconded, and agreed by the Committee that the relocation of services from Wesham hospital be referred to the Secretary of State for Health, for independent review, on the basis that the committee is not satisfied that consultation on the proposal has been adequate in relation to content and time allowed, and it is not in the interests of the health service in the area.

Informal discussions had taken place between Blackpool and Lancashire Health Scrutiny Committee Chairs to determine a way forward and it had been suggested, that prior to the public consultation taking place later this year, a joint working group be formed between the two Committees to consider the content and process of that consultation exercise. The Committee agreed to the formation of a



joint working group with Blackpool Health Scrutiny Committee to consider the relocation of services.

**Resolved:** That,

- i. The relocation of services from Wesham hospital be referred to the Secretary of State for Health, for independent review, on the basis that the committee is not satisfied that consultation on the proposal has been adequate in relation to content and time allowed, and it is not in the interests of the health service in the area. In particular it has not met one of the four tests set out by the Secretary of State namely:
  - Strengthened public and patient engagement.
- ii. A joint working group with Blackpool Health Scrutiny Committee be established to consider the relocation of services.

### **Minimum Alcohol Pricing Joint Task Group Final Report**

The report explained that in November 2009, Blackpool's Director of Public Health presented Blackpool Council's Health Overview and Scrutiny Committee with an update on the Joint Strategic Needs Assessment. The report highlighted that alcohol related issues continued to be a major determinant in people's health in Blackpool and suggested that the introduction of a minimum pricing scheme would lead to dramatic long term improvements. He considered that a Scrutiny Review would be of great benefit in providing democratic input into the debate. The Committee agreed to establish a Working Group to investigate the feasibility and impact of a minimum pricing scheme and to invite Members of neighbouring authorities to join in the review. At the same time, a successful application was made to the Centre for Public Scrutiny who agreed to support the review as one of the sponsored health inequalities scrutiny development areas.

The scrutiny started in March 2010 and the Working Group consisted of Members of Health Scrutiny Committees from Blackpool, Blackburn with Darwen, Cumbria and Lancashire.

During the review it became evident that each area had similar alcohol related issues to varying degrees. At the outset, all Members of the Working Group were keen to approach the review without preconceived ideas. A series of meetings were held where representatives were invited to present evidence and opinions on the feasibility and impact of introducing minimum pricing. The Working Group was committed to considering evidence and opinions from individuals and organisations both for and against the introduction of minimum pricing to ensure a balanced review.

A public consultation event took place in October 2010 which enabled the Working Group to gauge opinion on how alcohol pricing could be used to help reduce

harmful drinking and its effects, from a wider range of stakeholders. The event enabled all attendees to enter into the debate and to identify ten priority areas to resolve alcohol related issues.

The Working Group made the following recommendations:

- Recommendation 1 - To recommend to Central Government that a minimum price of 50 pence per unit of alcohol be implemented nationally.
- Recommendation 2 - That Central Government be requested to review the existing licensing legislation to reduce the current extended opening hours.
- Recommendation 3 - That Central Government be requested to review the existing licensing legislation to include compulsory training for all involved in the licensing industry with particular emphasis on the health impact of alcohol consumption. To include all individuals involved in the sale of alcohol and Elected Members with responsibility for enforcement action. Regular refresher training to ensure knowledge is kept updated with any changes, should also be introduced.
- Recommendation 4 - That all North West Local Authorities that took part in the review, and with responsibility for licensing, be reminded to fully implement the existing laws relating to the sale of alcohol, with particular emphasis on underage sales and serving of alcohol to those already intoxicated. To also include more effective law enforcement for alcohol related crime and disorder issues.
- Recommendation 5 - That Heads, Principals (including those of independent schools/academies) and Children's Services Lead Members be recommended to ensure a coherent programme of alcohol education for over 16s. Alcohol education should also be provided to parents of children of all ages through existing support organisations.
- Recommendation 6 - That Directors of Public Health within the North West be recommended to develop hard hitting impact advertising for use across the North West area.
- Recommendation 7 - To recommend to Central Government that revenue generated from a windfall tax on retailers' profits from the introduction of minimum pricing should be targeted towards measures to prevent alcohol abuse.

The County Councillors who took part in the task group were CC Keith Bailey and CC Carolyn Evans who now presented the report to the Committee. In presenting the report, they made the point that there was no one solution to the problems associated with alcohol and minimum pricing needed to be supported with other measures such as better education.

One member suggested that a study into the drinking culture of France might reveal some useful information / explanation as to why the culture in this country appeared to be so different, especially among the young.

It was suggested also that the media had a big part to play in influencing attitudes to drink.

It was recommended that in relation to:

- Recommendation 4 – a copy of the report with a covering letter from the Chair of the Health Scrutiny Committee be sent to the Chair of each District licensing Committee for their comments.
- Recommendation 5 – The Cabinet Member for Children and Schools be asked to provide a formal response

Blackpool HSC as the principal authority for the working group would action the remaining recommendations

County Councillor Bailey thanked all the officers for their support to the task group.

**Resolved:** That,

- i. A copy of the report with a covering letter from the Chair of the Health Scrutiny Committee be sent to the Chair of each District licensing Committee for their comments.
- ii. The Cabinet Member for Children and Schools be asked to provide a formal response

### **Report of the Health Scrutiny Committee Steering Group**

The Steering Group had met on 18 January 2011 to formulate a response to the Cabinet on the budget proposals on behalf of the Health Scrutiny Committee.

A summary of the meeting was at Appendix A to the report now presented.

**Resolved:** That the report of the Steering Group be received.

### **Recent and Forthcoming Decisions**

The Committee's attention was drawn to the Forward Plan which briefly set out matters likely to be subject to Key Decisions over the next four month period. The Forward Plan was available on the County Council's Democratic Information System website at:

<http://www.lancashire.gov.uk/council/meetings/forwardPlanOfKeyDecisions.asp>

The report also provided information about decisions recently made by Cabinet Members in areas relevant to the remit of the Committee, in order that this could inform possible future areas of work.

**Resolved:** That the report be received.

**Urgent Business**

No urgent business was reported.

**Date of Next Meeting**

It was noted that the next meeting of the Committee would be held on Tuesday 5 April 2011 at County Hall, Preston.

I M Fisher  
County Secretary and Solicitor

County Hall  
Preston

## **Lancashire County Council**

### **Health Scrutiny Committee**

**Meeting held on 5 April 2011 at County Hall, Preston**

#### **Minutes**

#### **Present:**

County Councillor K Bailey (In the Chair)

#### County Councillors

R Blow	A Kay
M Brindle	M Otter
C Evans	N Penney
M Hassan	M Pritchard
M Skilling	

#### Co-opted District Councillors (Non-voting)

Mrs B Hilton	-	Ribble Valley Borough Council
M Horsfield*	-	Pendle Borough Council
Mrs J Robinson	-	Wyre Borough Council
Mrs R Russell	-	Chorley Borough Council
Mrs G Sandiford	-	Rossendale Borough Council
Mrs D Stephenson	-	West Lancs Borough Council

At the request of the permanent Chair (CC M Skilling), CC K Bailey chaired this meeting.

Apologies for absence were presented on behalf of County Councillors J Eaton and P Mullineaux, and Councillors Mrs M McManus (Preston City Council) and R Fulford-Brown (Fylde Borough Council).

\*Councillor M Horsfield replaced Councillor V Langtree for this meeting

#### **Disclosure of Personal and Prejudicial Interests**

None disclosed.

#### **Confirmation of Minutes**

The Minutes of the Health Scrutiny Committee meeting held on the 22 February 2011 were presented and agreed.

**Resolved:** That the Minutes of the Health Scrutiny Committee held on the 22 February 2011 be confirmed and signed by the Chair.

### **Response to the Safeguarding Adults Task Group**

The report explained that on 1 September 2009 at the then Adult Social Care and Health Overview and Scrutiny Committee, members had agreed that a task group be established to look at the Safeguarding Adults Agenda in more detail, and that a representative from the Blackburn with Darwen and Blackpool Borough Council Overview and Scrutiny Committees be invited to contribute to this work.

The original scope of the task group had been to consider the remit of the Safeguarding Adults Partnership Strategic Board to determine if the policies and procedures reflected and/or exceeded the standards of good practice as identified within the national framework.

However, following the first meeting of the task group, members agreed that rather than focus on the remit of the Board they should review the following related areas:

- Identify the governance structures of the Safeguarding Adults Partnership Strategic Boards within the pan Lancashire area.
- Review the engagement of local Hospital Trusts on those Boards.
- Investigate what progress is being made to ensure that the safeguarding of adults becomes a statutory responsibility.

The final report of the task group was presented to the Committee on 11 May 2010 where it was agreed that the Cabinet Member be asked to provide a formal response to the recommendations of the report in six months' time.

This item had been scheduled for presentation to the Health Scrutiny Committee on 11 January 2011, but was then deferred owing to insufficient time for it to be considered at that meeting.

The Cabinet Member had provided an initial response in July which was attached as Appendix A to the report. Further progress against those recommendations was set out at Appendix B to the report which was now presented by Mike Banks, Head of Active Intervention and Safeguarding, Adult and Community Services Directorate.

Mr Banks summarised the progress made against the Task Group's recommendations following which members raised a number of comments and questions. The main points are summarised below:

- The importance of a common definition of a vulnerable adult was re-emphasised. This was something that was still being debated nationally and was a difficult issue, for example not all disabled people would necessarily be

vulnerable or want to be regarded as vulnerable. The term used in Scotland was 'adults at risk'.

- There was a suggestion that the Older People's Champion Network could act as a pressure group to elicit a national, statutory safeguarding policy.
- In response to a question about what assurances could be provided to staff regarding whistle blowing, it was reported that as part of the project plan for the Safeguarding Board a piece of work still to do was a review of all agencies' personnel policies, and whistle blowing would be an important part of that. The committee was informed that many allegations actually came from staff / managers within the care sector, with positive outcomes; training would also help reassure staff. The Chair suggested that statistics regarding whistle blowing would be of interest to the committee.
- It was suggested that one of the main areas of concern was the treatment of people in care homes and the question was raised whether independent homes would have access to training and be monitored regarding take-up. It was confirmed that one effective method of training was the portrayal of some very powerful scenarios delivered by a theatre company; it could be attended by some 450 care home staff, but was very expensive. Basic E-training would be available via an internet based service; there were some 65,000 staff to be trained at a basic level. Each agency would be responsible for monitoring take-up levels by its own employees. This would be kept under review by the Board.
- One member felt strongly that, whilst e-learning had its place, multi-agency training was essential and it was very important that there were no cuts to the training budget. All agencies must be engaged in this work.
- It was explained that there was an increased usage of in-house expertise to deliver training. E-learning allowed basic training to be done differently and efforts were being made to budget-proof training capacity. It was recognised that training needed to address some complex and difficult situations.
- Regarding appropriate safeguarding training for GPs and whether there was any mechanism in place to monitor GPs, it was explained that the registration process with the Care Quality Commission required GPs to demonstrate that systems were in place for safeguarding. There was also the contract with PCT commissioners who would have clear expectations regarding safeguarding.
- In terms of monitoring, it was confirmed that PCTs would have relevant performance indicators (PIs). The Safeguarding Board was currently considering PIs and work was being done nationally, but only one PI had so far been set. There was a push for the Board to determine PIs that were relevant locally.
- It was suggested that it was important to be clear about the definition of a carer. The point was made that very often a carer is an unpaid family member who would receive very little, if any training. The Carers Association provided vital support and it was reassuring that funding had not been cut and important that support continued in the future. Mr Banks agreed that it was important for carers to be in control of the available support they received.
- One member referred to a Dementia Group, comprising members from the PCTs and the county council, which had done a tremendous amount of work in

12 months with recommendations now moving forward including for example a 'butterfly' system whereby if a patient admitted to hospital had a history of dementia a butterfly would be placed on their notes / bed head / dressing gown to alert staff.

- It was considered important to recognise that there were two types of abuse; positive abuse including both physical and mental harm, and neglect which, for example, could leave a person suffering dehydration or lying in a soiled bed.
- It was suggested that some front line staff, who were the initial point of contact, for example, the doctor's receptionist or on the prescription desk could be difficult for vulnerable, older people to deal with; It was important that older people felt respected and for such staff to understand their needs.
- The committee was assured that the need to work jointly and with partners was well recognised and that part of the aim of the Board was to try to work preventatively: CC Mike Calvert was the Safeguarding Champion; the Chair of LINKs had joined the Safeguarding Board; much work was being done with Trading Standards and the Community Safety Partnership and CC Peter Mullineaux, the Older People's Champion had attended a number of events. Prevention was very important and safeguarding was closely linked with the Dignity in Care agenda. Training had also been done with district councils to try to link them in with area groups. It was important also to encourage people to watch out for each other.
- The Safeguarding Adults Local Network (SALNet), a stakeholder group arranged twice-yearly conferences to educate and inform people about important matters to look out for, for example scams targeting old people.
- It was acknowledged that reporting could be difficult for some people and that if, for example, a concerned neighbour wished to report concerns there needed to be a supportive but 'soft' response within the Customer Service Centre. There was just one contact number (0845 053 0028), which was on the website and contained in leaflets and reporting could also be done on-line.
- There may be vulnerable, disabled people who could not use the telephone, however there was an expectation that it would be professionals or relatives and carers who would report concerns - the most important thing was that concerns were actually reported. Training would help carers and other professionals recognise the symptoms / signs and help address some of the complexities associated with safeguarding.
- There was an acknowledgement that information relating to people entering hospital could be problematic; whilst the Customer Service Centre would address some of the information, this was an area in need of some improvement – work was ongoing on a national information sharing system. Care homes had done some work to ensure that information about a person, including their care routine, was communicated to hospital and to the ambulance service also where appropriate.
- The need for an appropriate and proportionate response to concerns was emphasised, for example if a carer lashed out it might be that the carer themselves in need of a package of support. It was most important to determine how best to keep the vulnerable person safe and sometimes



interfering could make matters worse; there was no implication that a concern would not be dealt with, but perhaps on occasions action outside safeguarding procedures would be appropriate.

- One member related an example of a situation that she had dealt with which had raised concerns about how councillors can best report concerns and to whom to ensure a timely and appropriate response. Mr Banks confirmed that 'Bite Size briefings' had previously been provided, but a further session would be arranged if this would be helpful.
- It was explained that the Customer Service Centre had a system for screening calls and that 40-50% of calls were processed as safeguarding investigations, as a result the safeguarding team could be more responsive; there was also a series of checks to pool intelligence from other agencies. Responses from other agencies were also becoming faster. There was an acknowledgement that feedback to those referring concerns could be improved. The point was made also that sometimes complaints related to a care home and not a named individual and it could be difficult to judge how best to approach such a complaint, which could also take a long time to investigate.
- Regarding the possibility of a registration system for carers (as there is for childminders), it was understood that the government was trying to develop a system. If care was provided through the direct payment system, service users would be given advice about appropriate checks and references, and people would be provided with support to do that – if there were any concerns that the person was too vulnerable then the arrangement would not be signed off. If people were paying for care with their own money there was no requirement for the carer to be registered, but the service user would be advised to use agencies through which carers were registered and police-cleared.
- It was confirmed also that individuals working as carers did not need to be registered, however if they were operating as a business they needed to be registered with the Care Quality Commission. It was acknowledged that people have choice, but the county council had a role to ensure that safe choices were made.
- There was some concern about the use of telephone assessments, instead of face-to-face assessments and the possibility that appropriate action could be missed as a result. It was recognised that consent could be a barrier, but where this was so the Mental Capacity Act placed certain requirements on the county council. Training for Customer Service Centre staff was very important; a profile of the sorts of cases to look out for and the type of service users who could be difficult to engage with had just been written, but there was more work to be done in terms of ensuring staff did not make assumptions but 'dug deeper' and 'trusted the eyes and ears' of other professionals, for example the relevant district nurse, where there was a suspicion that staff were not getting the full picture.

The Chair thanked Mike Banks for his helpful report and presentation

**Resolved:** That the report be received.

## Work Plan

The report presented by Wendy Broadley, Scrutiny Officer, summarised topics that had been considered by the Health Scrutiny Committee in recent months. It also emphasised the need for the Committee to continue to maintain an understanding of the emerging issues and their potential impact on service users and residents. It suggested that consideration needed to be given to scrutiny of the following:

- The new roles and responsibilities of the County Council around Public Health
- The structure and remit of the Health and Wellbeing Board
- The development of a Healthwatch in Lancashire
- The clustering of the Lancashire PCTs and development of GP Consortia

Arrangements had been made for The Joint Health Unit to present a report to the committee at its next meeting in May about the public health responsibilities of the county council and health and wellbeing boards.

Members were also updated on the developments within the NHS Trusts that impact on the wider pan-Lancashire area, and the partnership approach being progressed to enable effective scrutiny of these issues.

There were so many issues now that the Steering Group, whose role was to manage the workload of the Committee more effectively, would also need to be selective about the topics it considered in future, and perhaps think about alternative ways of dealing with issues. It was agreed that input from district councillors was helpful and that they would be invited to contribute as appropriate.

It was suggested that the government's forthcoming white paper, due to be published in the Autumn, about social care should be included on the work plan also.

In response to a suggestion that the air ambulance, which was funded through donations, should be the subject of a report to committee, the Scrutiny officer said that it would be more appropriate for a report to go to the Steering Group first for it to consider whether committee could contribute to the process.

**Resolved:** That the report be received.

## Report of the Health Scrutiny Committee Steering Group

On 8 February the Steering Group had met to receive an update on a range of issues relevant to the work of the Committee. A summary of the meeting was presented at Appendix A to the report now presented.

On 4 March the Steering Group had met with Angela Esslinger from the Adult and Community Services Directorate to discuss the work being undertaken to develop a Healthwatch for Lancashire and also representatives from the Lancashire LINK Board. A summary of the meeting was at Appendix B to the report now presented.

**Resolved:** That the report of the Steering Group be received.

### **Recent and Forthcoming Decisions**

The Committee's attention was drawn to the Forward Plan which briefly set out matters likely to be subject to Key Decisions over the next four month period. The Forward Plan was available on the County Council's Democratic Information System website at:

<http://www.lancashire.gov.uk/council/meetings/forwardPlanOfKeyDecisions.asp>

The report also provided information about decisions recently made by Cabinet Members in areas relevant to the remit of the Committee, in order that this could inform possible future areas of work.

**Resolved:** That the report be received.

### **Urgent Business**

No urgent business was reported.

### **Date of Next Meeting**

It was noted that the next meeting of the Committee would be held on Tuesday 17 May 2011 at County Hall, Preston.

County Hall  
Preston

I M Fisher  
County Secretary and Solicitor



## Lancashire County Council

### Health Scrutiny Committee

Meeting held on 17 May 2011 at County Hall, Preston

#### Minutes

#### Present:

County Councillor M Skilling (Chair)

#### County Councillors

G Askew	C Evans
K Bailey	A Kay
R Blow	P Mullineaux
M Brindle	M Otter
J Eaton	N Penney

#### Co-opted District Councillors (Non-voting)

Mrs B Hilton	-	Ribble Valley Borough Council
Mrs V Langtree	-	Pendle Borough Council
Mrs M McManus	-	Preston City Council
Mrs R Russell	-	Chorley Borough Council
Mrs D Stephenson	-	West Lancs Borough Council

Apologies for absence were presented on behalf of County Councillors M Hassan and Councillors Mrs J Robinson (Wyre Borough Council) and Mrs G Sandiford (Rossendale Borough Council).

#### Disclosure of Personal and Prejudicial Interests

None disclosed.

#### Confirmation of Minutes

The Minutes of the Health Scrutiny Committee meeting held on the 5 April 2011 were presented and agreed.

**Resolved:** That the Minutes of the Health Scrutiny Committee held on the 5 April 2011 be confirmed and signed by the Chair.

#### Health Reforms

Gill Millward and Kayt Horsley, Policy Officers in the Joint Health Unit, together with Wendy Broadley, Scrutiny Officer provided members with a presentation on the opportunities and challenges facing the Health Scrutiny Committee with regard to the proposed reforms to public health services in England, which were detailed in the Public Health White Paper, *Healthy Lives, Healthy People* and built on the vision outlined in the NHS White Paper.

The most significant change for local government was the transfer of public health responsibilities to councils to be funded by a ring fenced budget to be based on relative health inequalities and deprivation. It was proposed that the new arrangements would be in place from April 2013.

The presentation also identified the implications for the council and scrutiny and considered the emerging structures being developed such as GP consortia and Health and Well Being Boards and also the transitional arrangements being implemented.

On 6 April the Government confirmed that there would be a 'pause' in the progress of the Health and Social Care Bill and the Department of Health had launched an engagement programme so that concerns about the reform proposals could be listened to before the Bill reached Report Stage and Third Reading. The information in the presentation was therefore delivered with the caveat that there might be changes following the 'pause'. It was unclear whether the pause would be for three months as originally announced, or for longer. A copy of the presentation setting out the current position – what was known and what was still unclear at this time is appended to these minutes.

The Committee was now being asked to consider its next steps and priorities.

In receiving the presentation members raised a number of comments and questions the main points of which are summarised below:

- It was noted that with regard to the 'NHS Listening Exercise' being conducted during the 'pause' the county council had already responded within the deadline of 13 May as they were an 'early implementer' for a Health and Wellbeing Board. The Department of Health deadline for other responses was the end of May and the Health Scrutiny Steering Group had scheduled a meeting on 23 May to prepare a response on behalf of the Health Scrutiny Committee. Three District Councillors had been invited to contribute to the discussion and drafting of the response.
- Regarding the corporate response, the Committee was assured that officers had noted members' concerns expressed at a number of briefings and had included these in the response. The prescribed questions had not addressed all the issues, but the final response had been shaped to take account of members' concerns. A copy of the response would be provided to the Committee.
- Lancashire County Council's response had made strong recommendations about the proposal that GP Consortia were to commission services from

'any willing provider'; it was felt that there was potential for providers to 'cherry pick' and deliver only services that would be less costly. There was a concern also that GPs would only want to cluster in a consortia footprint where there were no particular levels of deprivation and where patient need and therefore costs would not be high.

- One member suggested that GPs themselves might be subject to undue influence from providers. In response it was explained that GP consortia would, through the Commissioning Board be accredited to meet the needs of the JSNA (Joint Strategic Needs Assessment).
- One member reported having spoken to a number of GPs who were concerned about the lack of specialist involvement in commissioning
- There was concern among members that the proposed core membership of the Health and Wellbeing Board (HWB) did not include elected members (apart from the Leader of the county council). The point was made also that a significant number of factors that affect public health were determined by district councils; there appeared to be a gap in the extent to which district councils had been involved; the Committee felt that district councils had much to contribute regarding public health matters.
- The proposed health reforms were very complicated and the question was raised as to how the public could be helped to understand the new arrangements and how, for example, they could complain if they felt they were not receiving a good enough service. It was acknowledged that there were many unanswered questions, including around GP consortia, and this was considered by the Committee to be a very important point.
- It was intended that HealthWatch would provide an advocacy and support role, a wider role than that currently provided by LINKs. Work to establish a HealthWatch was already underway and County Councillor Maggie Skilling and Councillor Bridget Hilton were contributing to its development. It was expected that an initial report from the HealthWatch Project Board would be provided to the June meeting of the Health Scrutiny Committee and that a draft contract would be provided to the October meeting.
- The Health and Wellbeing Transition Partnership had been established and had identified five priorities. An external consultant from the London School of Economics was facilitating its work. Much was as yet unknown, but the Board was trying to make progress with what it did know and work was ongoing to develop a single commissioning approach. The Chair was very concerned that no elected members were currently sitting on the Transition Partnership. She emphasised also that it was most important that, as representatives of the people of Lancashire, elected members were given the opportunity to input at every stage. Officers agreed to take her comments forward.
- It was noted that the Public Health Grant would be top sliced and concern that this would lead to reduced investment. Also that there was a serious lack of information and transparency about health finance generally. As far as officers were aware top slicing would be for services provided by Public Health England on national programmes.

- There was no new money; it was the same as that given to PCTs – local authorities now needed to take responsibility for doing things differently. Reference was made to the Marmot report in which it was said that there had been a failure to address health inequalities because of a failure to address the causes.
- There was uncertainty about how the health premium would work and what it would reward. The district councillor for Ribble Valley acknowledged that the premium was aimed at areas of deprivation but she was concerned that as the area she represents is regarded as relatively affluent there was a danger that it would not receive a fair amount of funding.
- It was intended that the Member Development Team would run a series of bite size briefings and members were invited to suggest what topics they would like those briefings to cover and in what detail. Members agreed to submit suggestions via email to the Scrutiny Officer.
- It was suggested also that an A4 size summary of each of the key elements of the health reforms would provide very helpful reference documents for members. Policy Unit officers would provide this.
- A briefing to provide an overview of public health would be useful given that a large percentage of determinants come from other matters that affect public health. It was confirmed that a large piece of work about specific and tailored support that members need was underway.
- Frank Atherton, Director of Public Health for North Lancashire had agreed to work with the County Council as lead Director of Public Health for the transition. He would be working alongside the Executive Directors within the County Council to provide specialist advice to the County Council's Cabinet. Members felt that it would be helpful for him to attend and speak to the Committee.
- The Committee was reminded that there was a dedicated Health Reforms intranet site which was available to all county councillors; the Scrutiny Officer would send copies of the relevant documents from that site to the co-opted district members of the Committee who were unable to access the site themselves.
- The Committee agreed that it would like to receive further information on:
  - GP Consortia;
  - Public Health (Frank Atherton to be invited to attend Committee);
  - Accountability and input of elected members particularly with regard to Health and Well Being Boards and Health Watch.
- It was requested that briefings be relevant to the role of elected members

**Resolved:** That the report be received.

### **Establishment of a Standing Joint Lancashire Health Overview and Scrutiny Committee**



The report presented by Wendy Broadley, Scrutiny Officer, explained that a proposal had been made at a meeting of Lancashire Leaders that a standing joint committee should be established between Lancashire County Council, Blackburn with Darwen Council and Blackpool Council to consider changes in the health service affecting all three areas. A similar report had been presented to the Scrutiny Committee on 13 May. The Scrutiny Committee had requested that further consideration be given to the proposed membership outlined in the report.

**Resolved:** That the report be noted.

### **Report of the Health Scrutiny Committee Steering Group**

On 19 April the Steering Group had visited a range of services delivered at Royal Preston Hospital and Royal Lancaster Hospital. A summary of the visit was presented at Appendix A to the report.

It was reported that the Steering Group had since met with Terry Mears, Head of Commissioning – Central Lancashire, Adult and Community Services Directorate, to receive information about the social care services provided to residents who suffer a stroke and the role social care staff played in the discharge planning process from hospital.

**Resolved:** That the report of the Steering Group be received.

### **Recent and Forthcoming Decisions**

The Committee's attention was drawn to the Forward Plan which briefly set out matters likely to be subject to Key Decisions over the next four month period. The Forward Plan was available on the County Council's Democratic Information System website at:

<http://www.lancashire.gov.uk/council/meetings/forwardPlanOfKeyDecisions.asp>

The report also provided information about decisions recently made by Cabinet Members in areas relevant to the remit of the Committee, in order that this could inform possible future areas of work.

**Resolved:** That the report be received.

### **Urgent Business**

No urgent business was reported.

### **Date of Next Meeting**

It was noted that the next meeting of the Committee would be held on Tuesday 28 June 2011 at County Hall, Preston.

County Hall  
Preston

I M Fisher  
County Secretary and Solicitor

## Lancashire County Council

### Health Scrutiny Committee

Meeting held on 28 June 2011 at County Hall, Preston

#### Minutes

#### Present:

County Councillor M Skilling (Chair)

#### County Councillors

K Bailey	M Iqbal
R Blow	A Kay
M Brindle	P Malpas*
J Eaton	M Otter
C Evans	N Penney
M Pritchard	

#### Co-opted District Councillors (Non-voting)

T Kennedy	-	Burnley Borough Council
R Newman-Thompson	-	Lancaster City Council
T O'Kane	-	Hyndburn Borough Council
J Robinson	-	Wyre Borough Council
Mrs R Russell	-	Chorley Borough Council
MJ Titherington	-	South Ribble Borough Council
D Whalley	-	Pendle Borough Council

\*County Councillor P Malpas attended in place of County Councillor P Mullineaux

Apologies for absence were presented on behalf of Councillors Mrs B Hilton (Ribble Valley Borough Council), L McInnes (Rossendale Borough Council) and Mrs D Stephenson (West Lancashire Borough Council).

#### Welcome and Introductions

The Chair welcomed new members to the Committee and at her invitation all members then introduced themselves.

#### Appointment of Chair and Deputy Chair

**Resolved:** That the appointment of County Councillor Maggie Skilling as Chair of the Committee and County Councillor Keith Bailey as Deputy Chair for 2011/12 be noted.

## **Membership and Terms of Reference of the Committee**

A report was presented on the Membership and Terms of Reference of the Committee. The Chair reported that County Councillor M Hassan had been replaced by County Councillor Mohammed Iqbal as a permanent member of the Committee.

She also reported that confirmation had now been received that Councillor Mrs Doreen Stephenson was the representative for West Lancashire Borough Council. Nominations were awaited from Fylde and Preston.

**Resolved:** That the Membership and Terms of Reference of the Committee, as now reported, be noted.

## **Disclosure of Personal and Prejudicial Interests**

Councillor D Whalley disclosed a personal, non-prejudicial interest in Item 6 (Mental Health Inpatient Reconfiguration) on the grounds that his employment relates to mental health. Councillor Newman-Thompson also disclosed a personal interest in Item 6 on the grounds that he is a trustee of Lancashire MIND (mental health charity) and that he works for Age Concern Central Lancashire.

## **Confirmation of Minutes**

The Minutes of the Health Scrutiny Committee meeting held on the 17 May 2011 were presented and agreed.

**Resolved:** That the Minutes of the Health Scrutiny Committee held on the 17 May 2011 be confirmed and signed by the Chair.

## **Mental Health Inpatient Reconfiguration**

The Chair welcomed guest speakers from the NHS:

- Debbie Nixon, Strategic Director for Mental Health, Lancashire PCTs
- Alistair Rose, Project Director - Capital Programme, Lancashire Care Foundation Trust
- Rebecca Davis, Network Director – Mental Health Commissioning, Lancashire PCTs
- David Rodgers, Associate Director of Communications and Engagement, NHS East Lancashire

In introducing the report, Wendy Broadley, Overview and Scrutiny Officer, explained that the original intention had been for a Joint Health Committee with Blackpool and Blackburn-with-Darwen Councils to consider Mental Health Inpatient Reconfiguration. However, owing to a number of factors, including the available timescale, it had not been possible to arrange a joint committee meeting,

and it had therefore been decided that the matter should be presented to this Committee for consideration.

It was not considered possible to scrutinise the entire impact of the reconfiguration proposals at one meeting and the Chair had agreed that an extra meeting of the Committee be scheduled to ensure that all the detail of the proposals and subsequent impact on current service provision would be subject to thorough scrutiny by the Committee. It was agreed that the additional meeting be held on 12 July at 10.30am to discuss the transitional arrangements.

The report explained that Lancashire Primary Care Trusts (PCTs) had been re-testing their public consultation proposals to reconfigure acute mental health services to ensure that they were consistent with the government's four new tests for service change:

- Support from GP commissioners
- Strengthened public and patient engagement
- Clarity on the clinical evidence base
- Consistency with patient choice

As part of this process 'The Case for Change', presented at Appendix A to the report, was produced. The purpose of the document was to present a revised case for change in which to consider options for the proposed reconfiguration of the acute mental health pathway. It set the context for appraisal of provider proposals and recommended that the appraisal would be taken forward by the Technical Appraisal Group.

The report by the Technical Appraisal Group of the Lancashire Care Foundation Trust proposals to reconfigure acute mental health services was set out at Appendix B to the report now presented.

Debbie Nixon used a PowerPoint presentation to give a brief overview of the background and the current position. It set out the preferred reconfiguration in terms of estimated bed numbers and locations, and some key messages.

She emphasised that there was significant under-occupancy in mental health inpatient units and that a range of alternative services were starting to have a real impact. There was a need to ensure consistent provision across the county.

Alistair Rose made the point that the majority of care for dementia was provided in the local community. The NHS was becoming more specialised and skilled at caring for people with dementia, in the most appropriate place for the patient and with the least disruption to their environment in order to avoid distress. Inpatient care was only intended to provide the most specialist provision for those people who were acutely unwell.

A copy of the PowerPoint presentation is appended to these minutes.

Members raised a number of comments and questions the main points of which are summarised below:

- The Chair commented that the proposal to reduce beds, and the reasons for this were understood, but there was concern about the quality of care people would receive in the community.
- The Committee was assured that local engagement would be through various events at key locations publicised via the local media, including radio. A range of information would be presented. It would be important also to use existing stakeholders such as Overview and Scrutiny Committees and LINks. Plans would be brought back to this Committee for comment.
- Regarding concerns about standards of dementia care within care home settings, the Committee was informed that a piece of work was currently being done to set benchmarks for the standard of care expected and how standards would then be monitored. Any member interested in joining the group conducting this work would be welcome to do so.
- It was recognised that care needed to be personal and all beds would be in single rooms with en suite facilities, and patients would have access to outdoor garden space and activities.
- One member acknowledged that the 'Case for Change' report indicated there had been strong GP engagement but she suggested that the level of support from GPs was insufficient. In response, it was reported that GP engagement had been significant and had met the test set by the Strategic Health Authority. The LCFT was aware of GP concerns and assured the Committee that they were not complacent about these.
- There was also concern about the apparent lack of dementia awareness among the Asian community and a suggestion that provision of care, particularly in east Lancashire needed further consideration. In response it was reported that the Clinical Reference Group had a strong membership which included GPs from all localities; east Lancashire had the highest GP representation.
- The Committee was informed about the Performance Assessment Framework which looked at whole range of domains of care and picked up some of the issues raised by GPs and service users.
- There was also the opportunity to add quality through the CQUIN (Commissioning for Quality and Innovation) payment framework which enabled commissioners to reward excellence by linking providers' income to the achievement of quality improvement goals.
- It was emphasised that there was to be a further meeting of the Clinical Reference Group, whose membership was to be extended, and in conducting a Lancashire-wide piece of work the Group would work with the 13 GP consortia to ensure that their needs were addressed.
- It was confirmed that no site had yet been identified for Central Lancashire. Plans were being made for a series of engagements and proposals would be brought back to the Committee later in the year.

- In response to a specific question about the future of Fosterfields Day Centre in Chorley, Debbie Nixon undertook to obtain further information and report back to the Committee through the Scrutiny Officer.
- There was disappointment and concern among some members that it had been decided not to provide a stand-alone site at Burnley as originally planned, but to redevelop part of the site at Blackburn instead. The Committee was assured that the redevelopment at Blackburn would meet all the standards set out in the original consultation including single rooms and garden space. This also had the advantage of being achievable within a shorter timescale.
- It was emphasised that service changes and reconfigurations needed to demonstrate that they met the principles of QIPP (Quality, Innovation, Productivity and Prevention) and achieved better value for money through increased efficiency and productivity.
- The District representative for Burnley was concerned that local people in her area were worried about the loss of services from Burnley to Blackburn including the consequential issues around transport. She also questioned whether the on-line survey that had been conducted would have adequately elicited views from the service users. It was her understanding that local GPs and NHSEL had also raised concerns.
- In response it was confirmed that NHSEL Board were supportive of the direction of travel, but with some caveats, which included the need for more in-depth engagement with the groups affected. Regarding the member's suggestion that there should be a further review of the options for east Lancashire it was confirmed that the Technical Appraisal Group had undertaken a delegated piece of work on behalf of the Board and the proposals now outlined were the Board's preferred option. A detailed report was being prepared setting out the reasons for the site selections and the relevant costings and this would be made available to the Committee on completion.
- The Strategic Health Authority would need to sign off the plans for the consultation.
- It was confirmed that the need to consider the wellbeing of the carers of people with mental health problems was recognised as a most important issue. One member made the point that respite had to be adequate and accessible bearing in mind that carers often have financial pressures to cope with too.
- Members felt it was important also to recognise that visitors were an important feature in the comfort of people with mental health problems and reductions in the number of facilities would inevitably mean that travel for visitors could well become an issue. It would be necessary therefore for travel and parking arrangements at inpatient facilities to be carefully considered.
- The need for regular and independent inspections of care facilities was emphasised.
- It was explained to the Committee that the decision to locate 16 Psychiatric Intensive Care Units (PICU) – 8 male and 8 female - at one site in Blackpool would give flexibility with male/female margins and also allow the appropriate clinical expertise to be centralised in one location. Dementia care beds had

been centralised also to enable the provision of very specialised therapeutic intervention.

- It was envisaged that the majority of dementia care would continue to be provided in the community and community provision would increase as resources and skills increased also. It was right that there would be fewer beds as it was considered far better not to take people with mental health needs away from their home unless there was a specific need to do so.
- It was confirmed that in considering site locations an assessment of public transport provision using radar maps had been undertaken. This had shown that access to Whyndyke was good. The point was made that people do expect to have to travel to receive specialist care.
- Clarification was sought about a comment in the report (Appendix A, page 34) to "the question as to whether supply is to some extent inducing demand". It was explained that there was a relationship between demand and availability. These proposals were about changing clinical behaviour and achieving a different model of care; it was important to provide consistent services and outcomes to all communities across Lancashire. The Committee was assured that changes to the type of provision would be carefully managed and the report to the next meeting of this Committee on 12 July would provide further detail about this.
- The Chair emphasised that it was not possible to separate mental health care from social care.
- The Chair agreed to consider a request from one member for a separate meeting to discuss the detailed report referred to earlier in the meeting.

**Resolved:** That,

- (i) The report be received; and
- (ii) Comments made by the Committee be noted.

### **Report of the Health Scrutiny Committee Steering Group**

On 23 May the Steering Group had met to formulate a response to the Department of Health's listening exercise with regard to the proposed health reforms. The District member representatives were also invited to take part and they included:

- Cllr Bridget Hilton – Ribble Valley
- Cllr Rosemary Russell – Chorley
- Cllr Doreen Stephenson – West Lancashire

A copy of the response was at Appendix A to the report now presented.

On 31 May the Steering Group had met with officers from the Care Quality Commission. A summary of the meeting was at Appendix B to the report now presented. Also at that meeting members were presented with and discussed the



Meeting Patients' Needs Post Programme Summary document which was attached as Appendix C to the report now presented.

**Resolved:** That the report of the Steering Group be received.

### **Recent and Forthcoming Decisions**

The Committee's attention was drawn to the Forward Plan which briefly set out matters likely to be subject to Key Decisions over the next four month period. The Forward Plan was available on the County Council's Democratic Information System website at:

<http://www.lancashire.gov.uk/council/meetings/forwardPlanOfKeyDecisions.asp>

The report also provided information about decisions recently made by Cabinet Members in areas relevant to the remit of the Committee, in order that this could inform possible future areas of work.

**Resolved:** That the report be received.

### **Urgent Business**

No urgent business was reported.

### **Date of Next Meeting**

It was noted that the next meeting of the Committee would be held on Tuesday 12 July 2011 at 10.30am at County Hall, Preston.

### **2011/12 Timetable of Meetings**

It was reported that future meetings had been scheduled for:

12 July 2011

6 September 2011

18 October 2011

29 November 2011

17 January 2012

28 February 2012

10 April 2012

22 May 2012

All meetings would be held at 10.30 am in Cabinet Room C at County Hall, Preston

**Resolved:** That the report be noted.

I M Fisher  
County Secretary and Solicitor  
County Hall  
Preston



## **Lancashire County Council**

### **Health Scrutiny Committee**

**Meeting held on 12 July 2011 at County Hall, Preston**

#### **Minutes**

#### **Present:**

County Councillor M Skilling (Chair)

#### **County Councillors**

K Bailey	M Iqbal
R Blow	A Kay
M Brindle	P Mullineaux
J Eaton	M Otter
C Evans	N Penney
M Pritchard	

#### **Co-opted District Councillors (Non-voting)**

T Kennedy	-	Burnley Borough Council
T O'Kane	-	Hyndburn Borough Council
J Robinson	-	Wyre Borough Council
Mrs R Russell	-	Chorley Borough Council
D Whalley	-	Pendle Borough Council

Apologies for absence were presented on behalf of County Councillor G Askew and Councillors Mrs B Hilton (Ribble Valley Borough Council), L McInnes (Rossendale Borough Council), R Newman-Thompson (Lancaster City Council), Mrs D Stephenson (West Lancashire Borough Council), MJ Titherington (South Ribble Borough Council), and D Wilson (Preston City Council)

#### **Disclosure of Personal and Prejudicial Interests**

Councillor D Whalley disclosed a personal, non-prejudicial interest in Item 7 (Mental Health Inpatient Reconfiguration - Transitional Arrangements) on the grounds that his employment relates to mental health (not employed by LCFT or the NHS).

#### **Confirmation of Minutes**

The Minutes of the Health Scrutiny Committee meeting held on the 28 June 2011 were presented and agreed.

The Scrutiny Officer reported that she had not yet received the promised additional information in relation to the future of Fosterfields Day Centre in Chorley, but would follow this up and pass it on to the Committee as soon as she received it.

**Resolved:** That the Minutes of the Health Scrutiny Committee held on the 28 June 2011 be confirmed and signed by the Chair.

### **Urgent Business**

No urgent business was reported.

### **Date of Next Meeting**

It was noted that the next meeting of the Committee would be held on Tuesday 6 September 2011 at 10.30am at County Hall, Preston.

### **Exclusion of Press and Public**

The report on Mental Health Inpatient Reconfiguration – Transitional Arrangements had not until this point been open to the press and public because it contained confidential information which, if disclosed, would reveal relevant information that would identify those individuals affected by the arrangements. . It was reported that the relevant information had now been disclosed to those individuals affected and therefore the report could be released into the public domain. It was resolved therefore that the report now be treated as a Part I item.

**Resolved:** That the report about mental Health Inpatient Reconfiguration – Transitional Arrangements now be treated as a Part I item.

### **Mental Health Inpatient Reconfiguration – Transitional Arrangements**

The Chair welcomed guest speakers from the NHS:

- Alistair Rose, Project Director - Capital Programme, Lancashire Care Foundation Trust
- Mark Hindle, Director of Service Delivery and Transformation, Lancashire Care Foundation Trust
- Rebecca Davis, Network Director – Mental Health Commissioning, Lancashire PCTs
- David Rodgers, Associate Director of Communications and Engagement, NHS East Lancashire

The report explained that Lancashire PCTs had been retesting their proposals to reconfigure acute mental health services across Lancashire. The PCT Boards had recently considered the recommendations of the Technical Appraisal Group (TAG) and agreed to work up the development of four inpatient facilities across Lancashire as follows:

- A new inpatient facility at Whyndyke Farm in Blackpool,
- The redevelopment of the Oaklands Unit on Pathfinders Drive in Lancaster,
- The redevelopment of existing facilities at the Royal Blackburn Hospital site,
- An inpatient facility in Central Lancashire (location to be confirmed following further engagement work).

The inpatient reconfiguration would take place over the next five years. This would involve the decommissioning of existing facilities whilst in parallel developing the new ones. The report presented the first phase of this transitional period up until December 2011.

Alistair Rose gave a brief summary of the report and assured the Committee that the changes would be gradual as services in the community were strengthened and embedded. He emphasised that there was a falling level of demand for inpatient services and compelling reasons to change the model of care; the changes were needs-led.

Mark Hindle added that admission to hospital for Dementia would only be in extreme cases where the patient was in the final stages of the illness. Clinical evidence showed that if Dementia was identified at an early stage and treated appropriately from the outset that treatment could lead to ten years productive life.

The transition of services would be a journey during which the LCFT would learn about what was required and take views from others such as Scrutiny committees.

Further details of the transitional arrangements can be found at Appendix A to the report presented with the agenda papers.

Members raised a number of comments and questions, the main points of which are summarised below:

- There was concern that the approach being taken by the LCFT would lead to extra pressure on the County Council in terms of social care provision and the funding for that care, and extra pressure on carers also.
- In response the Committee was assured that it was LCFT's intention to provide the best quality care possible and that more than 99% of patients preferred to remain in their own home with support from community based services provided by the Trust, or move into a residential home, rather than be in hospital.
- The point was reiterated that early identification of Dementia could make a big difference and therefore investment in services such as Memory Assessment Clinics was important. There had been investment in other community services also, for example re-enablement and Community Mental Health Teams. Services would need to integrate and work together. This was a good opportunity to join up pathways of care.

- The Committee was informed that the Health Service budget overall was being held constant and a reduction in in-patient beds would free up resources to be re-invested elsewhere. It was considered appropriate for there to be separate health and social care budgets and it was acknowledged that there would need to be further discussion about future funding.
- Members were assured that the need for support and respite for carers was a message coming through loud and clear from stakeholders. It was expected that the LCFT would be doing a large piece of work on this regarding engagement and would bring it back to the Committee.
- There were some questions about specific sites. The Committee was assured that the LCFT had spent several years working on the service delivery model and clinical settings. It was not possible to provide the type of modern inpatient treatment required in a multi-storey building such as Burnley General Hospital.
- The point was made that even though the number of in-patient beds was shrinking, the population of older people and therefore Dementia patients was rising. In order to support people in the community it was important for that support to be visible – people were feeling anxious because it was unclear where and how they would receive respite. It was suggested that there needed to be a risk assessment and a plan for growth, with an ability to expand the number of beds as the need arose.
- It was suggested also that carers benefitted from a degree of mutual support through attending day care and they also had access to a doctor through such facilities.
- It was reiterated that the demand for beds was falling as the demand for community services was rising. The Committee was assured that accommodation was being designed to allow flexibility. The need for respite was again acknowledged as very important and this was an issue that needed further consideration.
- Regarding the point that mental health patients can tend to become active at night, it was confirmed that community health infrastructure could be accessed 'out-of-hours'.
- It was acknowledged that there were lots of unknowns in a changing world that the LCFT would have to respond to as it moved forward; in-patient beds were a relatively small part of the services they provided.
- It appeared to some Councillors that Burnley was losing services to Blackburn; this part of the county was one of the poorest areas and travel from Burnley to Blackburn was likely to cause additional pressure on service users. It was acknowledged that travel was always an issue which was why local teams were working more effectively in the community. It was suggested to members that there was now an expectation that travel would be necessary to access specialist services.

- The District Member for Pendle asked for the record to show that it was a matter of regret that the stand-alone unit first suggested for Burnley was not now going ahead. In response, it was explained that fewer beds were now needed than had first been suggested in 2006. For clinical safety reasons small sites should not stand alone. It had also been necessary to look at the existing estate for redevelopment.
- In terms of investment by the LCFT across the county, the Committee was assured that the Technical Appraisal Group had conducted a detailed analysis at service line level and there was a good understanding of likely and future costs, and affordability. The point was made that the LCFT was a monitored government organisation.
- One member noted that the report now presented was vague about the cost of providing new sites and improving current hospital sites and felt it was important to have figures to support the points made in the report.
- At the previous meeting of the Committee on 28 June, members had been informed that a detailed report was being prepared setting out the reasons for the site selections and the relevant costings. The Scrutiny Officer undertook to find out when this would be made available to the Committee.
- One Member suggested that treating people in the community would involve a lot of travelling time and this would reduce the amount of time that clinicians could spend with clients, or reduce the number of clients that could be seen. She also questioned whether community services would be sufficiently robust.
- In response it was explained that progress was being made to improve partnership working between county council social care services and mental health services to provide the bulk of mental health care in the community and continue to improve that care. Inpatient facilities would be used more intensively – currently there was a lot of partially used accommodation at county level.
- It was suggested that if a patient was admitted to hospital, their carers might be reluctant to then take them back home. The Committee was assured that community services would be as fit for purpose as possible. Beds would be for less than 1% of people needing care; high intensity provision for those with the greatest need. Central Lancs PCT was an example of where this model of care was already working well. As with palliative care, people with mental health issues did not want to be in hospital and community services were not inferior. It was again acknowledged that more work needed to be done on respite provision.
- Evidence-based research had shown that early attendance at a memory assessment clinic and treatment could increase a patient's memory sufficiently for independent living. The patient could be kept under review and, with the use of other diagnostic tools could achieve a further ten years productive life. Work would need to be done with GPs, District Nurses and others to ensure that referrals were made at an early stage.

- It was noted that the Bickerstaffe Ward at Ormskirk Hospital was scheduled for closure in November 2011, yet Extra Care Housing would not be ready until spring 2012. It was explained that the Bickerstaffe Ward was a mixed facility for older adults and dementia care. Functional patients would be cared for on the Ormskirk site and the dementia patients would be moved to other dementia care settings such as Ribbleton, and also cared for in the community. As LCFT gradually moved to new types of provision there would be levels of overlap.
- For clarification, it was explained that the flow chart contained in the appendix to the report showed the GP responsible for patient care, but this did not necessarily mean that the patient would be treated in their own home, the patient could be in residential care, but the GP would still be responsible.
- It was acknowledged as essential for a patient to have somewhere suitable to go to on discharge from hospital and this was a problem faced by the NHS on a daily basis; patients who had come to the end of the therapeutic stage of their treatment who needed to move into an environment that was not detrimental to their improvement. These were some of the most vulnerable people in society and the Committee was assured that the NHS was continuing to improve and develop the management of discharge arrangements.
- It was recognised that staff affected by these changes needed to be carefully considered also.

The Chair noted that there was a lot of concern about dementia care and respite provision and she suggested that a task group be established to consider those concerns and look at the timeline of services and support available to dementia patients and their carers. The Deputy Chair suggested that Co-opted members had much to contribute and that they be invited to join the task group also.

**Resolved:** That,

- i. The report be received; and
- ii. The Scrutiny Committee be requested to establish a task group to review the services and support available to dementia patients with a particular focus on respite provision.

I M Fisher  
 County Secretary and Solicitor  
 County Hall  
 Preston





**ARTICLE NO: 1B**

**CORPORATE OVERVIEW  
AND SCRUTINY COMMITTEE:**

**MEMBERS UPDATE 2011/12**

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**Article of:** Director of People and Places

**Relevant Head of Service:** Borough Solicitor

**Issue: 2** September 2011

**Relevant Portfolio Holder:** Councillor I. Grant

**Contact for further information:** Mrs. J Brown (Extn 5024)  
(E-mail: [julia.brown@westlancs.gov.uk](mailto:julia.brown@westlancs.gov.uk))

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**SUBJECT: MINUTES OF LOCAL STRATEGIC PARTNERSHIP – THEMATIC GROUPS**

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**1.0 PURPOSE OF ARTICLE**

1.1 To present to Members the notes/minutes of meetings of various LSP Thematic groups.

**2.0 BACKGROUND**

2.1 To apprise Members of developments in relation to the Local Strategic Partnership's Thematic Groups. I attach the following minutes of the West Lancashire Local Children's Trust Partnership held 10 February 2011 and 4 April 2011, Health and Wellbeing Thematic Group held 9 March 2011, 11 May 2011 and 13 July 2011, Community Safety Thematic Group held 20 April 2011 and 6 July 2011, Employment, Learning and Skills Thematic Group held 26 January 2011 and 11 May 2011, Environment Thematic Group (Natural Environment) held 2 November 2010 and 22 February 2011, Older People's Partnership Board held 28 January 2011, Community Cohesion Thematic Group held 24 September 2010, 21 January 2011 and 10 June 2011, Infrastructure and Finish Task Group held 19 January 2011.

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**Background Documents**

There are no background documents (as defined in Section 100D (5) of the Local Government Act 1972) to this Report.

## **Equality Impact Assessment**

There is no evidence from an initial assessment of an adverse impact on equality in relation to the equality target groups.

### **Appendices**

1. Notes of West Lancashire Local Children's Trust Partnership held 10 February 2011 and 4 April 2011.
2. Minutes of Health and Wellbeing Thematic Group held 9 March 2011, 11 May 2011 and 13 July 2011.
3. Minutes of Community Safety Thematic Group held 20 April 2011 and 6 July 2011.
4. Minutes of Employment, Learning and Skills Thematic Group held 11 May 2011.
5. Minutes of Environment Thematic Group (Natural Environment) held 22 February 2011.
6. Minutes of Older People's Partnership Board held 28 January 2011.
7. Minutes of Community Cohesion Thematic Group held 24 September 2010, 21 January 2011 and 10 June 2011.
8. Minutes of Infrastructure Task and Finish Group held 19 January 2011.

# WEST LANCASHIRE LOCAL CHILDREN'S TRUST BOARD MEETING



ACTION NOTES		PRESENT			
DATE:	10 <sup>th</sup> February 2011	Angela Aspinwall-Livesey (AAL)	✓	✓	
		Greg Mitten (GM)	✓	✓	
TIME:	12pm – 3pm	Grant Murdoch (GDM)	✓	✓	
		John Nelson (JN)	✓	✓	
VENUE:	Hillside Shares Room	Jonathan Hewitt (JH)	✓	✓	
		Dean Holden (DH)	✓	✓	
		Louise Dawson (LD)	✓	✓	
		Tracey Jardine (TJ)	✓	✓	
		Talha Wadee (TW)	✓	✓	
		Ismail Karolia (IK)	✓	✓	
DISCUSSION ITEM		ACTION NOTES			BY
1.	WELCOME AND INTRODUCTIONS				
2.	APOLOGIES FOR ABSENCE	Cllr Andrew Fowler, Cllr Carolyn Evans, Jane Cass,			
3.	NOTE OF PREVIOUS MEETING (4/11/2010) – ACCURACY	Agreed as accurate			
4.	NOTES OF PREVIOUS MEETING – MATTERS ARISING	None			

5.	<b>Positive Prevention Project</b>	<p>Martin Trengrove of West Lancashire CVS attended to update the board on the performance of the Positive Prevention Project. Martin presented statistics and case studies outlining the performance over its running time. Martin outlined that whatever the ongoing arrangements are there is likely to be a significant gap between the PPP ending and a new team being appointed, due to commissioning issues. He also informed the board that there is likely to be an under spend on the project of around £5-10k</p> <p>Martin will circulate the final report of the project when completed.</p> <p>The Board thanked Martin and acknowledged the valuable work the team had done.</p>	
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<p><b>6.</b></p>	<p><b>Early Intervention update</b> Early Intervention working group</p> <p>Early Intervention Development Officer (EIDO)</p> <p>Targeted Support Team</p>	<p>An early intervention working group was agreed at a former meeting, to consist of GDM, AAL and with support from IK and TW. The group will concentrate on developments around early intervention and work towards the emerging strategy and plan. It will be a task and finish group, working through the transition period currently underway.</p> <p>An EIDO has been appointed for West Lancashire and will be in post from March 1<sup>st</sup>, 2011. Lancashire County Council employs the EIDO. The Board would like to explore how it can influence the role and remit of the EIDO in line with Borough priorities and IK will look to get a meeting together with EI working group and LCC's EI lead/line manager to the EI team.</p> <p>GM suggested that the EIDO could be placed with CVS to have close contact with IK and the management of the Targeted Support Team. The board supported that this should be explored.</p> <p>Due to the delay from Lancashire County Council regarding delivering the early intervention plans submitted, they have confirmed that individual trusts can have £5k to sustain current early intervention delivery. Underspend on project can also be taken beyond March 31<sup>st</sup>. The board agreed that there is little point sustaining the project for a short period and that the money would be better spent supporting future arrangements. The proposal put forward is to redesign The PPP in line with established strategy, with CVS enlisted as an accountable body for the team to coordinate and report back to the board, separate to the commissioning of deliverers. IK to email JH with proposal. JH to check with commissioning and EI strands at LCC.</p>	<p><b>IK,GDM, TW, AAL</b></p> <p><b>IK</b></p> <p><b>IK/JH</b></p>
<p><b>7.</b></p>	<p><b>Key Outcomes of CYP plan</b></p>	<p>The Board wish to evaluate these points better. IK to email specialist agencies around key themes. IK to work with JC, DH and JH to identify most appropriate themes and outcomes. Board to make final decision.</p>	<p><b>IK (JC/DH/J H)</b></p>

8.	<b>Transforming service delivery strategy</b>	<p>The board agreed that we generally support the principles of the strategy. The following additions will be put forward for incorporation.</p> <ul style="list-style-type: none"> <li>- <b>What do we need to change</b> awareness of services – <i>need to address gaps in services as well as duplication of services</i></li> <li>- Adopting a completely different approach to working with families – <i>educating and encouraging children to take responsibilities within their family and communities.</i></li> </ul> <p>IK to forward response.</p>	<b>IK</b>
9.	<b>Wider Partnership arrangements</b>	<p>The purpose and structure of the wider partnership was discussed. The following was agreed</p> <ul style="list-style-type: none"> <li>• The partnership to be consulted on identified priorities, how best to achieve improvements.</li> <li>• Engaging with partners to gather support</li> <li>• The board and partnership should have separate Terms of Reference agreed upon by each</li> <li>• Rather than creating subgroups regarding specific priorities, it is preferred that existing partnerships/networks are used for information or consultation.</li> </ul> <p>To take forward in partnership meeting</p>	<b>IK/AAL</b>
10.	<b>Central Gateway applications</b>	<p><i>Progress Housing</i> – Progree housing do not have any known bases in West Lancashire, therefore there would need to be clear examples of work going on in West Lancashire. This could be facilitated through local deliverers such as the West Lancashire Women’s Refuge. However without working with partners it would need to be clear what work will be undertaken locally.</p> <p><i>West Lancashire Positive Living</i> - Based on information given this seems to be some concern that the funding was for strategic purposes. The board is unable to support this with the information provided.</p> <p><i>Homestart</i> – The board agreed that Homestart have excellent examples of local work and the project is strategic in nature, providing a holistic initiative for families.</p> <p>IK to forward feedback.</p>	<b>IK</b>

11.	<b>Financial Monitoring</b>	<p>There has been no new funding confirmed</p> <p>School's forum monies are being used for the Best Foot Forward project.</p> <p>TYSOG money will be held by WLCVS until further notice</p> <p>Sports Disability Partnership put a bid for inclusions money forward and this is currently under review by LCC.</p>	
12.	<b>ANY OTHER BUSINESS</b>	AAL to arrange a "what is Big Society: Children's views" for joint March 8 <sup>th</sup> event.	
13.	<b>DATE OF NEXT MEETING</b>	4 <sup>th</sup> April 2011	

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5<sup>th</sup> March 2011






# WEST LANCASHIRE LOCAL CHILDREN'S TRUST PARTNERSHIP MEETING



ACTION NOTES		PRESENT			
DATE:	4 <sup>th</sup> April 2011	Jonathan Hewitt (JH) (acting Chair) (LCC)	✓	✓	Carmel Foster (CF) (OLQP School)
		Greg Mitten (GM) (WL CVS)	✓	✓	Moya Sutton (MS) (EdgeHill U/AlderHey)
TIME:	9.30am – 12.00noon	Grant Murdoch (GDM) (LCC YPS)	✓	✓	Lesley Ledgard (LL) (EY Consultant)
		Jane Cass (JC) (NHS CL)	✓	✓	Vikki Harray (VH) (West Lancs School Governors)
VENUE:	Hillside Primary School, Shares Room, Skelmersdale.	Joanne McGrath (JM) ((LCC EIDO)	✓	✓	Dave McHale (DM) Children's Social Care)
		Jane Hogan (JH) (Lancashire Constabulary)	✓	✓	Ismail Karolia (IK)
		Cerys Smye-Rumsby (CSR) (WL CVS)	✓	✓	
		Steve James (SJ) (THB Cluster)	✓	✓	
		Chris Sandison (CS) (Homestart)	✓	✓	
		Talha Wadee (TW) (LCC Partnership Officer)	✓	✓	
DISCUSSION ITEM		ACTION NOTES			BY
1.	<b>WELCOME AND INTRODUCTIONS</b>				
2.	<b>APOLOGIES FOR ABSENCE</b>	Angela Aspinwall-Livesey, John Nelson, Tracey Jardine, Louise Dawson, Cllr Andrew Fowler, Cllr Carolyn Evans, Rachel Walker, Dr Geraldine Boocock, Amanda Claeys, Audrey Swann, Richard Whitaker, Carole Wilson, Annette Shepherd			

3.	<b>Overview of Children's Trust Arrangements</b>	<p>JH explained the structure of the Trust and the role of the partnership as per the governance document. This included the role of the partnership to have wider representation and input, better ways of working in partnership and how wider partners can engage and contribute to the priorities.</p> <p>Q: How is PACT data being fed in?</p> <p>The board have representation from the constabulary and a wide range of partners bringing with them a range of data and information. However social care information can send review reports, as this is an area that requires covering.</p> <p>There is an LCC Framework of data collection. If there is access to available data that would be of use it can be sent to Grant Murdoch (<a href="mailto:grant.Murdoch@lancashire.gov.uk">grant.Murdoch@lancashire.gov.uk</a>) to forward to the team at LCC.</p> <p>Q: How are VCFS organisations represented?</p> <p>WL CVS is a board member and representation should be through them, but also VCFS organisations can be involved in the partnership.</p> <p>Q: The Website has been relaunched, are the wider partners aware?</p> <p>IK will send the new link to the wider partnership.</p> <p>Q: Will young people be involved in decision making?</p> <p>There will be steps made to include the youth council in decision making. The views of young people will be gathered, ensuring the involvement of a wider range of young people. It is important that CYP are not over consulted.</p> <p>Q: Is there a link to Lancashire Safeguarding Board?</p> <p>This is linked at a Lancashire level, but not locally. However general safeguarding developments should form a standing item for the group, to ensure people are aware.</p>	<p><b>DM to forward social care review reports to board via IK</b></p> <p><b>IK to send link of new website <a href="http://www.lancashirechildrenstrust.org.uk/">http://www.lancashirechildrenstrust.org.uk/</a></b></p> <p><b>IK to add safeguarding to agenda as standing item</b></p>
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4.	<b>Membership</b>	<p>Partners listed names and occupations and were asked to inform the group of any possible member recommendations:</p> <p>Jane Wood (Kingsbury High School)  Twinkle House representative (CYP With disabilities)  West Lancashire Young Carers  Children's Centres (extra membership on partnership)  Services around Alcohol and Drug Misuse  Services around Domestic Violence</p> <p>Further work could be done around a geographical analysis to see areas that are not represented.</p>	<b>IK to invite individuals/organisations to partnership</b>
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5.	<b>Where we are updates</b>	<p>The partnership received updates around the following</p> <ul style="list-style-type: none"> <li>- Transforming Service Delivery strategy (report attached)</li> <li>- Children and Young People Plan, 2011 – 2014 (Plan attached) this is no longer a legal requirement, however LCC have decided to continue to do it. The Every Child Matters framework was kept as it has become a common language amongst partners and service users.</li> <li>- PCTs and Health transition – PCTs are to be phased out in 2013, while public health will go into Lancashire County Council. There will be 3 GP consortia for Central Lancashire, 1 for West Lancashire, 1 for Preston, and 1 for Chorley and South Ribble. 6 GP leads have been named for West Lancashire, most having been previously involved in commissioning. GPs may be unaware of current partnership arrangements. Health and Wellbeing Board to sit at county level, and LCC has expressed an interest in being a 'Pathfinder' for H&amp;W board. West Lancashire Community Health Services delivered by Southport and Ormskirk Hospital Trust, which is now looking to become a Foundation Trust. Under development is the public health outcomes framework, and it would be good for the partnership to consider how its work can contribute to the outcomes when they are finalised.</li> <li>- Young Peoples Services – budget has been reduced from £9m to £2m at a county level. From 2012 there will be an all age career service, which will replace the YPS provision in that area. There will be a significant move to online services to reduce costs. YPS are currently renegotiating partnership agreements with schools in terms of the services they provide. There will be a degree of closure of sessions across the borough, and the closure of one building. There will be a growth in targeted youth support, and there will be money to commission projects around this towards the end of the year, however there is a need to ensure that local organisations are prepared to apply for these funds.</li> <li>- Early intervention (EI) – early intervention briefing report and strategy attached</li> </ul>	<p>"Transforming service delivery for C</p> <p>"CYPP 2011-14.pdf"</p> <p><b>JC to circulate names of GPs</b></p> <p>early_intervention_strategy11.pdf</p>  <p>"West Lancs Prevention and Early</p>
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6.	<b>West Lancashire Priorities 2011-2014</b>	<p>The four priorities are</p> <ol style="list-style-type: none"> <li>1. Reducing Childhood Obesity</li> <li>2. Improving breast Feeding Rates</li> <li>3. Things to do, places to go</li> <li>4. Improving educational attainment</li> <li>5. Reducing exclusions</li> </ol> <p>The partnership agreed with the priorities for the borough. There are significant links between priority 1 and 3, which are to be explored, going forward. Realistic targets need to be set against priorities, which are challenging but achievable.</p>	<b>GDM to email dates for youth zone development meetings</b>
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7.	<b>30 Second updates</b>	<p>Homestart – Need to build capacity around outcome monitoring and measuring impact and build partnerships for the future – the trust will look at how best to support organisations in measuring outcomes. JH reminded the meeting that LCC hold data sets that may be useful for setting monitoring outcomes.</p> <p>Skelmersdale and Ormskirk College – The new college will be open soon after August 10<sup>th</sup> 2011, YPS will have a new youth centre onsite and will be moving to there from Point Six Youth Centre.</p> <p>EdgeHill University – Are looking at innovative ways of developing children’s workforce, including the first undergraduate degrees for children’s specific social work and children’s specific nursing. The university also have a space set up for carers to practice administering health</p> <p>School Governors – Community cohesion has been withdrawn from schools, however schools and their governors are trying to keep it in focus.</p> <p>Faith Network –</p> <p>WL Council for Voluntary Service – Big Lottery have a new funding stream, ‘Improving Futures Fund’. This is being taken on at county level, with involvement from the county council and partners. However this was not communicated initially and LCC needs to ensure it communicates developments early to avoid unnecessary work being done.</p> <p>WL CVS is working with the VCFS reference group at county level to ensure that the Trust, the VCFS and partners are fully informed of developments and Lancashire Drugs and Alcohol team are looking to provide some money for Children’s Trusts for drug and alcohol issues, updates at later meetings.</p>	
8.	<b>ANY OTHER BUSINESS</b>	The next meeting should be in the northern parishes – all agreed.	<b>IK to liase with Steve James</b>
9.	<b>DATE OF NEXT MEETING</b>	October 6 <sup>th</sup> 2011	

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18 April 2011

# HEALTH AND WELLBEING THEMATIC GROUP

**Minutes of the last meeting held on the Wednesday 9 March 2011, 9.30 –  
11.30 at Digmoor Community Centre**

## **PRESENT:**

Cllr Andrew Fowler (Chair)	West Lancashire Borough Councillor.
Mike Tasker	Commercial Safety Manager WLBC
Leigh Boyton	Local Resident
Steve Coveney	NHS Central Lancashire
Amy Dunne	NHS Central Lancashire
Debbie Young	Health Education Officer, WLBC
Donna Studholme	Help direct manager
Jane Cass	Public Health Specialist, NHS Central Lancashire
Elaine Killey	Skelmersdale and Ormskirk College
Dave Tilleray	Exec Manager Community Services, WLBC
Charlotte Watkinson	SCFI & CVS
Joan Brindle	Moving on, Lancashire
Ismail Karolia	West Lancashire CVS ( <i>left the meeting at 9.55am</i> )
Hazel Williams (student)	West Lancashire Borough Councillor
Sue Porter	NHS Central Lancashire
John Nelson	West Lancashire Borough Councillor
Dr Alex McMinn	U3A – National Research committee Wellbeing Agency

## **Apologies**

Geraldine Moore	Age Concern
Kim Tkacuk	Learning Disabilities Team, LCC
Elaine Downey	Stop Smoking Service, NHS Central Lancashire.
Kate Ainscough	Infant Feeding Team, Ormskirk Hospital
Puala Jones	SLC Physical Disability Partnership Board
Jennifer Holmes	Community Health Worker

## **In attendance**

Julie Taylor (minutes)	NHS Central Lancashire
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## **Action**

### **1. Welcome and introductions.**

The Chair welcomed members to the meeting. Due to time restraints item 8 was covered first.

### **2. Apologies.**

Apologies received are noted above.

### **3. Minutes from the last meeting.**

#### 4. Matters Arising.

- Brookside Development

The group were advised that everything is on schedule. 40 people initially expressed an interest which recently increased to 200. A service spec has been developed.

- Weight Management Partnership Strategy & Action Plan

It was noted that not many responses have been received following the invite at the last meeting to comment on the action plan. All to send to AD

#### 5. Progress on Action Plan.

The action plan was circulated around the table and the group were asked to give a quick update on any changes.

The action plan will be updated to reflect these changes.

JC to update action plan

#### 6. Response to Public Health Outcomes Framework.

At the last meeting the group were asked to provide a response to the consultation questions. Poor response was received from the group.

The LSP Exec requires a response from all LSP groups. To facilitate this, members were split into four groups to answer the 12 domains in rotation. The group were asked to forward any other additional comments to JC.

All to send to JC.

The groups' response will be forwarded to the LSP Exec.

JC to send response.

#### 7. Lancashire Tobacco Alliance Action Plan.

The group were updated on the action plan and advised this has now been finalised. The Tobacco Alliance is a multi-agency group looking at issues around smoking and wider aspects affecting tobacco. The action plan features not only smoking cessation but issues around illegal tobacco. It was noted that although this group has only been meeting for a year a great deal of progress has been made. The group were advised that a health and wellbeing stall is on Preston market every Friday.

It was suggested that a similar arrangement could be facilitated for West Lancashire. Dave Tilleray agreed to investigate this and liaise with Steve Coveney.

SC to liaise with DT

A question was posed as to what powers organisations have in enforcing 'no smoking' outside the building. It was confirmed that the legal point of view is that smoking is not allowed inside a building but outside the building the enforcement ceases; this has caused problems with the NHS and other organisations.

#### 8. West Lancashire Challenge.

This project is funded for 2 years and is based on 3 key issues around employment, education, volunteering and social activity aimed at



developing employment opportunities for people of all ages in West Lancashire through a partnership programme with various organisations. The programme starts in April 2011 and a launch event is planned for is June 2011 – details will be confirmed to the group. IK to confirm

West Lancashire Borough Council has one job linked to the project and another position at the CVS. These have yet to be recruited to.

A mapping exercise will be undertaken and this will be used to signpost in the right direction. Following this exercise a passport style document will be produced on what has been undertaken and achieved through mentoring. Details of how this will be undertaken need to be considered.

This item will be kept on future agendas by way of an update.

JC to put on next agenda

## 9. Local Development Framework.

GW not present. Cllr Fowler updated the group on the potential sites in West Lancs to build 600 houses over the next 15 years. It was noted this couldn't be done without encroaching on green belt. Details on what type of dwellings will be built haven't been confirmed and are subject to the developer.

The consultation period ends in May. The 2 preferred options will be discussed at the Planning Committee meeting on 10.03.11.

A health impact assessment will be undertaken in April to look at the 2 options.

GW will bring back the consultation update to the next meeting. Discussions took place on the potential problems with the new development in relation to united utilities (sewerage issues). This issue will be on the agenda of the next meeting.

GW  
JC to put on next agenda

## 10 Partner update.

- Help Direct launch takes place this week; the website address is [www.helpdirect.org](http://www.helpdirect.org). Contact Help Direct if you want to include anything on the website. All
- Best Foot Forward project starting 09.03.11 at Hillside school around citizenship. Linking in with a mapping exercise in Tanhouse to start creating an asset hub which is part of the West Lancs Challenge.
- The Shifting Sands event (08.03.11) went well and was well attended. The health network needs to get up and running again. Any suggestions on what kind of role the health network needs to take please inform Charlotte Watkinson at CVS All
- The Skills Audit report will be available electronically shortly. This report covered central Lancashire.
- The Health Champion training is free of charge taking place on the 17, 23 and 24 March. If you want to undertake this please let Charlotte know if you are interested.

- Procurement and commissioning event – details were passed around the table.
- U3A is a wellbeing programme for retired people from 55 to 92 years of age. Projects have been undertaken with Redding and Bangor University. The National Industry group have been invited to do a presentation on 28 March at Scout & Guide HQ on measuring wellbeing. More information about the questionnaire is on the website. Programme on memory (strengthening) completed a study. The book is now ready and should be out speak to AM for more information.
- DT – Your Community Matters Events organised by the West Lancashire Safer Stronger Communities Team have won a (North West together We Can) Community Empowerment award. The group congratulated the team on this award.
- Cllr Fowler - Free service available to all organisations for advertising or editorials on Ormskirk GB website at [www.ormskirk.gb.com](http://www.ormskirk.gb.com)

Cllr Fowler thanked everyone for their input.

**11. Date and time of next meeting**

Wednesday, 11 May 2011, 9.30am – 11.30am, Digmaor Community Centre.

**12. Agenda items for next meeting.**

West Lancashire Challenge  
 Local Development Framework  
 National Health Service Restructure Update

## Minutes

<b>Meeting Title: West Lancashire Health and Wellbeing Thematic Group</b>	<b>Date: 11<sup>th</sup> May 2011</b>
<b>Time: 9.30am – 11.30am</b>	<b>Venue: Digmoor Community Centre</b>
<b>Present:</b> <i>Dave Tilleray, Exec Manager Community Services, WLBC</i> <i>Jane Cass, Public Health Specialist, NHS Central Lancashire</i> <i>Moya Sutton, Director of Education and Partnerships, Edge Hill/Alder Hey</i> <i>Leigh Boyton, Local Resident</i> <i>Elaine Killey, Skelmersdale and Ormskirk College</i> <i>Debbie Young, Health Education Officer, WLBC</i> <i>Elaine Downey, Stop Smoking Service, Integrated Care Organisation</i> <i>Emma Ross, Wellbeing worker, Skem Food Initiative (SCFI)</i> <i>Jacqui Sutton, Locality Commissioning Manager, LCC</i> <i>Mike Tasker, Commercial Safety Manager WLBC</i> <i>Puala Jones, SLC Physical Disability Partnership Board</i> <i>Richard Ford, Services Manager, Age UK</i> <i>Melissa Critchley, Age UK Lancashire</i> <i>Amy Dunne, Weight Management, NHS Central Lancashire</i> <i>Charlotte Watkinson, West Lancs CVS</i>	<b>Apologies:</b> <b>Cllr Fowler</b> <b>Donna Studholme</b> <b>Kim Tkazcuk (Deputy Sent)</b> <b>Geraldine Moore (Deputy Sent)</b>

Agenda Item	Summary of Discussion	Action	Lead
1.	<b>Welcome</b> Chair welcomed the group and everyone introduced themselves		
2.	<b>Apologies</b> Apologies were noted as above		
3.	<b>Minutes from the last meeting</b> The group went through the minutes of the previous meeting.		
4.	<b>Response to Public Health Outcomes Framework</b> JC thanked the group for their contribution. The collated response has been circulated to the group for information		

<p>5.</p>	<p><b>Update on Health Reforms</b></p> <p>JC updated the group. The White Paper was published on the 12<sup>th</sup> July. JC went through the key points.</p> <ul style="list-style-type: none"> <li>• 3 GP Consortia's for Central Lancashire. These have now been established and chairs have been elected. The GPs won't commission the services they provide, this process will go through the National Commissioning Board</li> <li>• There will be a rep from Health Watch on HWB.</li> <li>• The 5 Lancashire PCTs are coming together to form a Lancashire Cluster. There will be no merger although there will be a Chair Person and CEO for the Cluster, these have already been elected and are Janet Soo Chung (CEO) and Peter Kenyon (Chair). There won't be any change for the individual PCTs.</li> </ul> <p>JC also provided an update on the current changes to the Public Health function. These included:</p> <ul style="list-style-type: none"> <li>• Statutory HWB Boards are also proposed.</li> <li>• The DPH will be employed by the local authority.</li> <li>• Ring fenced public health budget</li> <li>• A new health premium taking into account health inequalities</li> <li>• Local authorities refer to upper tier authorities</li> <li>• Health improvement functions will move to local authorities.</li> </ul>	<p><b>Paper to be circulated</b></p>	<p><b>Jane Cass</b></p>
<p>6.</p>	<p><b>Progress on Community Food Growing Initiative</b></p> <p>AD updated the group on Community Food Growing. Annual Reports have been received from each locality, the highlights of which are being collated and will be circulated to the group.</p> <p>It has been decided to establish Allotment Societies, and this has been progressing. 5 grants have been provided in relation to this.</p> <p>Schools – Can obtain kits to start growing their own fruit and veg and can also compete against each other.</p>		
<p>7.</p>	<p><b>West Lancashire Local Development Framework</b></p> <p>GW handed round a leaflet which will be in the Champion Newspaper tomorrow.</p> <p>GW updated the group on the West Lancashire Core Strategy Preferred Options.</p> <p>70% of the development will be in Skelmersdale.</p> <p>The document details the plans for the regeneration over the next 15 years. There are a number of different areas being looked at including Edge Hill University.</p> <p>After lengthy discussions and questions from the group, GW asked for both positive and negative feedback to be sent to her.</p> <p>The document goes to consultation on 12.5.11</p>	<p><b>Presentation to be circulated.</b></p> <p><b>Feedback &amp; comments on the LDF</b></p>	<p><b>Gillian Whitfield</b></p> <p><b>All</b></p>

8.	<p><b>LSP Executive Update</b>          The next meeting is scheduled for the end of May. The group are currently developing an action plan. The HWB group will need to be integrated into the LSP plan. This will be discussed at the next meeting.          JC updated the group on the award which has been granted for achieving LAA performance grant although there is still uncertainty on the amount or what the process will be.</p>		
9.	<p><b>Health and Wellbeing Action Plan 2010 – 2011 Progress to date</b>          A copy of the action plan for 10/11 was handed round.          The group split into 4 separate groups to look at the action plan.          JC is to collate the key highlights to us as a basis for developing the action plan.          JC is also to invite Health Champion to the next meeting to update the group.</p>	<p><b>Action plan to be updated</b></p> <p><b>Compile highlights for future action plan</b></p> <p><b>Invite Gulab Singh to next meeting</b></p>	<p>JC</p> <p>JC</p> <p>JC</p>
10.	<p><b>Developing Health and Wellbeing priorities for 2001 – 2012</b></p>	<p>As above</p>	
11.	<p><b>Terms of Reference</b>          ToR have been circulated. JC will circulate the first draft of the updated ToR to the group.          Group to feedback any comments on draft to JC          To be tabled as agenda item for next meeting</p>	<p><b>Draft terms of reference to be circulated</b></p>	<p>JC</p>
12.	<p><b>Partner Update</b>          CW updated the group on the West Lancashire Challenge. Underpinned by Asset Based Community Development principles this builds on what the community already has.          Two posts have been created which commenced in April.          CW is working on holding 2 health events per year, suggestions to be forwarded to CW on what the events should focus on.          11<sup>th</sup> July is the provisional launch date for West Lancashire Challenge Launch Day.           EK – Skelmersdale College is running a small scale human library. People will come in to discuss their personal experience and overcoming barriers.           National Food Hygiene Rating Scheme – West Lancashire are adopting scheme as of the 1<sup>st</sup> June 2011. 0-5 is the scoring criteria. This scheme is applicable to all food places. The eateries will be provided with a certificate to display for the customers to see with their rating on.</p>	<p><b>Suggestions for health events to CW</b></p>	<p>All</p>
13.	<p><b>Date &amp; Time of Next Meeting</b></p>	<p><b>Venue</b></p>	
	<p><b>Wednesday 13<sup>th</sup> July 9.30 – 11.30</b></p>	<p><b>PCT Offices, Ormskirk</b></p>	



# HEALTH AND WELLBEING THEMATIC GROUP

**Minutes of the last meeting held on Wednesday 13 July 2011, 10.00am –  
12.00 at Ormskirk PCT offices**

## **PRESENT:**

Cllr Andrew Fowler (Chair)	West Lancashire Borough Councillor.
Jane Cass	Public Health Specialist, NHS Central Lancashire
Jacqui Sutton	Lancashire County Council
Sue Porter	NHS Central Lancashire
Greg Mitton	West Lancs CVS
Richard Fow	Age UK Lancashire
Allen Conway	Help Direct
Donna Studholme	Help Direct manager
Gillian Whitfield	West Lancashire Borough Council
Puala Jones	SLC Physical Disability Partnership Board
Steve Kent	West Lancashire Borough Council
Leigh Boyton	Local Resident
Mike Tasker	West Lancashire Borough Council
Debbie Young	Health Education Officer, WLBC
Charlotte Watkinson	SCFI & CVS
John Nelson	West Lancashire Borough Council
Gulab Singh	NHS Central Lancashire

## **Apologies**

Amy Witherup	NHS Central Lancashire
Dave Tilleray	Exec Manager Community Services, WLBC
Moya Sutton	Edge Hill University
Eleanor Maddocks	West Lancashire Womens Refuge
Mark Snaylam	Serco, West Lancashire
Kim Tkaczuk	Learning Disabilities Team, LCC
Elaine Downey	Stop Smoking Service, NHS Central Lancashire.
Dierdre Mitten	Skelmersdale Community Food Initiative

## **In attendance**

Julie Taylor (minutes)	NHS Central Lancashire
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## **Action**

1. **Welcome and introductions.**  
The Chair welcomed members to the meeting and introductions were made.
2. **Apologies.**  
Apologies received are noted above.
3. **Minutes from the last meeting.**  
The minutes of the last meeting were agreed as an accurate record.

#### 4. Terms of reference

The group were thanked for their contributions and comments to the draft TOR. The TOR has now been finalised and submitted to the LSP to be uploaded onto the website.

The group read through the updated paper and were advised that the TOR will be reviewed within 12 months around May 2012.

Discussions took place regarding having a representative from West Lancashire Carers; it was noted that representation would also be beneficial on the Children's Trust Partnership group.

**Action: JC invite a representative from West Lancashire Carers onto the group. JC**

#### 5. Help Direct Service Directory & Website

The group were given a demonstration on how to navigate around the Help Direct website and in particular the West Lancashire pages. This website can be accessed by all [www.helpdirect.org.uk](http://www.helpdirect.org.uk).

The main functionality is on the local events page where any events taking place in the area can be advertised free of charge. This will be useful to new residents in the area.

This website also contains links to the Well-Being directory which is managed by LCC not Help Direct. It was noted that there is an issue regarding the speed of accessing links on the Well-Being site.

The group were advised the best way to access the Well-Being directory is to use the category search. This website is used primarily for services who offer advice to members of the public. All information is up to date and provides a forum for services that otherwise wouldn't get advertised. The services offered are either free or available at reasonable cost.

It was noted that this would be useful to organisations working in a specific field to access the information relating to their target audience and print off to make a tailored directory for ease of reference.

The group were advised that further information and training can be provided if required.

**Action: Contact Allan Conway at Help Direct if training is required. All**

Cllr Fowler asked if the details of the website had been submitted to Ormskirk GB as their website receives 1000 hits a day.

**Action: DS to check DS**

#### 6. Health Champions

A brief overview of the programme of work across central Lancashire was provided to the group prior to the presentation (attached).

There are currently 70 health champions trained with a waiting list of 200+.

It was noted that Edge Hill have committed to training 100 students and will pick up the subscription costs.

Actions plans will be drawn up – the group were provided with the child and adult action plan.

A memorandum of understanding will be written; once the package is



Health Champion Briefing 200611 GS.d



ready for young people this will be taken to the Local Children's Trust Partnership for discussion, information and agreement.

Health Literacy agenda – A health profile was undertaken in West Lancs; the DVD is available on MP4 format – [awaiting link](#)

## 7. Skills Audit

The knowledge and skills audit was presented to the group (attached)

The group were advised that detailed reports of all the audits have been undertaken.



Skills Audit  
presenation.pdf

The Health & Wellbeing website can be accessed via hyperlink <http://www.2010healthandwellbeing.org.uk/index.php> this contains details of the five ways to wellbeing and the group were asked to consider 'making a pledge'.

## 8. Update on Health Reforms

The pause and listening exercise was conducted and has since come to an end. A report of recommendations has now been published and the group were advised of the main points.

The amendments to the Bill will be subject to the paper going through the House of Lords in the autumn.

It was noted that PCT's will not continue by October 2013. Some PCT's have clustered and will continue in some guise.

## 9. LSP Executive Update

Funding has been made available through the Performance Reward Grant to West Lancashire LSP. This will be used to be more proactive in addressing some of the local key issues in the action plan of the thematic groups.

A meeting will go ahead in August for a small group of LSP members to develop a framework to commission against this funding stream. It is anticipated that a framework will be available at the next meeting.

**Action: JC to report back to the next meeting**

JC

## 10. Developing Health & Wellbeing priorities for 2011 - 2012.

The group were provided with the update for the action plan up to September 2011. The group read through each action.

The group were advised that we are not able to make any changes to the actions as they have been agreed but comments can added.

**Action: Help Direct to send JC an update to add the comments into the action plan.**

DS

It was noted that next year's action plan (September 2011 – August 2012) will be more detailed and specific. This will be the main part of the meeting in September to work on the actions for next year's plan. The PH Outcomes Framework document will be brought to the meeting in September for reference along with the Local Health Profiles and the response to the consultation exercise with community groups. This will be undertaken with the Health Network event.

**Action: Make this the main agenda item at the meeting in September**

Cllr Fowler/Jane  
Cass/Kimberley  
Bickerdike

## 11. Venue for art exhibition

The group were asked for suggestions on where artwork produced by patients on the Mental Health ward could be displayed, preferably free of charge. The following suggestions were made:

- Local Churches display local art.
- Downstairs in the Ecumenical Centre in Skelmersdale.
- It was suggested that an art tour could be looked into.
- Network events i.e. Ormskirk Motorfest
- LCC Library services – contact Jill Irvine
- Up Holland Community Centre – contact Charlotte Watkinson
- Village in Partnership
- Moving On Lancashire contact Joan Brindle

It was suggested that this could be put in the action plan

## **12. Partner update**

- Central Lancashire Community Food Growing update was circulated to the group.
- Age Concern Lancashire is now Age UK.
- Oaks Church in Skelmersdale has been successful in securing investment money to develop a Timebank within their local area.
- West Lancs CVS, Health Network news and events flyers were circulated to the group an event is taking place this Friday, 15 July 2011.
- Launch of the National Food Hygiene Rating scheme in West Lancs, 760 premises on the scheme with huge interest from local businesses to improve their food standards.
- Employment and Learning guide awaiting endorsement. A meeting took place with the train company to discuss issues relating to wheelchair users.
- Wheelchair basket ball team has been established called 'Wheelchair Bombers'. Some issues relating to the name to be resolved.
- Update on Brookside – looking at INA support everything on track.
- Update regarding the change to domiciliary care from Sept – April. If this has been withdrawn, providing it is in the care plan you may still be entitled to receive it.
- Ormskirk GB – available to advertise local events free of charge.

## **13. Date & time of next meeting**

Wednesday, 14 September 2011 at 9.30am – 11.30am Digmoor Community Centre

# WEST LANCASHIRE COMMUNITY SAFETY PARTNERSHIP

HELD: 20<sup>th</sup> April 2011

Commenced: 6.00 pm

Finished: 7.45 pm

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## PRESENT:

Andrew Hill	-	WLBC
William J Taylor MBE	-	Chairman (outgoing), WLBC
Sue Swift	-	Lancashire Constabulary
David Tilleray	-	WLBC (Chairman)
Sam Jones	-	LDAAT
Steve Mahon	-	WLBC
Mel Ormesher	-	LCC
Mary Lyons	-	NHS Central Lancs.
Steve Wilson	-	LF&RS
Cllr Greenall	-	WLBC
Robert Ruston	-	Lancashire Police Authority
Gareth Dykes	-	West Lancs. PACT
Andy Hewitson	-	LF&RS
Eleanor Maddocks	-	DV Support Services
Faye Kellet	-	Safer Travel
Dorothy Shields	-	Probation
John Fleet	-	Community Member
Roger Merry	-	Ormskirk Bench
Lee Ormandy	-	Trading Standards
Cllr Ashcroft	-	WLBC
Jan Tyrer	-	GMW

## IN ATTENDANCE:

Cliff Owens	-	WLBC
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## 1. WELCOME AND INTRODUCTIONS

The Chairman welcomed members to the meeting.

## 2. APOLOGIES

Apologies for absence were received from:

William Cropper, Bruce Jassi, Greg Mitten, Cllr Una Atherley, Christine Coleman, Grant Murdoch, Gail Stanley, Louisa Armitage-Parkinson, Mike Lock, Graham Coulston-Herrmann, Stewart Williams, Shirley Johnson, Teresa Fox

## 3. APPOINTMENT OF NEW CSP CHAIRMAN

Andrew Hill provided the Partnership with a brief summary of the process that was agreed with the Strategic Review Group for the appointment of a new Chairperson for the CSP.

The Chairman advised the Partnership that we had received one nomination for the role, which was Mr David Tilleray, Assistant Director Community Services and the Chairman added that his nomination had received wide support.

The nomination was supported by the CSP and the outgoing Chairman stated that David Tilleray has an extensive knowledge of the community safety agenda and is very partnership oriented. The Chairman continued by adding that throughout his 10 years in the role, the CSP has done a sterling job and he thanked partners for their efforts and support. He continued by adding that it was his view that in these challenging times the Home Secretary is not always in tune with public opinion with the public wanting more police and a more proactive approach for tackling offenders and bringing them to justice.

The outgoing Chairman continued by adding that we have achieved excellent reductions against crime and the fear of crime and thanked the Council for its support to the CSP. The outgoing Chairman also commended the wider community safety achievements and highlighted the progress made locally by LF&RS in both its significant improvements against performance measures and their contribution to wider partnership objectives.

David Tilleray in his capacity as the new Chairman of the CSP stated that we have an excellent partnership but added that we must now rise to the challenge of getting every ounce of value from the Partnership. The Chairman continued by thanking the Partnership for supporting and endorsing his nomination and appointment as CSP Chairman.

#### **4. ILLEGAL MONEY LENDING PRESENTATION**

The Chairman, David Tilleray introduced Lee Ormandy from Trading Standards and advised that Lee would be delivering a presentation on the theme of illegal money lending. It was agreed that a copy of the presentation would be circulated with the minutes.

Cllr Iain Ashcroft asked how wide spread the issue is in West Lancashire and what kind of response do we have locally to the problem. Lee advised that loan sharks will operate across the Borough but will be more prevalent in urban areas and advised their impact on small businesses is a worrying trend. Lee continued by adding that there is no recorded increase in their numbers as they are very territorial but there will be a potential increase in victims in the current financial climate.

Chief Inspector Swift advised that the Partnership has set up a Task and Time Group to look at the issue in more detail and added that one of the key challenges is to identify the loan sharks and gather evidence against them. Sue added that the Police strongly suspect that loan sharks do operate in West Lancashire but cautioned that we need to raise public awareness on the

subject and gather community intelligence. Sue provided an overview of Operation Credit which has been set up in response to the issue.

Cllr Ashcroft stated the importance of Trading Standards engaging with the local Parish Councils and John Fleet recommended that Trading Standards highlight the issue in the community newsletter 'Home Front News'. Lee Ormandy welcomed these recommendations.

## **5. MINUTES OF LAST MEETING/MATTERS ARISING**

The minutes of the last meeting were agreed as a true and accurate record.

## **6. PUBLIC SECTOR SPENDING**

The Chairman provided the partners with an opportunity to give a verbal update on the issue of Public Sector Spending and its impact on their services. The Chairman began by highlighting the savings that the council must make over a 3-year period beginning next year. The Chairman stated that whilst officers are given the task of putting options forward the difficult decision on making cuts rests with the Council.

Dorothy Shields advised the Partnership that the Probation Service have lost a significant part of their budget which will affect staffing resources but added that the service had made cuts early to reduce future impact. Dorothy added that the service would face a major review in July 2011. Dorothy concluded by highlighting a number of changes affecting the senior probation management structure.

Cllr Greenall highlighted to the Partnership that a couple of posts that support the CSP have been funded through the ABG grant and from other agencies. He continued by stating that decisions on funding for posts should not be left to the 11<sup>th</sup> hour as these decisions affect people's lives.

The Chairman supported Cllr Greenall's comments and requested that where external funding is concerned the CSP is given as much notice as possible, especially when it impacts on funding posts.

Eleanor Maddocks highlighted to the Partnership the significant reductions in funding faced by the Women's Domestic Violence Service. Eleanor stated that to date they have lost approximately 30% of their budget that equates to approximately £150,000 and added that they are currently struggling to provide a service.

Sue Swift provided an overview of the anticipated changes to the policing structure across the Division and its impact on West Lancashire Policing. Sue added that the police would be moving locally to a single operating centre, which will be Skelmersdale Police Station. Sue added that the Police Estates Team is undertaking the review of Police Stations and buildings and this work is currently ongoing with no key decisions taken to date.

## 7. PERFORMANCE MONITORING

The Chairman invited partner agencies to provide a verbal overview of their quarterly performance and highlighted as an introduction that year-end performance against key CSP targets was excellent.

Sue Swift provided a detailed overview of the Police performance figures against agreed targets and advised that we have seen excellent reductions across nearly all of the categories. Sue continued by stating that we have seen significant improvement in performance against some very good baseline performance from the previous year.

Sue thanked the CSP for its support and added that the CSP and Local Priorities Group have been instrumental in helping to meet and exceed targets. Sue added that the one exception target was Assault with Injury, which we just missed out on.

The Chairman acknowledged the excellent performance and added that even the standstill figure against violence was good in comparison to the wider national picture.

Sue continued by providing the Partnership with an overview of planned police operations aimed at sustaining the good performance and tackling key crime threats including violent crime, cross border crime and burglary. A full summary of the performance figures was contained in members meeting packs.

Cllr Ashcroft raised the issue of CCTV and supporting technology in helping to fight crime and whether or not the Police felt it made a positive contribution to their work.

Sue Swift responded that the Police are very supportive of the use of CCTV as a tool for tackling crime and developing community confidence. Sue continued by stating that CCTV is also an invaluable asset in helping to detect and deter crime and added that the Police are supportive of the Councils continued investment and commitment to CCTV in West Lancashire. Sue highlighted other technologies including ANPR, which assists in helping to detect crime and act as a deterrent to cross border criminals. Cllr Ashcroft added that he recognised the value of CCTV in combating crime and ASB and added that he would like to see more investment in CCTV in the Northern Parishes.

The Chairman advised the Partnership that the CSP has received funding through the Local Strategic Partnership to upgrade the local CCTV system and it is anticipated that limited funding will remain from this pot to commission some new cameras in the Borough. The Chairman added that this will need to be done in partnership with the police to ensure it is an evidenced led process and within the framework national CCTV guidance.

Sue Swift advised the Partnership that the LSP has also funded a CSP bid led by the Police for the funding of body cameras for operational police staff. This

will help support officers in gathering evidence and tackling issues including cross border crime and violent crime.

Steve Mahon provided the Partnership with an overview of the performance figures for the ASB Team. Steve continued by highlighting to the Partnership the change in recording practices by the Police for ASB which will now be broken down into just 3 categories entitled Personal, Nuisance and Environmental.

Steve Wilson echoed the earlier comments of William Taylor and added that West Lancashire is now considered a model of best practice across the County with double-digit figures for reductions for deliberate secondary fires. Steve cautioned however that fires, which are directly attributable to wheelie bins continue to be a key threat which is reflected in the Strategic Assessment and Partnership Plan. Steve advised the CSP that he acknowledged the Chairman's proactive approach to the issue and recognised partner contributions but stated that the issue remains a key local threat.

Cllr Greenall commented that clearly there was significant action ongoing to tackle the issue and asked was it still a problem. Steve advised that there have been 10 incidents so far this month and although there has been significant work done in key areas the problem will continue to move. The service will still need a full picture over 1-2 years to help identify a pattern. Steve added that the issue is specifically a Skelmersdale issue with some historic problems around the storage of bins. Steve advised that when a specific perpetrator is caught and prosecuted he would be seeking some positive local publicity.

The Chairman advised the Partnership that the Council is working closely with its colleagues in Fire and Rescue to address this issue and thanked Steve for his commitment and strong intention to tackling this issue.

The Chairman advised that we had received apologies from Young Peoples Services and noted that their performance information was contained in the meeting pack.

Eleanor Maddocks provided an overview of the performance for IDVA service. Eleanor advised that there had been a slight increase in referrals on quarter 3 with a total of 118 referrals to the service over the past financial year.

Dorothy Shields referred partners to the Probation report that was circulated prior to the meeting and preceded by providing the CSP with an overview of the report. Dorothy highlighted that the current rate of reoffending in West Lancashire is below the County average. Dorothy also highlighted that a significant amount of good preventative work is carried out by the local team, which is not reflected in the statistics including the work carried out supporting MAPPA and MARAC arrangements.

Jan Tyrer provided the partnership with an overview of performance for Greater Manchester West. Jan advised that the number coming through the criminal justice system is currently quite low. Jan advised that the current pathways have been identified as intensive by custody staff and discussions

are ongoing to improve the picture. Jan added that Mags O'Neil has now been appointed as the new GMW area manager for West Lancashire. Jan continued by providing an overview of the performance figures.

## **8 FUNDED INTERVENTIONS FIANL REPORT 2010/11**

Cliff advised the Partnership that a written progress report for funded interventions for 2010/2011 was enclosed in members meeting packs. Cliff further stated that the Partnership has spent its full ABG allocation and added that all of the funded interventions have contributed to assisting the CSP in meeting the agreed 2010/11 targets. Cliff continued by highlighting a number of successful initiatives including the motorcycle nuisance campaign and added that full details were contained in the funding plan report.

Cliff also provided an update on the work of the Domestic Violence Task and Time Group stating that the group has met twice. Cliff highlighted a number of key actions that are currently being undertaken by the group, which included researching current national and regional campaigns that could be rolled out locally. Cliff also highlighted the work undertaken by the group to engage local schools to raise awareness and the development of a focus group led by Eleanor Maddocks to address the reasons why domestic violence is underreported.

## **9 FUNDED INTERVENTIONS UPDATE 2011/12**

Andrew Hill provided the CSP with an update on the subject of Area Based Grant Funding for 2011/12. Andrew explained that LCC is looking at introducing more accountability against ABG allocations to CSP's. Andrew continued by providing an overview of the funding allocated to West Lancashire against the funding plan that was produced and endorsed by West Lancashire CSP.

West Lancashire CSP was asked to prepare a draft-funding plan based on a 30% reduction against last year's allocation. A funding plan endorsed by the Strategic Review Group was put forward for a total of £49,060. To date, the Safer Lancashire Board have agreed funding to West Lancashire CSP in the amount of £32,000 and we await confirmation of this funding, which will fund 6 of the proposals within the plan. Two of these proposals to support diversionary activities which included the local Brightsparx campaign will be supported once assurance has been gained that it does not duplicate mainstream or children's trust provision. It was indicated that two of the proposals put forward in the funding plan will be included in the work by the Communications sub group of the SLB.

The remaining proposals will be subject to further discussion to determine if the activity should be supported through mainstream service planning/delivery and this will be led by the thematic leads for the SLB. If these proposals are considered by the themed lead as added value then they will be discussed for consideration at the May 2011 SLB meeting.



## **10 DRAFT COMMUNITY SAFETY PARTNERSHIP PLAN 2011-12**

The Chairman introduced this agenda item and Andrew Hill provided a brief overview of the duty to have in place a Community Safety Partnership Plan. The key changes for the 2011/12 plan were highlighted and Andrew described the plan as being 95% complete with some further contributions currently being developed by partner agencies including YOT. The Chairman acknowledged the hard work that had gone into the production of the document and thanked partners for their support.

The West Lancashire Partnership Plan for 2011/12 was endorsed by the Partnership.

## **11 ANTI-SOCIAL BEHAVIOUR CONSULTATION EXERCISE**

Andrew Hill provided the group with an update on the ASB consultation exercise. In July 2010 the Home Secretary announced a review of the many new tools and powers introduced since 1998 for dealing with anti-social behaviour. The consultation document entitled 'More Effective Responses to Anti-Social Behaviour,' outlines the findings of that review, and puts forward some proposals for radically simplifying and improving the toolkit.

The closing date for the consultation is the 3<sup>rd</sup> May 2011 and to read the document in full click on the link entitled: [More effective responses to anti-social behaviour - PDF version of the consultation \(PDF file - 374kb\)](#)

The Anti-Social Behaviour Working Group that West Lancashire CSP is represented on is leading on developing a consistent countywide response.

## **12. DOMESTIC VIOLENCE ISSUES**

Andrew Hill advised the CSP that the refreshed West Lancashire Domestic Violence Strategy was sent out in the meeting pack. A draft of the refreshed 2007 document was sent out for consultation on the 15<sup>th</sup> March 2011 and colleagues were invited to feed any observations, comments or amendments back prior to this meeting.

Cllr Greenall highlighted the importance of tackling this very serious issue and introduced a discussion on what actions are taken against perpetrators of domestic violence. Sue Swift advised the Partnership that not all domestic incidents that the police respond too are serious assaults but added the police deal with all incidents in a professional manner and take action appropriate to the offence committed.

Roger Merry provided the CSP with a brief overview of how the magistrate's court operates and highlighted that the bench can only sentence on the offence on which a person is charged. Roger assured the CSP that the Ormskirk Magistrates Bench are well trained on DV related issues and take incidents that come before the bench very seriously.

The refreshed West Lancashire CSP DV Strategy was endorsed by the Partnership.

## IDVA FUNDING

Eleanor Maddocks advised that the service is due to receive funding that equates to 3/12ths of a £20k allocation from the SLB. This will allow the service to fund a part time IDVA service for 3 months up to end of June 2011. The post has previously operated as a full time position.

The Domestic Violence Support Service has used funding reserves for the IDVA to be full time during April 2011. Eleanor advised that the service which will need to move to part time will not be in a position to continue to support the same number of victims. Eleanor highlighted to the partnership that we have already had 2 DV related murders here in Lancashire this month alone.

Eleanor advised the CSP that it is not the responsibility of the Women's Domestic Violence Service to fund the IDVA adding that this responsibility rests with the CSP and SLB.

Mel Ormesher advised the CSP that the funding bids to the Home Office for IDVA provision were oversubscribed nationally. Mel advised that further funding will follow but it will be nowhere near the level of provision anticipated. Mel stated that £180k of ABG monies for supporting DV was allocated to the SLB for commissioning.

## DOMESTIC VIOLENCE HOMICIDE REVIEW

Andrew Hill introduced this agenda item and provided the Partnership with an overview of the new requirement on CSPs to hold an inquiry if there is a DV homicide. This requirement under section 9 of the Domestic Violence, Crime and Victims Act 2004 came into force on 13 April 2011.

Andrew advised the CSP that a draft paper written by Chief Inspector Sam Mackenzie has recommended that a sub group of the SLB be established with the designated statutory partners forming the quorate group. This group whilst permanently constituted would only need to meet as and when a relevant case occurred and was referred. The relevant CSP Chair would be responsible for convening the panel.

This approach is currently being considered by CSP Chairs across the County footprint.

## **13. FACE THE PEOPLE**

Andrew Hill provided the CSP with a summary of the evaluation of this years Face the People event, which took place on the 2<sup>nd</sup> March 2011 in the Ecumenical Centre, Skelmersdale. .

Andrew advised that the event, which was themed on anti-social behavior, was attended by 105 people with a higher proportion of local residents than during previous events. Andrew advised the CSP that minutes of the event are available on the Council website. Andrew continued by advising that the event was well received with very positive feedback given. The only negative

comments were in relation to the acoustics and parking. John Fleet advised the CSP that he was unable to attend the event but had received some very positive comments from community members that had attended.

Andrew concluded that the duty to hold the event is likely to be repealed in 2011/12 and will bring the subject back to the CSP for further discussion when we know more. Andrew added that the funding element of this years funding proposed plan contained an allocation for local community engagement, which was not supported by the SLB.

**14. COMMUNITY SAFETY ISSUES**

There were no community safety issues raised.

**15. ANY OTHER BUSINESS**

The group discussed moving the time of the CSP meeting slightly back to give colleagues the opportunity to have a meal prior to meeting, however, it was agreed that future meetings should continue to be held at 6pm.

**16. DATE OF NEXT MEETING**

The next meeting will take place on the 6<sup>th</sup> July 2011 at 6pm in the Council Chamber, 52 Derby Street.



# WEST LANCASHIRE COMMUNITY SAFETY PARTNERSHIP

HELD: 6<sup>th</sup> July 2011

Commenced: 6.00 pm

Finished: 8 pm

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## PRESENT:

Andrew Hill	-	WLBC
David Tilleray	-	Chairman WLBC
Stuart Williams	-	Lancashire Constabulary
Geoff Hurst	-	Lancashire Constabulary
Steve Mahon	-	WLBC
Bruce Jassi	-	Lancashire Police Authority
Mel Ormesher	-	LCC
Mary Lyons	-	NHS Central Lancs.
Rachel Walker	-	LF&RS
Faye Kellet	-	Safer Travel
Dorothy Shields	-	Probation
John Fleet	-	Community Member
Roger Merry	-	Ormskirk Bench
Cllr Ashcroft	-	WLBC
Cllr Hopley	-	WLBC
Jill Bradley	-	West Lancashire CVS
David Johnnie	-	Trading Standards
Cllr Atherley	-	WLBC

## IN ATTENDANCE:

Cliff Owens	-	WLBC
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### Special Agenda Item – Open to all West Lancashire Councillors

#### 1. PROPOSED CLOSURE OF POLICE STATIONS INFORMATION EXCHANGE

The Partnership received a presentation from Chief Superintendent Stuart Williams on the consultative process for the proposed closures of Police Stations in Southern Division. The Estates and Front Counter Review consultation exercise commenced on the 1<sup>st</sup> July 2011 and will run for 12 weeks.

Stuart provided the Partnership with an overview of the background to the proposed closures and the savings that must be made by Lancashire Constabulary. It was agreed that an electric copy of the presentation entitled 'Implications of Force-Wide Organisational Reviews for West Lancashire' would be sent out to CSP members.

It was noted that the CSP Chairman, David Tilleray had delegated authority to respond on behalf of Council members. The Chairman agreed to collate responses from members of West Lancashire Borough Council to the consultation exercise in consultation with the Leader, Councillor Ian Grant.

It was also agreed that Cliff Owens would act as the single point of contact and collate responses on behalf of individual CSP colleagues who wish to provide a responses to the consultation exercise via West Lancashire CSP

The Chairman thanked Stuart for an excellent and informative presentation.

## **CSP Business Meeting**

### **2. WELCOME AND INTRODUCTIONS**

The Chairman welcomed colleagues to the meeting and requested that his thanks to Councillor Greenall for his role as portfolio of Community Safety be noted. The Chairman also welcomed Councillor Hopley, the new portfolio holder for community safety to the CSP meeting and West Lancashire's new Borough Commander Geoff Hurst, whom the Chairman stated has made an excellent start to his new role.

### **3. APOLOGIES**

Apologies for absence were received from:

William Cropper, Greg Mitten, Christine Coleman, Louisa Armitage-Parkinson, Mike Lock, Shirley Johnson, Teresa Fox, Andy Moss, Eleanor Maddocks, Jan Tyrer, Sam Jones

### **4. MINUTES OF LAST MEETING/MATTERS ARISING**

The minutes of the last meeting were agreed as a true and accurate record.

### **5. SAFER LANCASHIRE BOARD AND LOCAL STRATEGIC PARTNERSHIP UPDATE**

The Chairman introduced this new standing agenda item and advised the Partnership that it was appropriate that feedback was provided from strategic groups that the CSP is linked to including the Safer Lancashire Board (SLB) and the Local Strategic Partnership (LSP). The Chairman advised that the 2011-12 Community Safety Agreement has been produced on behalf of the SLB and will provide a focus around four key themes:

1. Protect and support vulnerable people
2. Change attitudes and behaviours
3. Reduce alcohol and drug misuse
4. Reduce reoffending

Theme leads have identified areas of work to be developed across the partnership against each priority. A copy of the document can be accessed by clicking on <http://www.saferlancashire.co.uk/2011/>

The Chairman highlighted the decisions made around the shortfall of funding for IDVA's and MARAC's across Lancashire and advised the Partnership that funding from the SLB has been allocated to each of the CSP areas. The funding will match the previous allocations received from the Home Office. It was noted however that matched funding still needed to be identified by CSP's to resource full time IDVA positions. The Chairman advised that funding has been secured from the West Lancashire LSP to bring the West Lancashire post as close as possible to a full time equivalent.

The Chairman stated that the SLB received a report from Colleen Martin on the subject of Multi-Agency Strategic Hubs (MASH). The SLB decided not to accept the recommendations and requested more work be done on this topic. The Chairman stated that he would feedback on future discussions on this subject.

The Chairman provided an update from the West Lancashire LSP on 2<sup>nd</sup> Homes Funding and highlighted the funding agreed to support the purchase of police body cameras. The Chairman added that work was ongoing to overcome some IT difficulties in this area before they can become operational. The Chairman also highlighted the work being undertaken by LF&RS on the Raising Aspirations initiative which is being led by John Buck.

The Chairman updated the group on the LSP funding awarded to the Council to upgrade and strengthen the CCTV camera network, stating that work was well underway and is progressing towards the tender stage in conjunction with plans to move and redevelop the existing CCTV suite.

Councillor Ashcroft raised his concerns regarding plans to develop Multi-Agency Strategic Hubs and specifically asked if any decisions had been made regarding the likely location of the hub.

Stewart Williams advised the Partnership that there have been a number of proposals but none of which have been fully agreed and the paper submitted to the SLB requires more detail. Stuart further advised that at this stage it is envisaged the proposed MASH's would take a problem families focused approach. Stuart added that an economy of scale approach was being looked at and the location would be less local than a single borough but this was still under debate.

## **6. PERFORMANCE MONITORING**

The Chairman invited partner agencies to provide a verbal overview of their quarterly performance.

Geoff Hurst provided a detailed overview of the Police performance figures against agreed targets and advised that we have seen good reductions across nearly all of the categories. Geoff stated that we have seen significant

improvement in performance against some very good baseline performance from the previous year. This included good reductions against violent crime figures and an increase in domestic violence related detections.

Geoff continued by providing the Partnership with an overview of planned police operations aimed at sustaining the good performance and tackling key crime threats including violent crime, cross border crime and burglary.

Geoff further highlighted the significant reductions against criminal damage offences which were achieved from positive work from Neighbourhood Policing teams in conjunction with CSP partners. A full summary of the performance figures was contained in members meeting packs.

The Chairman stated that performance remains impressive and passed on his thanks to the police for their hard work and asked partners to consider if we are doing enough to promote successful outcomes in the media and to the community.

Councillor Ashcroft advised that through his parish council they produce a newsletter which could help communicate CSP messages.

Steve Mahon provided an overview of performance on behalf of the ASB Team stating that the team are currently looking to encourage reporting of ASB to ensure we don't miss vulnerable victims. Steve advised the Partnership that a recent successful information day was held to link in with a nationwide promotion of supporting people with disabilities who may be vulnerable to ASB and hate crime. Steve stated that the team have introduced a new IT recording system to enable them to share ASB reports with the police and increase the chances of vulnerable victims being identified.

Rachel Walker provided an overview of performance on behalf of LF&RS stating that the 1<sup>st</sup> quarter performance has been positive. Rachel advised that the service has been focusing on reducing accidental dwelling fires and proactively targeting lone residents and parents with dependent children. Rachel highlighted the positive work being undertaken in local schools to reduce deliberate fires with an approach which was considered very impactful. Rachel concluded by thanking the council and police for their support on reducing deliberate fires which has led to better recording and stronger partnership working.

Andrew Hill provided a brief overview of the Environmental Protection performance figures stating that overall performance is good. Andrew provided the group with a description of the new indicator 'formal cautions in lieu of prosecution' which involves taking action without the element of a criminal record.

Dorothy Shields provided an overview of performance on behalf of Lancashire Probation Trust. Dorothy stated that violence against the person constitutes the greatest area of convictions for those under statutory supervision in West Lancashire. Dorothy continued by stating that NI 30 shows a 54.3% decrease in offending which she added demonstrates the effectiveness of the West



Lancashire PPO Group. Dorothy continued by providing an overview of the performance report which was contained in the meeting pack.

Performance information was also provided by Young Peoples Services, LDAAT and Discover Drug and Alcohol Services.

## **7. FUNDED INTERVENTIONS UPDATE AND QUARTER ONE PROGRESS REPORT**

Andrew advised the Partnership that a written progress report for funded interventions for quarter one was enclosed in members meeting packs. Andrew confirmed that all interventions are currently on track.

Andrew advised that the Partnership have been allocated £10,000 funding from LDAAT of which £2,000 has been allocated towards Freshers Week activities. The remaining funding will be possible be pooled with LDAAT funding to the Children's Trust to maximise its impact in the Borough. Andrew also confirmed that to date we have received no confirmation from the PCT regarding the funding they contribute to the Domestic Violence Coordinator Post. This post is currently part funded by the Council and the remaining funding will be underwritten by unallocated CSP funding if the PCT decide to withdraw their commitment to the post and end the Service Level Agreement with the Council.

Andrew continued by providing the group with an overview of the outputs achieved so far by the Domestic Violence Task and Time Group.

## **8. FRESHERS WEEK**

Andrew advised the group that planning for this years Freshers Week is progressing positively with a multi-agency action plan agreed. Andrew added that the initiative will be enhanced this year with the involvement of the Street Pastors who will be patrolling the Town Centre on additional days through the two week period. Andrew also thanked LDAAT on behalf of the CSP for approving the £2,000 funding to support this years activities.

## **9. IMPLEMENTATION OF INTEGRATED OFFENDER MANAGEMENT**

The following documents which were developed by Mike Lock on behalf of the South Lancashire IOM Board were included in the Partnership meeting pack for information and endorsement: -

- South Lancashire Reducing Re-offending Board Terms of Reference
- Implementing Revolution for Adult Offenders in South Lancashire Document

Both of the above documents were endorsed by the West Lancashire Community Safety Partnership.

## **10. RURAL WATCH**

Geoff Hurst provided the Partnership with an overview of the Rural Watch scheme which is managed by Lancashire Constabulary and has previously received funding from West Lancashire CSP. Geoff advised the CSP that there was a recognised threat to the rural areas from cross border criminality with a history of burglaries and non-dwelling burglaries with expensive farming machinery being targeted. Geoff stated that corporately it has been identified that there was a need to widen the scope of Rural Watch to look at these key threats. Geoff explained that the scheme will be further widened to look at wildlife crime and other crime types and added that Sue Swift will act as the divisional SPOC. Geoff concluded by stating that he would update the CSP when and where appropriate.

## **11. GRAFFITI ON PUBLIC TRANSPORT ROUTES**

Faye Kellet provided the CSP with a brief overview of the continued level and threat of criminal damage to bus shelters, particularly in Skelmersdale. Faye advised that the problem is exasperated by significant underreporting with only 12 incidents recorded so far for the year. Faye advised the Partnership of the types of proactive action which has taken place to impact on this issue including targeted clean up initiatives involving Safer Travel, the council and CSP partners. Faye also highlighted the positive education work being undertaken by Safer Travel officers in local schools and the new posters which will be placed on shelters to help boost reporting.

Faye concluded by stating that reported incidents should be directed to the Safer Travel Unit adding that they won't impact on police statistics. Geoff Hurst offered Faye assistance to extrapolate the information to help determine the current level of the graffiti problem which can also be masked by criminal damage incidents.

## **12. COMMUNITY SAFETY ISSUES**

There were no community safety issues raised.

## **13. ANY OTHER BUSINESS**

The Chairman advised the Partnership that the Skelmersdale Street Pastors scheme has been launched and has officially gone live.

## **14. DATE OF NEXT MEETING**

The next meeting will take place on the 12<sup>th</sup> October 2011 at 6pm in the Council Chamber, 52 Derby Street.

**West Lancashire Local Strategic Partnership**  
**Employment, Learning & Skills Thematic Group**

**Minutes of the 11<sup>th</sup> May 2011 meeting**

**Present:**

Greg Mitten	Chairman, West Lancashire Council for Voluntary Service (WLCVS)
Maureen Fazal	Exsel (Int) CIC (West Lancashire Community Recycling)
Greg Swift	WLCVS and Quarry Bank social enterprise
Helen Watson	Lancashire Young Persons Service
Alison Quirk	Job Centre Plus
Jane Friend	Groundwork Wigan and West Lancashire
Pat Perkins	Skills Academy for Health
Brett Winn	Skelmersdale and Ormskirk College, WL Challenge
John Corish	West Lancashire Borough Council (WLBC), WL Challenge
Paula Huber	WLBC

**1. Welcome and Introductions**

Greg Mitten kindly agreed to act as Chairman for this meeting as unfortunately Councillor Owens was unable to attend due to other commitments. The Chairman welcomed everyone to the meeting and individual introductions were made.

**2. Apologies**

Councillor Owens WLBC and Joyce Dalton Lancashire Adult Learning. Phillip Russell from LCC also passed on his apologies, confirming that he would be unable to attend future meetings due to his post becoming redundant, but that Ian Filbin would attend in future.

**3. Minutes of the last meeting, 26<sup>th</sup> January 2011**

The minutes were agreed as a correct record.

**4. Matters Arising**

- 4.1 There had been no update from Deep Green Community CIC, but MF confirmed that Julie Hotchkiss would be giving a presentation to the WL Social Enterprise Hub AGM in May.

PH has since received an update from Julie, who reports that they have met with the Homes and Community Agency re: the new framework for affordable housing, but it is too early for them to apply for funding and so they are exploring partnering with a Registered Provider (RSL). She is also meeting with WLBC's Housing Strategy Manager on issues relating to vulnerable people.

- 4.2 It had been suggested that the DWP Work Programme would be included as an item on the Agenda but this had not been possible due to the two prime contractors only recently becoming known and the forthcoming Stakeholder events taking place across the region, including Lancashire and Merseyside. PH would be attending the Lancashire event and DL would be attending the Merseyside event. JC would also be providing a brief summary within Agenda item 6.

## **5. Review of the Terms of Reference**

- 5.1 PH outlined the issues within the current Terms of Reference (dated March 2009) that were in need of updating. Key changes included the inclusion of the West Lancashire Challenge project and its SMART outcomes, and the removal of LAA performance indicators.
- 5.2 The group agreed to the revised Terms of Reference.

## **6. Policy update on Employment and Skills**

- 6.1 To help to put the WL Challenge project into a national context, JC provided a policy update on several key employment and skills issues, including the DWP Work Programme, Get Britain Working measures and Opening Doors, Breaking Barriers: A Strategy for Social Mobility.
- 6.2 JC reported that A4E Ltd and Ingeus (UK) Ltd have been appointed onto the framework contract for the Work Programme in the North West (covering Lancashire, Cumbria, Merseyside and Halton). It is understood that Lancashire County Council would be meeting with A4E and feeding back to districts in due course and Ingeus would be holding stakeholder events across the NW over the next few weeks. JF explained that the Northwest Third Sector SPV Ltd has been set up to enable a wide range of Voluntary Sector Organisations to deliver on large scale DWP and SFA programmes.
- 6.3 JC gave brief examples of JCP's new and flexible approach to interventions to support claimants back into work. These include the creation of work clubs, the 'do it' volunteering website, extension of the Work Experience programme and the creation of volunteer mentors to help enterprise.
- 6.4 The relevant issues for this group arising from the Opening Doors, Breaking Barriers Strategy were highlighted, including the development of 3 leading indicators of social mobility to assess progress in the 16-24 year old age group, and restating of other policy measures inc. the 'Inspiring the Future' on-line matching service for schools and volunteers, a new business compact for fairer, more open internships and the establishment of an all-age careers service by April 2012.
- 6.5 The Chairman thanked JC for the update and the group agreed it would be useful to have a policy update as an item on future agendas.

## **7. West Lancashire Challenge Project**

- 7.1 JC explained that all project team members are now in post and briefly explained the roles of the individuals, including Gillian Hughes WLCVS, BW, JC and the two apprentices A Lambie and A Kirby, who may attend future meetings to assist with minute preparation.
- 7.2 JC circulated an A3 summary sheet detailing all the SMART outcomes for the project. An early indication of how each outcome would be achieved was given and that milestones would be developed to ensure each output was achieved.
- 7.3 In response to a question from DL, BW explained the Passport activity and how this initiative would help to steer young people into training, volunteering or employment, but would also act as a motivational tool to help with other life skills, such as health or debt-related issues. The team are currently developing the passport document, which should be available for the launch event in Summer.

*(With regards to LSP publicity procedures, it states within the terms of the LSP Service Level Agreement that the use of the LSP logo on the publicity materials relating to the WL Challenge project, must be agreed by the Chairman of this group. This will therefore be arranged separately with Councillor Owens.)*

- 7.4 In terms of the business engagement element to the project, JC explained that good links are now developing with partners including the National Apprenticeship Service (NAS) and work had begun with Members of the WL Social Enterprise Hub to ascertain what they would like to see from the project. *JC agreed to invite NAS to make a presentation to the next meeting of the group.*

## **7b Hotter Comfort Shoes**

- 7b.1 Councillor Owens had requested this item be added to the Agenda to stimulate a discussion around the positive action partners could take once they become aware of potential job creation opportunities and how the group could work together to ensure the business was supported in a co-ordinated way.
- 7b.2 There had been recent press coverage of Hotter Shoes' investment in the business and the creation of new jobs. JC confirmed he had acted on this coverage by writing to the Managing Director to introduce the project and explain how he could assist with employment support.
- 7b.3 AQ added that she had also tried to make contact with Hotter, but had so far been unsuccessful and asked that should JC receive a positive response, if he could share this information. *JC agreed to share information with AQ.*

- 7b.4 The group debated how there are many agencies looking to hit their targets and that there was always the danger of several organisations knocking on the same doors offering similar services. It was felt by members of the group that a ‘speed dating’ or similar event may help to find out what each organisation was offering to businesses and a suggestion by DL that this could possibly be held for a £10 fee.
- 7b.5 It was agreed that BW and JC would take this away and give it further thought, possibly building this into one of the launch events for the project. JC’s would be acting in an honest broker capacity and that he is already trying to find out about other partner activity so that he is able to signpost whenever possible.

## **8. Any Other Business**

- 8.1 PH reported that the Year 2 funding bid into Second Homes for the Lancashire and Blackpool Tourist Board membership had been successful and thanked the group for their support.
- 8.2 The Chairman asked each member of the group to provide brief feedback on their respective organisations.
- 8.3 MF reported on a number of areas of interest, including:
- 108 individuals had attended the WL Social Enterprise Awards, the event had been a great success and something they would look to replicate in the future.
  - Silent Night contract for mattress deconstruction, this contract is still secure and work on a new unit was underway.
  - Help Direct painting and decorating contract for their new enterprise ‘Paint Shed’, which would potentially be a mentoring opportunity for young people.
  - ‘Bike Shed’, the bicycle recycling scheme was also making good progress, with interest shown from various parties.
  - ‘Tool Shed’, involved a retired skilled craftsman passing on skills to young people. With the designer company Red or Dead commissioning 50 pieces of furniture that Wayne Hemmingway would be putting his name to.
  - 4 adult apprentices in post.
- 8.4 AQ reported that there had been no recent redundancy notifications and although there are ongoing changes within JCP, there are no changes in terms of the Skelmersdale or Ormskirk offices.
- 8.5 HW reported the way NEETs are split out by Government has changed and this impacts on WL figures. Previously if a young person went to College in Wigan for example, they would not be counted on the WL figures, but on Wigan’s figures, this has now changed and will be

based on where the person lives that is counted. YPS are also going through a major reorganisation.

- 8.6 GS reported they were holding free computing training/access to the Internet and how they are looking to develop a new computer procurement service for IT training and equipment.
- 8.7 DL reported how Skills for Health are downsizing, but this will not affect the Health Academy. Apprenticeships ongoing and includes pre-employment initiatives. Of the Future Jobs Fund (FJF) placements, around 65% have secured employment and it is expected there will be around 1,000 new vacancies within the NHS (NW) over the next 12 months. The Academy is able to access internal NHS vacancies to enable intervention and there are real positive examples to show how well this is working. DL happy to talk to partners about this work in more detail.
- 8.8 PH highlighted key issues relating to the work of this group, including the recently agreed Local Enterprise Partnership for Lancashire, the Council's Major Service Review, the WL Challenge project and liaising with the LSP Executive regarding the Tourist Board membership.
- 8.9 JF reported on the changes within Groundwork explaining how previous geographic leads have become thematic and that she would remain cross cutting. Colin Greenhalgh is Programme Director leading on employment and Skills. Groundwork are involved with FJF and the DWP Work Programme and are now an Approved City and Guilds Centre. Groundwork had also made a UK application to become a National Citizen Service.
- 8.10 BW informed the group that the keys to the new College building would be ready 10<sup>th</sup> August 2011 and it was planned that students would be enrolled within the new College building. There would be an official launch on the 29<sup>th</sup> November for partners and the 30<sup>th</sup> November for the community.
- 8.11 GM reported that WLCVS had been highlighted as a model example with regards to the work of the ABCD group. The PCT are also reviewing all their voluntary sector funding and that funding for the VCF sector was changing on a County level, becoming more activity/impact/output and outcome based.

## **9. Date of Next Meeting**

20<sup>th</sup> July 2011 at 10.00am  
West Lancashire Investment Centre





# Minutes of meeting of the Environment Thematic Group of West Lancashire LSP

## Natural Environment Sub Group

22<sup>nd</sup> February 2011

Present: Richard Small (Chair) – Liverpool John Moores University  
Tina Iball – WLBC, Environment  
Lindsay Beaton – Wildlife Trust  
Dave Dunlop – Wildlife Trust  
Tim Graham – Wildlife Trust  
Gillian Whitfield - WLBC, Planning Policy

	<b>Action</b>
<p>1. <b><u>Introductions and apologies</u></b></p> <p>RS welcomed everyone to the meeting and thanked them for attending.</p> <p>Apologies had been received from:</p> <p>Joanne Hudson – LCC, Environment Steve Kent – WLBC, Countryside and Leisure Dominic Rigby – LCC, Countryside</p>	
<p>2. <b><u>Minutes of the last meeting</u></b></p> <p>The minutes of the last meeting were agreed to be a true record with the exception of the action on purple ramping fumitory. RS was to make contact with a colleague from Martin Mere, not Landlife. Richard is still awaiting an update on this and will report back to the group in due course.</p> <p>Progress updates on other recorded actions from this meeting were provided by group members:</p> <p>TI informed that there is no comeback on developers who have undertaken biodiversity mitigation measures as a condition of a planning approval, which are later found to have been unsuccessful. If this was thought to be a common occurrence monitoring and evidence gathering would need to be undertaken.</p>	RS
<p>3. <b><u>ETG Action Plan</u></b></p> <p>Please see Progress Report November 2010 to February 2011 for details of progress made over this quarter.</p>	

Other issues discussed which require action include:

**Action 1.a – Local Record Centre** The Lancashire Local Records Centre has secured funding until September but funding availability after this time is currently unknown.

**Action 2.b – Mosslands** Planning permission for peat extraction at Simonswood Moss has been approved to allow extraction until 2042. Subsequent applications have been submitted and are currently being dealt with by County planning authority. These relate to storage of the peat on tarmac surface, removing the opportunity to ever restore the Mosslands.

**Action 2.i – Great Crested Newts** RS to determine if a student would be interested in developing a Great Crested Newt management plan for the Pond Close site in Tarleton.

RS

**Action 2.m – Mere Sands Wood** LB informed the group that they are soon to revise the Mere Sands Wood management plan and will be contacting stakeholders for their views in due course. Lindsey to email the consultation document to TI for circulation round the group.

LB/TI

**Action 3.e – Ponds** There is no funding available for pond analysis and it has subsequently been removed from the agenda.

**Action 6.a and 6.b – New and Built Structures** County ecologists provide the Planning authority with information to ensure applicants design developments to help protect biodiversity. It was agreed that this could be strengthened by inclusion in the Council's Preferred Options through the links with green infrastructure and revision of the Urban Biodiversity Action Plans. Tim Graham offered to provide links to helpful websites.

TI/GW/TG

4. **Water Vole Project Update**

Please see Progress Report November 2010 to February 2011 for an update on this project.

5. **Second Homes Fund applications**

The ETG supported two funding bids submitted to the last round of this years Second Homes Fund:

**The Wildlife Trust: Securing the Future for Mere Sands Wood** seeking funding to help with the re-development of the visitor facilities at the nature reserve (submitted by Lindsay Beaton)

**British Waterways: Spark lane Bridge Picnic Area** seeking funding to undertake small scale enhancement works, improve access to waterside recreation and provide a dedicated picnic area (submitted by Dominic Rigby).

The SHF received an unprecedented amount of funding applications this round. The LSP Executive has agreed to set up a working group to develop a clear set of criteria to prioritise the applications.

Funding will be allocated before 31<sup>st</sup> March 2011.

6. **Infrastructure Task and Finish Group**

GW informed the group that an Infrastructure Task and Finish Group is soon to be set up to inform the Infrastructure Delivery Plan being developed through the LDF. Gill is looking for a member to inform on the natural environment theme and asked for volunteers. Work will primarily be undertaken by email and will request comments on whether suggested information included in the plan is sound and that actions are deliverable.

Dave Dunlop agreed to co-ordinate a collective response from The Wildlife Trust.

7. **Any other business**

No further items were raised.

8. **Date of next meeting**

TI to arrange electronically for Mid May

TI



**WEST LANCASHIRE PARTNERSHIP BOARD FOR OLDER PEOPLE**

**MEETING HELD ON FRIDAY 28<sup>th</sup> JANUARY 2011**

**COMMITTEE ROOM 2, WEST LANCS BOROUGH COUNCIL, ORMSKIRK**

**Present**

Alex McMinn (Chair)	U3A
Cllr May Blake	West Lancs Borough Council
Cllr Ruth Pollock	West Lancs Borough Council
Cllr Carolyn Evans	Lancashire County Council
Louisa Blundell	West Lancs Borough Council
Margaret Park	U3A
Kiran Banati	Lancashire County Council
Mandy Naylor	Help Direct
Tracey Jardine	Lancashire County Council
Geraldine Moore	Age Concern
Glenn Harrison	NHS Central Lancashire

Alex welcomed everybody to the meeting and introductions were made.

All in attendance were handed a copy of a note by David Burnham, Head of Intelligence at Lancashire County Council.

Alex proposed other than approving the previous minutes, to suspend the agenda and focus the meeting on the content of the note from David Burnham

**1. Apologies**

Pat Roberts, Marion Radford, Ray Brookfield, Cllr Bob Pendleton

**2. Minutes of Last Meeting**

On page 3 under agenda item Future Activities, Bob is recorded as reporting that Age Concern have received from the Credit Union. No one else is aware of this and this has now been removed from the minutes.

The minutes were agreed as a true and accurate record.

**Note from David Burnham**

Alex gave everyone some time to read the note issued by David Burnham.

Alex explained that he was hoping Fred Mahoney would be in attendance as he had some inkling of this at the LCC 50+ forums he has attended.

The content of the note was discussed in some detail and it was considered how and if the Board can continue to move forward without the support of LCC including administrative support. It was stressed that it will take a huge effort to continue to move the WLOPPB forward officer support and administrative support of LCC. The idea of merging with another group such as the West Lancs Pensioners Forum was mentioned but this may be problematic due to the different priorities of each group.

Everyone did agree that no definite decision with regard to WLOPPB could be determined until after the meeting in East Cliff, Preston on 7<sup>th</sup> February. Alex agreed to attend this meeting.

Discussion took place with the Action Plan and it was the general consensus that this piece of work is not relevant anymore and all targets and work need to be revisited if we plan to continue with it. It would require a new board with time, energy and resources.

One positive line that is still waiting to be utilised are the twelve potentially new members who expressed their interest of involvement at Older Peoples Day. Some of whom have friends who may be interested in playing a role.

### Conclusions / Actions

It is clear that LCC are withdrawing their contribution to Older Peoples Partnerships Board. Tracey explained she may be able to retain her role to some degree in a contributory role but this is uncertain at present.

Glenn explained that he felt it is essential that we assess what our interaction will or could be with the new Health and Wellbeing Board.

What is the reason West Lancs Pensioners Forum are receiving cash and we are not?

According to David Burnham's note, Commissioning Teams will meet local services / forums at least twice per year. It is important we find out how and who.

Alex confirmed he will be in attendance on 7<sup>th</sup> February.

**Next meeting 14<sup>th</sup> March at 12pm at Digmoor Community Resource Centre**

**COMMUNITY COHESION THEMATIC GROUP MEETING  
2.00pm, 24<sup>th</sup> September 2010, West Lancashire Investment Centre**

**Present:**

Cllr Bob Pendleton	Acting Chair	Tracey Jardine	LCC
David Tilleray	WLBC	Greg Mitten	WL CVS
John Buck	Lancashire Fire & Rescue	Mandy Naylor	Help Direct
Clare Pollard	Age Concern	Pam Smith	LCC
Gina Moran	Skelmersdale & Ormskirk College	Jeanette Hickey	Lancashire Constabulary
Joanne Latham	LCC		

**In attendance:** Martin Bradley, Pendle Community Network

**1. Apologies**

Cllr Ashcroft  
Cllr Baldock  
Cllr Mee  
Dawn Clarke  
Robert Johnstone  
John Miller  
Grant Murdoch  
Phyllis Roberts

**2. Individual Introductions**

Those at the meeting briefly introduced themselves.

**3. Minutes of Previous Meeting**

The minutes of the meeting on 14<sup>th</sup> May 2010 were Agreed as an accurate record.

**4. Matters Arising**

Tracey Jardine gave an update on the 'Give it a Go' competition. The winning team for West Lancashire 'Farmer Stu Enterprises' worm farm project is progressing well. They have identified a gap in the market and are considering three local sites to work from. They are also developing a Business Plan.

Q - BP – when is the LCC countywide competition to be held?

A - TJ – in November 2010 the winner will be announced.

BP – other competitors will need innovation and business support to move forward.

## **5. Pendle Community Network**

### **Martin Bradley – Rural Training and Development Officer**

The Rural Development and Training Project is funded by Capacity Builders which is being led by Pendle Community Network. It aims to support rural groups and communities across Burnley, Pendle, Rossendale and Hyndburn which have traditionally lacked the level of support enjoyed by their urban counterparts. Due to physical isolation these groups often do not receive communications about the range of financial opportunities and other resources that are available to help them develop. They have also found it difficult to participate in the decision making process that affect them due to a lack of timely information and the necessary skills and support that would encourage them to engage.

A Rural Voices/Rural Action workshop was held in October 2009. The following main proposals were discussed at the workshop:

- Pendle-Wide Rural Forum
- Dialogue with Councils
- Update Parish Plans
- Support Agencies to engage
- Challenge Rural Myths

A rural forum was set up with representative from Parish Councils and LSP and is due to be held next month. There is also a conference in June for Agencies – 'How to engage with Rural Communities'

For more information on the project visit [www.pendlecommunitynetwork.org.uk](http://www.pendlecommunitynetwork.org.uk)

A question and answers session followed:

Q - MN – Rural Forum – how did you encourage people to join?

A - MB- There was difficulty in engaging, we worked with Help Direct, advertised on the local radio, in newspapers and put leaflets through doors. We found the timing and location of the first meeting was wrong.

Q - MN – Did you find antipathy between rural/urban communities bearing in mind community cohesion?

A - MB – Pendle Borough Council did not see this as an issue.

PS – – Martin's project has been brought to the Lancashire Community Cohesion Partnership to share good practice.

## **6. Update on the Mythbusting Project in West Lancashire**

Pam distributed a handout (attached) with an update from Saulo Cwerner, LCC's Cohesion Partnership Officer.

## **7. Feedback from Lancashire Partnership themed event**

Pam Smith gave an update on the last Lancashire Community Cohesion Partnership event which focused on Community Cohesion in rural/urban areas.



## 8. Tensions Monitoring

Jeanette Hickey explained to the group that Lancashire constabulary were putting together an action plan to pick up on tensions in communities in them not feeling safe. These tensions and any intelligence need to be fed into the neighbourhood community beat manager to stop any tensions escalating.

Q - TJ – Is there a protocol in place for agencies to contact the CBM?

A - JH – The CBM works in partnership with agencies and any information can be passed onto them. Please bear in mind though that if it is an urgent matter requiring police assistance immediately then you should go through the normal procedures of contacting the police and not to leave messages on CBM's voicemails.

Q -BP – Can we use PACT meetings to raise awareness?

A - JH – PACT meetings are the forums to deal with these issues

## 9. Action Plan – verbal feedback from leads

### **Action No 2. Provide Assistance to the Community Food Growing Strategy**

- Performance has achieved more than the original targets that had been set
- Little Digmaor and Roby Mill allotments have brought two different communities together who would not normally engage with each other. They are sharing their experiences and best practice of allotments/food growing
- Roby Mill – another piece of spare land has been identified as a potential community allotment with approx 25 plots

### **Action No 3. Promote through the CCTG the growth of community based and managed time banks**

- The Rural Outreach Plus Worker provided by Help Direct is proving popular with the community
- Help Direct are identifying gaps in services and developing themed time banks eg community transport
- Focusing on training local communities to run time banks for themselves

### **Action No 4 - Support the development of a LGBT youth group in West Lancashire**

- A company has been recruited and has started research with young people to
  - Identify needs of LGBT young people
  - Findings so far show there are provisions in Wigan/Manchester/Liverpool for young people but not in West Lancs
- Funding to support this project has been secured from PCT small grants

### **Action No 5 - Develop community engagement with disability organisations and groups**

- Lancashire Constabulary are delivering 4 training events 'Help to reduce hate crime against people with learning disabilities' have been arranged and are aimed at carers, friends, families involved with people with 'learning difficulties'

### **Action No 6 – Tension Monitoring – "How Communities Feel"**

- Lancashire Constabulary are delivering 3 ½ hour training session with Edge Hill, PCT, College, Help Direct – 'What is Hate Crime'?

**Action No. 7 - People & Communities Thematic Group**

- The group haven't met since the last Community Cohesion meeting. Further update to be provided at the next meeting.

**10. Exchange of Information**

Greg Mitten requested it to be minuted that in relation to the Comprehensive Spending Review he would like to acknowledge all the work put in by strategic bodies.

Mandy Naylor – Gardening services to West Lancashire. 'Man for All Seasons' – Social Enterprise starting on 18<sup>th</sup> October already taking referrals.

John Buck - 9 Volunteers to work with the Fires Service are due to start in October, predominantly in Chorley, Tarleton and Hesketh Bank. They will be recruiting in West Lancashire until mid November.

**11. AOB**

There were no items

**12. Proposed items for next meeting**

- LCC report on VCFS review
- Big Society impact on cohesion



Draft Community Cohesion Thematic Group Meeting  
2.00 pm, 21<sup>st</sup> January 2011, Council Chambers, WLBC

Present:

Cllr Iain Ashcroft	Chair
Cllr Bob Pendleton	WLBC
Cllr John Mee	WLBC
Tracey Jardine	LCC
Greg Mitten	WL CVS
Mandy Naylor	Help Direct
Matthew Brown	Lancashire Fire & Rescue
Jeanette Hickey	Lancashire Constabulary
Clare Pollard	Age Concern
Jan Egerton	Little Digmaor Primary School
Gina Moran	Skelmersdale & Ormskirk College

In attendance: Keith Edwards, Census Area Manager, West Lancashire

**1. Apologies**

David Tilleray, Robert Johnstone, John Miller, Pam Smith, Saulo Cwerner

**2. Individual Introductions**

Those at the meeting briefly introduced themselves

**3. Minutes of Previous Meeting**

Cllr Ashcroft thanked Cllr Bob Pendleton for chairing the last meeting

The minutes of the meeting on 24<sup>th</sup> September 2010 were agreed as an accurate record.

**4. Matters Arising**

Tracey Jardine gave an update on 'Give it a Go' (see appendix A)

Q BP – will all the competitors in the event be offered some further help and guidance?

A TJ – they will have been contacted by an officer in LCDL offering further support.

## 5. Census 2011

### **Keith Edwards – Census Area Manager – West Lancashire**

The Census 2011 is due to start on 27<sup>th</sup> March 2011. Keith briefly explained his role as the Census Area Manager for West Lancashire and that he will be responsible for 40 field staff working within West Lancashire. Census data is used by a whole host of services including Central & Local Government, Universities, 3<sup>rd</sup> Sector organisations, businesses ie supermarkets and historians. The national average completed returns of census data 94% with West Lancashire having 96% return.

- Forms for completion will be delivered to every household by Royal Mail
- Easily completed form, either by hand or online
- Tracking system for non returns, which will trigger a follow up call
- 1500 staff processing the data collection, based in Manchester
- 40 census field staff in West Lancashire
- 10% validated/quality assured by census staff checking with household
- Must be completed by an adult for every member in the household
- Confidentiality – data protected by law, government cannot use/share any personal data
- Date is kept confidential for 100 years
- Important that West Lancashire has a high completion rate for the census to ensure funding opportunities are maximised to the area
- Stats will be issued mid 2012

Keith requested help from partners to help raise awareness of the census through our own established communication channels and to publicise, promote or offer suggestions of venues to hold drop in events at libraries, community centres etc which will be hosted by volunteers/field officers.

A question and answer session followed:

- Q JA – do you have field researchers/workers who will be able to support migrant workers, particularly with families who have children in schools?
- A KE – we have a whole range of promotional material which will be going out soon across West Lancashire including schools. The key agency we are working with in Skelmersdale to promote this is ASK.
- Q JA – ASK is a voluntary organisation but they don't have access to all schools. SHARES co-ordinate all activities across schools and Children's Centres and therefore have access to all schools. SHARES need to be included in getting the

message across to pupils to have the maximum impact. Jan agreed to pass on contact details for SHARES to Keith

Partners put forward suggestions to distribute leaflets, promote the census by offering the following services:

Fire & rescue service using home service

HD rural outreach worker

Distribute leaflets to partner organisations, Children's Trust meetings etc.

Put presentation on website, distribute information to borough councillors, parishes and clerks, (parishes have an active website and parish notice boards)

Q - GM - Who completes the census and at what age?

A - KE - The householder, whoever pays council tax, they need to complete for every member/occupant in household.

Q GM - What happens to homeless people?

A KE - We aim to count everyone, hospital patients who have been in hospital for more than 3 months, residents in care homes, students at Universities, prison inmates, army camps. A considerable amount of work is already taking place with partner agencies, Help Direct, colleges, cvs – if you have any further ideas of promotion please get in touch with me.

Q BP - How soon will the leaflets/information be posted out and made available?

A KE - Posted on from 7<sup>th</sup> march, no official closing date, census day 27<sup>th</sup> March – follow up after 2 weeks. It will be 10<sup>th</sup> April before we start to follow up and make house visits. There will be a national media campaign.

Q BP - With the online link for migrant workers, will there be a translation link?

A KE - There will be a translation booklet to guide them on the form but there will not be an online translation service.

Q IA - With regard to the drop in sessions, how frequent will they be and where are they planned, will they be ward by ward.

A KE - We are planning a couple of sessions in each area through West Lancashire.

Q JE - Who is going to be organising the drop in centres

A KE - I am organising and coordinating the drop in sessions.

Partners offered suggestions of venues to hold the drop in sessions. It was suggested to use The Concourse Shopping Centre in Skelmersdale as there are no parishes in Skelmersdale. Maybe put on a joint event between the Concourse and the Library. Matthew Brown offered the use of Tarleton Fire Station.

- Q CP - Is there help to support frail and elderly people?
- A KE - 40 field workers are there to help them. They could ring the helpline direct and request a visit. Additionally if the form is not filled in a field worker will do a follow up visit and book a one to one support visit if required.
- Q CP - Are there any penalties if the forms are not completed?
- A KE - It is required by law to complete the forms and a maximum fine of £1000 applies.
- Q JM - Will there be clarification of numbers through census of illegal immigrants nationally?
- A KE - This should be provided by the census so long as people comply and fill in the forms.
- Q JH - Have you had a briefing for your volunteers on violent extremism, sort of things to pick up on home visits. Jan offered to speak with her colleagues and see if they could link up with basic training and explore opportunities to do training together as a partnership.

## 6. Update on Mythbusting

Tracey gave an update on Mythbusting

West Lancashire was part of the survey of South Lancashire, which also involved Chorley. The questionnaire differed from other areas only marginally and was the same as the one used in Preston. It was translated into Polish, Latvian, Lithuanian, Slovak and Czech.

181 completed questionnaires were received from the South Lancs survey. Of these, 146 were returned by interviewers working in West Lancs. 136 of these are from migrants who said they live in Skelmersdale,

The survey in West Lancs is the most varied in terms of nationalities of respondents. Of the 146,

49 are Polish (34%)  
 39 are Slovaks (27%)  
 33 are Latvians (23%)  
 22 are Czech (15%)  
 Plus 2 Lithuanians and 1 Ukrainian

81 respondents (55%) are female. That's well within what is acceptable in the context of the sampling methods used.

## 7. LCC update on VCFS Review

Tracey gave an LCC update on the VCFS Review (see Appendix B)

GM acknowledged that there are clear processes to go through under the review but emphasised the need for VCFS funding particularly for smaller community organisations and the fact that some of these may fold whilst waiting for new funding streams to be put in place.

A discussion ensued around all areas of funding.

BP raised his concerns regarding 2<sup>nd</sup> homes funding and was surprised that all of the funding for this year had not been spent. BP wanted to know how the information regarding availability of 2<sup>nd</sup> homes funding is publicised to the wider community and how do these organisations get bids in?

GM understood that the 2<sup>nd</sup> homes funding would not be lost as there would be the opportunity for a final allocation for this years remaining funding at the LSP Executive in Feb. The process had been advertised through the LSP Thematic Groups.

**Action: IA to find out how 2<sup>nd</sup> homes funding information is publicised and the procedure for organisations to bid for this.**

## 8. Big Society

Tracey opened up a discussion around Big Society and how does it fit in within the CCTG. Tracey explained that Big Society sits within the LCC Policy Unit and that current thinking around the authorities roles such as LCC is that they create an environment for Big Society. Jason Crausby, who is the new LCC lead on this for LCC may be able to come to present to a future meeting.

A discussion ensued around Big Society and what it means to West Lancashire. MN mentioned that Lancaster have done quite a bit of work with their LSP on Big Society and perhaps WL LSP were missing an opportunity GM put forward his view that West Lancs are taking a lead in Big Society with the bid put forward by CCTG for Asset Based Community Development and also the work with Time banks.

There may also be opportunities locally that we can build this into, eg the CVS event on 8<sup>th</sup> March.

It was agreed to come back and consider an event through the LSP around Big Society at a later date.

## 9. Action Plan

- **Action No. 2 – Community Food Growing – Greg Mitten**

This action is progressing very well and the latest version of 'Dig In' the community Food Growing newsletter has now been published which will provide everyone with an update as to where this project has got to.

GM also informed the group that Peter Bradford has been helping the project to produce planning guidance to those wishing to look into community food growing sites and allotments.

- **Action No. 3 – Timebanks – Mandy Naylor**

The Burscough Timebank has been put on hold temporarily but fortunately another door has been opened through 'Man for all Seasons'. This is a husband and wife team. It is a social enterprise which is going really well with a good turnover. When the husband and wife go out to do quotes, they are getting to know their customers really well. They are now linking in gardening customers with other people with experience and skills and there is now more movement within this than the local time bank.

- **Action No. 4 – LGBT – Tracey Jardine**

The project manager has reported that although there is a lot of engagement work with LGBT young people through this project there has not been a great deal of feedback to . So far only 8 questionnaires have been received. There is now an online form, linking in with Edge Hill and a need to promote the link and promote the work wherever we can.

JH – not surprised at the amount of completed questionnaires due to the reliance on people completing the forms and many young people will not want to do this.

GM – they held a very good workshop for interested stakeholders but there is a need for agencies to work with and be aware of the estimated 6% of the community who are LGBT and the contribution they can make.. CVS have commissioned training for the VCFS on LGBT awareness. The students Union at Edge Hill University have also gained a small grant from NHS CL for a series of events. WL CVS are also looking towards gaining a Navajo Charter Mark for itself and other VCFS members.

- **Action No. 5 – Disabilities – Jeanette Hickey**

The evaluation has not yet been done on the training sessions held with carers/people with learning disabilities. Resources are now less with headquarters going down to a small department of 2 staff.

We are looking at doing quite a lot of work with schools regarding Hate Crime in South Ribble/West Lancashire towards young carers/people with disabilities.

- **Action No. 6 – Tensions Monitoring – Jeanette Hickey**

Need to do more awareness training work with Help Direct and CVS staff around tension monitoring. We have recently trained housing staff and SSCF who are nominating staff who can then update their own staff.



Hate Crime training should really be labelled as Big Society. There is a need to raise awareness around hate crime as it is not being reported or recognised as hate crime. If it was re badged as Big Society we may be able to attract some funding.

IA – there is lack of knowledge amongst people of hate crime in their area. Local communities are not looking or knowing what is going on, they are disengaging with society.

BP – Society is not recognising what is a disability. Messages need to get out to the community that there are ways of reporting hate crime. There is a need to raise this with HR to give training for new staff.

**Action – request Dave Tilleray to look into training for new staff with HR**

- **Action No. 7 – People & Communities Group Feedback – Greg Mitten**

Greg discussed the future role of the P&CTG. It is working towards the LAA indicators and there is a danger that it could become a meeting to discuss issues rather than the action promoting group that was intended. It is felt that PCTG should become more of an action group directed by CCTG. One idea is that PCTG could be more about larger scale community events, preceded by the event on 8<sup>th</sup> March re health equality. PCTG should do some positive work in reassuring people about the projects already happening or planned in West Lancashire which demonstrate the head start the Borough already has in developing the values of Big Society and supporting community cohesion.

## 10. **Exchange of Information**

TJ – Gave handout on Womens' Voices event to be held on 16<sup>th</sup> February at the Chapel Gallery

TJ – LSP executive has now been rearranged for the 16<sup>th</sup> February

TJ – LCCP event on 4<sup>th</sup> March – half day briefing event – "The Impact of Migration in Lancashire"

TJ – 'Face the People Event' – Wednesday 2<sup>nd</sup> March at the Ecumenical Centre

MN – Help Direct has a local co-ordinator building regular partnership working with Fire & Police. They are working with vulnerable communities which may need help with other matters. Help Direct can help them with finance and housing issues. Please refer to Help Direct. Mandy will e-mail Joanne the contact details.

GM – John Heyes, Minister of Further Education visited the campus and extended the visit to 3 hours. He has also requested a follow up report from the college regarding EMA issues.

GM – The college is offering free courses in Surestart – first step courses to engage in learning and progress to further training.

MB – The Fire service is undertaking a new project on migrant workers in West Lancashire re fire safety visits. Information will be going out to schools and they will be in contact soon.

GM – will arrange a tour of the new college, they are expecting to get the keys around 24<sup>th</sup> July.

## **11. AOB**

MN – Brookside development is a new build providing residential care with varying needs. The contractors are keen to get involved in a community project, possibly a landscaping event quite close to the build in Ormskirk. If you have any ideas/projects, please feed this back to Mandy.

TJ – We have a new member request from Puala Jones who is also the chair of West Lancashire Disability Forum. The new member request was agreed and Puala will be invited along to the next meeting.

Community Cohesion Thematic Group Meeting  
2.00 pm, 10<sup>th</sup> June 2011, Council Chambers, WLBC

Present:

Cllr Iain Ashcroft	Chair
Cllr Bob Pendleton	WLBC
Cllr John Mee	WLBC
Jill Bradley	WL CVS
Cerys Smye-Rumsby	WL CVS
Louise Cropper	Help Direct
David Tilleray	WLBC
Puala Jones	West Lancashire Disability Support
Phyllis Roberts	Young People's Service
Gina Moran	Skelmersdale & Ormskirk College

**1. Apologies**

Greg Mitten - WLCVS

**2. Individual Introductions**

Those at the meeting briefly introduced themselves

**3. Minutes of Previous Meeting**

The minutes of the meeting on 21<sup>st</sup> January 2011 were agreed as an accurate record.

**4. Matters Arising**

Item 7 – The LSP Executive met at the end of May and discussed how the 2<sup>nd</sup> homes funding could be dealt with in the future. Options are being reviewed over the next couple months to try to widen access to the funding and a commissioning strategy is being developed to include the priorities for the funding. BP wanted it noted that it was important for everyone to be able to access this funding and felt that this was sometimes difficult if you aren't a member of the LSP.

**ACTION – The Chair will consider ways to provide this information to the group and the wider community.**

**ACTION – Cllr Grant to be invited to the next meeting to provide information on the LEP.**

Item 9 – DT confirmed that HR have agreed to put a DVD on hate crime on the WLBC website and that this will be brought to the attention of all existing staff and new starters.

## **5. Future Support for the West Lancs CCTG**

West Lancashire CVS offered to provide secretariat support to the group for the remainder of the financial year. This was agreed to by group members.

## **6. Action Plan**

- **Action No. 2 – Community Food Growing**

This action is progressing well. The Community Food Growing Project, in partnership with West Lancs Allotment Federation held a successful “Grow Your Own” event at Burscough Wharf on the 7<sup>th</sup> May. The event included presentations, workshops, information on a variety of subjects including composting, chicken rearing and planting. The May edition of “Dig In” was handed out to group members.

- **Action No. 3 – Timebanks**

Help Direct are supporting the Timebank in the Tanhouse and Digmaor areas and they have £1,000 per month for 6 months. Oaks Church are currently sharing best practice with a Morecambe timebank and are hoping to then mentor other areas to encourage timebanking. There is a members lunch at the end of June and a launch of the Timebank scheme in August.

- **Action No. 4 – LGBT**

A report is being produced through the YP service and this will allow partner organisations in West Lancashire to see the type of work that is being undertaken. Edge Hill University have been given an Acorn grant to carry out work around LGBT issues and inclusion.

### **ACTION – Findings of the YP report to brought to the next meeting**

### **ACTION – A report on the work undertaken by Edge Hill to be brought to the next meeting.**

- **Action No. 5 – Disabilities**

It is National Disability Awareness Week starting on the 20<sup>th</sup> June. West Lancashire Young Carers are launching their carers information pack and cook book on Monday 13<sup>th</sup> June. There are wheelchair basketball sessions every Tuesday evening 5-6pm in Preston. The Transport Thematic Group will be meeting in Preston on Tuesday 5<sup>th</sup> July and the main topic will be railway services. Three representatives from train providers will be attending, namely Trans Pennine Express, Northern Rail and Virgin.

- **Action No. 6 – Tensions Monitoring**

There was no-one representing the Police at the meeting.

### **ACTION – Contact Police to ask for a representative for the group.**

It was noted that there is some friction in the local community and that members of the group had witnessed negative comments being made about ethnic minorities in the West Lancashire area.

CSR - The CVS is looking to do more work with schools to raise awareness with children and young people.

PR – Migrant workers may fall through the gap as quite often they are agency workers who don't tend to sign on or attend job clubs when they become unemployed, better education is required to inform them of their welfare rights. Lancashire schools have been taking part in a pupil swap between different types of schools, in different areas to allow pupils to gain an understanding of cultural differences.

LC – An interpreter was taken to Hesketh Bank as part of Help Direct's outreach work and this enabled discussions to take place with migrant workers about the issues they faced and to inform them of the services offered.

GM – Equality and Diversity is embedded in the culture and curriculum of the college and the college has a 4% BME population amongst its employees and students. Recently there has been an equality and diversity competition in the college, which was a success.

PJ – The hate crime DVD was passed to the local community officer in Simonswood for distribution and use with groups. Other copies are available from LCC and Lancashire Constabulary.

- **Action No. 7 – People and Communities**

The group were informed that three West Lancashire voluntary groups had just been awarded the Queen's Award for Volunteering, which is the MBE for groups of volunteers. They are:

Twinkle House  
West Lancashire Sitting-in Service  
West Lancashire Disability Helpline.

An awards evening was held last Tuesday to present volunteers who had achieved 100 or 200 hours of volunteering with certificates. 47 people achieved this, which equated to 6,000 hours or £60,000 of paid work.

There is a free trustee training course being held on the 27<sup>th</sup> June at Digmaor Community Centre between 10 and 12.30. Anyone interested in attending should contact Greg Swift at West Lancs CVS on 01695 733737.

**ACTION – Cllr Ashcroft asked if any information or press releases, such as from the volunteering event, could be passed on to the Members Secretary for distribution.**

## **7. Exchange of Information**

LC – With the recent reductions in care packages, if anyone comes across people who don't know what is currently available, please refer them to Help Direct, who will offer advice.

GM – There are free taster courses throughout June and July at the College for anyone over 19 years of age, details are available on the College website.

PR – All summer activities are on the “Go 4 It” website. The NEET group in Skelmersdale currently has the lowest number of individuals that are linked to YOT (youth offending).

BP – Currently working with the Credit Union to try and find a base for them in Skelmersdale as they are currently working out of various community centres. At the moment they have a licence that covers just Skelmersdale but once they are fully re-established there is potential to expand coverage across West Lancashire. TMB (Together Making a Difference) Board have a community event in the Concourse on 15<sup>th</sup> July and this has a youth theme. TMD has been expanded to encapsulate all our Tanhouse, however, lack of funding is still an issue.

CSR – Faith Network - Skelmersdale Street Pastors has been launched and begin their street work in July.

There is a Community Action with Churches event in Ormskirk on the 25<sup>th</sup>/26<sup>th</sup> June and an evening event – “Understanding Depression” on the 27<sup>th</sup> June at Christ Church.

## **8. A.O.B.**

BP wanted details of the consultation undertaken to change the name of the College, including how the change of name came about and who was consulted including if Council Members were consulted.

**ACTION – Details of the consultation process to be brought back to the next meeting.**

Rural watch is now “text live”, which will assist with communication of issues in the rural areas. This is to be discussed at the operational sub-group of the Community Safety Partnership.

**ACTION – PJ to forward details.**

## **9. Proposed Items for Next meeting**

The group agreed on the following agenda items for the next meeting (in addition to the standard agenda items):

- Social transport
- Update on CCTV from the Community Safety Partnership
- JVC – Joint Venture Capital
- Self Financing Housing

## **10. Dates for Future Meetings**

It was agreed to meet every three months, therefore the date of the next meeting would be set for mid September and group members would be notified of the date.

## Infrastructure Thematic Group Meeting

19<sup>th</sup> January 2011  
14.00 Committee Room 2 &3, 52 Derby Street

### MINUTES

#### Present

Ian Gill (Chair)	West Lancashire Borough Council – Planning Policy
Gillian Whitfield (Champion)	West Lancashire Borough Council – LDF Team
Neil Aindow	NHS Hospital Trust
Ian Cropper	West Lancashire Parish Council's
Steve Kent	WLBC Leisure
Gina Isherwood	WLBC Regeneration
Jane Cass	Public Health Specialist, NHS Central Lancashire
Cllr Iain Ashcroft	West Lancashire Borough Councillor
Tracey Jardine	LCC District partnership Officer
Greg Mitten	West Lancashire CVS

#### Apologies

David Oldham	Edge Hill University
Hugh Evans	Lancashire Chamber of Commerce

#### Action

1. **Apologies** – As above
2. **Welcome and introductions.**

Ian Gill welcomed all the members to the newly formed group then discussed the following;

- **Election of Chair** – IG advised that according to the LSP Constitution, it should be an elected member (or equivalent from another organisation) who chairs the thematic groups. However, a senior partner/officer may chair a group by agreement. All members agreed that Ian should continue as chair.
- **Membership** – IG advised that membership was not fixed and could change if we are successful in encouraging other stakeholders to participate.
- **Terms of Reference** – All members agreed the ToR.

IG pointed out that all of the above will be reported to the LSP Executive in February.

IG also gave an update on the progress of the Local Development Framework (LDF). He pointed out that over the past 12 months since the last consultation event, the team has been working on the evidence base to inform a “preferred option” for the Core Strategy. We are now in a position to identify 2 options for delivering development in the Borough over the period 2012-2027. Both options focus the majority of development on Skelmersdale in order to assist in the regeneration of the Town and due to the amount of available land there. In addition, both options include an area of search to the east of Edge Hill university in order to accommodate some expansion of the University for further teaching space and student accommodation.

The remaining development needs could then be met through either an allocation of housing and employment to the west of Burscough, or through smaller dispersed allocations to the north of Ormskirk, the west of Burscough and south of Banks. A third option not considered to a “preferred option” was also considered which included land to the east of Ormskirk. Whilst this is not a “preferred option”, comments will still be accepted. We are hoping to get authority to go out to consultation in May/June this year.

### 3. Purpose of the group.

GW gave an overview;

- As per the ToR but primarily to have an input into the infrastructure planning process.
- The LSP has a statutory duty to oversee planning and so this group can perform an important function of overseeing the latest requirement of the planning system.
- Focus of the group must be on achieving the main aims of the LSP, as set out in the Sustainable Community Strategy particularly relating to the following;
  - **Good quality accessible services for all** – these tie into the provision of social infrastructure such as education, health, community services, leisure.
  - **Better environment** – green infrastructure provision such as allotments, play areas and outdoor sports facilities.
  - Some **cross cutting** themes such as – “**improved health**” which links in with both green and social infrastructure and “**economy and jobs**” which focuses more on physical infrastructure such as broadband and transport links.
  - Ultimately, the delivery of a robust **Infrastructure Delivery Plan** which has been shaped by and has the support of the group will assist in achieving these aims.



- Most useful way to bring together partners to share knowledge, discuss issues and resolve actions.
- Potentially a place to discuss capital programmes and funding of infrastructure through Community Infrastructure Levy (CIL), discussed later at item 5.

TJ advised that it would be useful to update our contacts for LCC due to the recent restructure and she could assist with this.  
 IG also advised it would be useful to get an understanding of where loss of service has occurred so we can potentially factor these into CIL.

GW to follow this up.

#### 4. Infrastructure Planning

GW gave an overview of the infrastructure planning process;

- Over the past 12 – 18 months we have been liaising with infrastructure providers and establishing a reliable contact list (enclosure 1). During the early part of 2010 we met with the majority of the providers to discuss our emerging plans for development and growth although as a Preferred Option for development dispersal in the Borough has not yet been established (subject to forthcoming consultation period in May), these discussions have been very theoretical. As the Preferred Option becomes clearer we will be meeting with providers again to put more tangible plans to them in search of better quality information.
- To date, the quality of information received has been patchy. Most stakeholders have much shorter business plan periods which focus only on the next 3 – 5 years which makes long term planning uncertain. Also, very few partners have set standards, making it difficult for us to determine whether or not existing provision is below standard and requires improvement and what would need to happen in order to support new development.
- Main issues identified so far for the Borough include;
  - Waste water capacity – Ormskirk, Burscough and some outlying areas.
  - Road traffic congestion and highways capacity.

IC asked if infrastructure providers could just refuse to support our development and growth needs. IG pointed out that many, such as United Utilities, have a statutory obligation and therefore must maintain and upgrade the sewerage system to meet development needs. However, the main issue is that they will not invest or build speculatively as they are regulated. Therefore they cannot bid for funding until development is almost certain to happen or has already happened. However, we can not allocate development in our plan unless we can prove it is deliverable so we have a difficult “chicken and egg” situation. However, we are currently in discussion with United Utilities to try and resolve this and move forward.

#### 5. Community Infrastructure Levy (CIL)

GW gave an overview of CIL and distributed a handout (enclosure 2)

SK was concerned that play areas and open space may lose out as these will be seen as a lower priority to other types of infrastructure. IG agreed priorities would need to be set out. Cllr Ashcroft asked when CIL will be in Place. IG advised we are starting work on it now in terms of putting plans in place but we would need an adopted Core Strategy first so not until at least late 2012.

Cllr Ashcroft asked SK about the new open space group and who they report too. SK advised they are currently discussing and co-ordinating how Section 106 monies will be spent. Cllr Ashcroft asked if this could be monitored and fed back. SK agreed to put this to the group.

Steve Kent to check with S.106 group and feedback at next meeting.

IC was concerned that large providers may avoid expenditure and rely solely on CIL. GW advised that through the setting of CIL, providers would be required to input what funding streams they expect to deliver infrastructure requirements.

SK asked when CIL is payable. GW - upon commencement of development.

GM – The process of CIL and the Localism agenda is complex and likely to have major impacts. It is a good idea to start promoting the process now to key parties and communities to key people into what is happening in their locality and the bigger picture. IG agreed and felt that the challenge for neighbourhood planning is to ensure a wider perspective is maintained and it is key that we engage with communities on this. GM felt that we should be developing people's knowledge of CIL progressively as it is important.

JC advised that huge changes were happened within the NHS in general and it would be important to have the correct people around the table when discussing infrastructure requirements. Julie Williams and Debi Coyle are still in post although Julie's role is altered (District Nurses). The PCT rather than the NHS will be best placed to provide information about health issues.

IG suggested a meeting with all the health providers only would be appropriate to ensure it is more focused.

GW to organise.

NA pointed out that there are great changes for the trusts and £80billion will be going into GP Consortia. However, the Hospital Trust's (Ormskirk and Southport) main concern is the A570 and traffic stopping residents from getting to hospitals.

GM advised that the voluntary sector is also changing and facing challenges but in these changing times, community consultation is vital. It is important to deliver the message about infrastructure in a positive way in order to show what infrastructure is required and what the priorities will be.

IG advised that we are due to consult on our Core Strategy Preferred Options in May (subject to Cabinet approval) and we would welcome CVS input.

Councillor Ashcroft confirmed that decisions about certain priorities within the Council have already been made as we are looking at savings without jeopardising front line and statutory services. We believe the way forward is to work closely with other councils and particularly Lancashire County Council on a shared services basis. Restructuring will take place in order to create a fit for purpose business.

TJ concurred with the joint working at LCC who are looking at locality working. Meetings have taken place including infrastructure so feedback will be available. Also Community Asset Transfer could be relevant to this agenda. TJ to feedback to the group.

IC questioned the potential level of CIL. GW advised she would review other levels in authorities proposing CIL and feedback. GW to feedback to group.

IG advised a discussion has taken place with Merseyside regarding the potential of joint working on a possible shared methodology. This is ongoing.

SK was keen to see how CIL will impact contributions to Open Space as we are currently reliant on S.106.

**6. Action Plan – Infrastructure Delivery Plan – Gill Whitfield**

It is our intention that rather than produce actions for the sake of actions, the main out put of this group will be the delivery of the IDP so it has been well informed and guided by the LSP.

**7. Exchange of information**

No further updates

**8. AOB**

No further updates

**9. Date and time of next meeting**

To be circulated following the meeting.

GW





**ARTICLE NO: 1C**

**CORPORATE OVERVIEW  
AND SCRUTINY COMMITTEE**

**MEMBERS UPDATE 2011/12**

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**Article of: Director of People and Places**

**Relevant Head of Service: Assistant Director Community Services**

**Issue: 2 September 2011**

**Contact for further information: Andrew Hill (Ext 5243)  
(Email: [A.hill@westlancs.gov.uk](mailto:A.hill@westlancs.gov.uk))**

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**SUBJECT: ANNUAL REPORT ON DOMESTIC VIOLENCE**

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Borough wide interest

## **1.0 PURPOSE OF ARTICLE**

- 1.1 To provide Members with the Annual Report from the Council's Domestic Violence Coordinator for the year 2010/11

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## **2.0 BACKGROUND**

- 2.1 The Domestic Violence Coordinator post was established on the 1<sup>st</sup> December 2006, and is jointly funded by Central Lancashire NHS and the Borough Council. The post is part time and the post holder is contracted to work 20 hours per week.
- 2.2 The original remit of the post was to develop a West Lancashire Domestic Violence (DV) Strategy and to co-ordinate a multi agency approach to tackle domestic violence. The strategy was first published in 2007. Since this time the post holder has worked towards ensuring the targets of the strategy have been met.
- 2.3 In addition, as detailed in the annual report which can be found at Appendix 1, there have been two overarching targets from the NHS themselves and numerous internal targets recently introduced.
- 2.4 The annual report has already been received and approved by the NHS, however, it is important that Members are also aware of this report to raise awareness of the work done in this highly significant area of work.

### **3.0 WHAT IS DOMESTIC VIOLENCE?**

- 3.1 The Government/Home Office definition of Domestic Violence is “Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality”. It is therefore about different types of controlling behaviour and can ultimately result in serious assault or even murder.

### **4.0 HOW MUCH OF AN ISSUE IS IT IN WEST LANCASHIRE?**

- 4.1 It has been estimated that there were 3,306 victims of Domestic Violence in West Lancashire in the year 2010/11, however, due to under reporting, the true figure is not known. During this year, the number of enquiries made to the helpline of the West Lancs. DV Support Service (external to the Council) was 3231. The Police received 1118 reports of DV incidents. Even this snapshot of figures demonstrates that DV is a major issue for many families in West Lancashire and is an issue for all communities and agencies.

### **5.0 MAJOR ACHIEVEMENTS/OUTCOMES**

- 5.1 In order to assist in the achievement of the targets, numerous initiatives have taken place throughout the year 2010/11. There have been specific initiatives organised to raise awareness and to help reduce incidents or increase reporting. Further details are included in the report itself contained at Appendix A.
- 5.2 Due to the causal link between alcohol and domestic violence a campaign was organised and run at Christmas. In addition, a “World Cup” campaign was undertaken due to the potential for increased alcohol consumption.
- 5.3 There have been numerous training sessions run for the NHS, Council staff and the drug and alcohol service (amongst others). These training sessions raise awareness of the issue and ensure relevant individuals are aware of how to report potential problems. Another part of the awareness raising took place at Edge Hill University during “Fresher’s Week”.
- 5.4 The Co-ordinator has also been working on a Domestic Violence policy for the Council and the accompanying guidance for managers. The majority of the work done in reviewing the DV strategy was also undertaken in this year. This document was approved by the Community Safety Partnership (CSP) in April.

### **6.0 FINANCIAL AND RESOURCE IMPLICATIONS**

- 6.1 The Co-ordinator post is a mainstream post and half of the monies are received from the Central Lancashire NHS. This amounts to £6,500. Towards the end of the financial year, Central Lancashire NHS advised us that they were reviewing all their voluntary, community and faith sector contracts. Depending on the outcome of this review it could have resulted in the post reducing down to 10 hrs. However, the Strategic Review Group of the CSP agreed to underwrite the post from unallocated resources, if the NHS funding was withdrawn. In addition special initiatives have benefited in the past from funding approved by the Local Priorities Group of the CSP.

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## **Background Documents**

The following background documents (as defined in Section 100D (5) of the Local Government Act 1972) have been relied on to a material extent in preparing this Report.

West Lancs. CSP Domestic Violence 2007  
Strategy

Annual Progress Report of the Domestic Violence Co-ordinator 2010/11

## **Equality Impact Assessment**

There is no evidence from an initial assessment of an adverse impact on equality in relation to the equality target groups.

## **Appendices**

Appendix 1 - Annual Progress Report of the Domestic Violence Co-ordinator 2010/11

Appendix 2 – Equality impact assessment





## ***Annual Progress Report of the Domestic Violence Co-ordinator (West Lancs) 2010/2011***

### **Purpose of report**

This report is intended to give an overview of the activities of the Domestic Violence Co-ordinator in West Lancs and the prevalence of domestic abuse and to provide a progress report.

### **Background**

The Domestic Violence Co-ordinator came into post on 1<sup>st</sup> December 2006 and is currently jointly funded between Central Lancs NHS and West Lancashire Borough Council. The post is part-time, 20 hours a week.

The original remit of the DV Co-ordinator was to develop a West Lancashire Domestic Violence strategy and co-ordinate a multi-agency approach tackle domestic violence.

The DV Co-ordinator has been working to the NHS service level agreement and job description, along with two overarching targets:

- Reducing repeat incidents of domestic violence (as measured by Multi Agency Risk Assessment Conference, MARAC)
- Increasing reporting of domestic violence  
West Lancs Community Safety Partnership target

Plus council targets around:

- *Update of West Lancashire Domestic Violence Strategy*  
Final version is due to be considered by the Community Safety Partnership on 20<sup>th</sup> April 2011
- *Production of West Lancashire Borough Council Domestic Violence Policy*  
Policy and supporting documents are with WLBC Human Resources awaiting further progress/advice
- *Attendance at quarterly Community Safety Partnership meetings*  
Attended four
- *Awareness raising talks to relevant groups*  
Nine delivered to a variety of agencies, feedback was overwhelmingly positive. Sessions were delivered to a variety of professionals including: health professionals; children's centre staff; learning disabilities staff; Community Mental Health Team staff; DISC staff (tenancy related housing support); CAFCASS; Eating disorder service; probation
- *Attendance at monthly adult Prolific and other Priority Offender groups*  
Eleven meetings took place during the year – attended seven
- *Attendance at Youth Issues Group/youth Prolific and other Priority Offender group*  
Eleven meetings took place during the year – attended six
- *Attendance at MARAC meetings*  
Participated in nine
- *Initiative/awareness campaign around the Football World Cup*  
Delivered – see Appendix B

## Work Activity

- *Independent Domestic Violence Adviser (IDVA) Service*

The IDVA service is a vital component of the Specialist Domestic Violence Court status and Multi Agency Risk Assessment Conferences (MARACs).

The current funding streams came to an end at the end of March 2011. The new government made £3.3m available for IDVA services and MARACs, Lancashire County Council made a composite bid on behalf of 12 district authority areas including West Lancs, aiming to secure £260k for IDVA services and £104k. The Home Office allocated £40k and £15k respectively.

The Safer Lancashire Board have committed £180k to IDVA services, the proposal waiting endorsement is for this to be pooled with the Home Office money above and be apportioned to areas based on volume of MARAC referrals.

There is a shortfall in the funding that is needed to operate an IDVA service; myself and colleagues are working on securing the service for this year as a matter of urgency.

- *Multi-Agency Forums*

- MARAC pre-meeting

A meeting prior to the MARAC meeting has been taking place. The Co-ordinator chairs this pre-meeting, proposes issues to be discussed and consults with other agencies to bring issues to the meeting that are identified as being relevant, for example: the government have recently issued guidance regarding Domestic Violence Homicide Reviews, this was discussed at the last pre-meeting; the refresh of the domestic violence strategy was distributed to this group (among others) for consultation.

- DV Forum

The format of the Forum was difficult to maintain last year, attendance levels dropped considerably. However with the review of the strategy underway, the Co-ordinator and Chair of the forum recently agreed and held a meeting. Although again not attended by as many as we would have liked, those who did attend stated that they would like to see the Forum take place regularly again. It has initially been agreed for it to take place quarterly for the rest of this year, with a suggestion that some of the dates could be used for briefing/training sessions. The DV Co-ordinator will deliver some of these; however, colleagues in other agencies will be encouraged to take part giving the forum a better balance of multi-agency input, ownership and hopefully, sustainability. The role of the co-ordinator is to support this forum, bringing issues to the meeting for discussion, taking away appropriate actions, taking minutes, acting as chair in the event of the Chair being unavailable due to annual leave/sickness, taking and distributing agenda, minutes and any supporting documents.

- *Domestic Violence Homicide Reviews*

As from the 13<sup>th</sup> April 2011 the Community Safety Partnership is responsible for establishing Domestic Violence Homicide Reviews.

Statutory Guidance for the Conduct of Domestic Violence Homicide Reviews and online learning package are available at:

- **Campaigns 2010/2011**  
*Appendices B and C are attached which give details of the two major awareness campaigns during 2010/2011*
- **Partnership meetings**  
I have contact with or attend at number of LSP & multi-agency partnership meetings, this is not an exhaustive list.

**Regular attendance:**

Community Safety Partnership  
Health & Wellbeing Group  
Strategic Review Group  
Local Priorities Group  
West Lancs DV Forum

Southport & Ormskirk Hospital DV Forum  
Youth Issues Group  
Prolific and Other Priority Offenders  
Multi Agency Risk Assessment Conferences (MARACs)

**Specialist DV Court Meetings**

West Lancs MARAC  
South West Lancs Local Operational Group

Lancashire SDVC Management Group  
Lancashire MARAC Steering Group

**Intermittent attendance/maintain link with**

Safeguarding Adults Locality Network Meeting  
Anti Social Behaviour Risk Assessment Conferences (ASBRACs)

Targeted Youth Support

**Meetings for specific purpose**

DV Task and Time  
DV & Women Offenders

Supporting People Consultation

**Annual or other events:**

Face the People event  
West Lancs Domestic Violence Support Services AGM event  
Freshers/student fairs at Skelmersdale College and Edge Hill  
West Lancs Domestic Violence Support Services DVD Event  
Ormskirk Police Station Open Day

Multi agency event at Burscough High School  
Supported West Lancs DV Support Services Sunglasses event in Ormskirk (run in conjunction with students from Edge Hill)  
Forced Marriage & Honour Based Violence Conference

The DV Task and Time meeting is a sub-group of the Local Priorities Group (LPG), the LPG recognised that when discussing domestic violence the greater proportion of the reporting of domestic violence comes from the Digmaor area, and although we know that domestic violence takes place across the the borough and occurs in rural areas as well, the group decided to bring a multi-agency time limited group together to bring some additional work focussed primarily but not solely around the Digmaor area.

Some examples of the actions from this group are:

- Engaging local businesses
- Engaging local education establishments, many young people witness this abuse or are affected by it in other ways, whether it be through friends or other family members. Additionally, there was concern that many young adults are directly affected by domestic violence when they enter relationships. Skelmersdale College have responded very positively to this and a range of activities are planned, details to be confirmed but likely to be during May
- Ensuring the new Street Pastor services have the domestic violence helpline available

- Talk to a group of local victims about barriers to reporting, accessing support, and where awareness campaigns could be targeted

It is the intention that strands of this work that prove successful could be used in other areas across West Lancashire

- **MARACs**

MARACs continue to be generally well attended and well supported in West Lancs. The Co-ordinators role in them is to:

- Provide training in support of referrals to MARACs and the IDVA service
- Follow up where there are gaps, I've recently had discussion with CAF/CASS who are a CAADA recommended attendee, and provided training to them. Discussion is ongoing with regard to fuller input from Safeguarding Adults.
- Be available to support agencies at the meeting, for example, the Co-ordinator has presented information to the meeting that has been sent through when the IDVA was off sick at short notice and when other agencies have forwarded information for the meeting
- Working with agencies regarding referrals to MARAC e.g. identifying those agencies or services that we would expect to see referrals from, examples being health (although this has improved dramatically in the last year) and housing
- To follow up with agencies on those occasions when they do not attend. A recent example being when GMW (GMW provide alcohol and substance misuse services) did not attend but eight of the nine cases discussed had alcohol as a factor.
- Attendance at a MARAC Steering Group, giving an overarching strategic input to MARACs and the other SDVC management meetings in Lancashire

It was expected that multi-agency referrals to MARACs would take some time to become embedded; the Co-ordinator has delivered and continues to offer training. This is beginning to show results in terms of referrals to MARACs, the level of referrals that have come solely from the police have dropped from 92% in the first year (07/08) to 75% (in 10/11), with health participating much more fully. Ongoing training is vital to securing commitment and confidence in other agencies to use the resources available to identify victims.

- ***Involvement in Funding Issues***

The following re-iterates some of the involvement that the co-ordinator has had in relation to applying for and securing funding:

- £20,000 per year over three years of Ministry of Justice funding (2010/2011 was the last year of funding from the MoJ)
- £19,000 Lancashire SSCF funding in conjunction with counter-part in South Ribble/Chorley to run the Ladybird Project (NSPCC therapeutic groupwork for children and their non abusing parent/carer) across the three areas (2008/2009)
- £10,000 Second Homes funding for IDVA 2010/2011
- Various smaller amounts of funding for specific purposes e.g. resources (posters/lipbalms/mint cards/resources relating to young people)
- Various amount to deliver specific campaigns e.g. football world cup, Christmas/new year campaigns
- £1,500 Lancashire funding to deliver MARAC training (2008/2009)
- Supporting a bid the refuge made for £5,000 to provide DV awareness training for members of the community

- Safer Lancashire Board £18,669 for IDVA service 2011/2012 (estimate & to be confirmed)

These funding streams have not been secured in isolation by the co-ordinator alone; the majority have been partnership or joint bids for money to address identified needs.

- ***South Ribble/Chorley***

Regular contact continues to take place with the domestic violence counterpart in South Ribble/Chorley and means that the DV/MARAC training that is delivered across the South West Lancs area is consistent. The three areas are served by the one police Public Protection Unit and many professionals work across the three areas. As such, some issues and pieces of work benefit by us working together.

- ***Statistical Information***

The various statistics and figures used in this report are drawn from various sources such as the Safer Lancashire Community Safety Website Multi Agency Data Exchange (MADE) which includes statistics collated by the Crown Prosecution Service; Lancashire Constabulary; IDVA service, voluntary sector agencies, Probation. Plus direct contact with some of the services.

- ***Resources used in community events:***

- Lipbalms (discreet method of having a helpline number in a victims possession – helpline number hidden in barcode)
- Mint cards (discreet method of having a helpline number in a victims possession – helpline number hidden in barcode). These are less gender specific than the lipbalms
- 'Expect Respect' booklets regarding healthy relationships aimed at young people – all of the booklets that we had were given directly to young people at various events including the freshers/student fair s at Skelmersdale and Ormskirk
- West Lancs Domestic Violence Support Services literature
- Campaign materials Football World Cup and Christmas/New Year
- Information for male victims (and professionals who might encounter male victims) used at various events and included in packs used in training sessions
- Information displayed on the councils plasma display in Skelmersdale
- Information regarding Forced Marriage – included in packs used in training sessions

## *Upcoming*

### **Priorities and Themes**

Tackling domestic violence supports the following priorities in 2011/12:

#### *West Lancashire Community Safety Partnership*

Reduce assault with injury crime rate  
Reduce the most serious violent crime  
Reduce alcohol related violence crime  
Reduce incidents of domestic violence  
Reduce criminal damage  
Reduce alcohol and drug misuse

#### *Safer Lancashire Board*

Protect and support vulnerable people  
Change attitudes and behaviours  
Reduce alcohol and drug misuse

## Reduce reoffending

- Substantial work required to secure IDVA service
- Adoption of DV policy (waiting for advice/direction from Human Resources)
- Adoption of refreshed Domestic Violence Strategy (on the agenda for the Community Safety Partnership meeting on 20<sup>th</sup> April)
- Delivery of training to relevant agencies and groups
- Actions arising from Domestic Violence Task and Time Group
- Attendance at relevant meetings

## Appendix A

### STATISTICAL OVERVIEW AND NARRATIVE

	2008/2009	2009/2010	2010/2011
Estimate of the number of victims of domestic violence aged between 16-59 in West Lancs in the last year (Using Violence Against Women and Girls 'Ready reckoner')		3,306	
Calls to West Lancs Domestic Violence Support Services e.g. helpline/support calls (West Lancs DV Support Services)	2993	3314	3231
Incidents reported to police	1013	1140	1118
DV incidents classified as crimes	372	400	456
Cases at court These figures relate to South West Lancs	609	518	679
Successful cases at court	486	383	560
Custody to Prosecution Rate  (This is a county statistic that cannot be broken down further at this time)	78.3%	At end Qtr 3 09/10 77.7%	
Offender enrolments on  Probation DV Programme	18	67  (46 completions)	75 Orders 63 attended module 1 session 1
Criminal cases unsuccessful - witness related issues	59 (12%)	54 (10.4%)	112 (16%)
Admissions to refuge - women	55	75	60
- children	68	82	67
Refuge unable to accommodate - women	62	25	6
- children	94	40	6
Referrals to IDVA service	91	104	139
Cases heard at MARAC (started December 2007)	44	119	118
NI32 Repeat Incidents as measured by MARAC Cases heard at MARAC more than once	2 (4.5%)	22 (18.5%)	30 (25.4%)
Best Value Performance	54.54%	63.64%	

Indicator (BVPI) 225		Estimate	
Reported on for the last time 08/09			

*Wherever possible the figures quoted are West Lancs statistics, however it is not always possible to achieve this  
Although these statistics are as complete as possible, some figures were not readily available at the time of writing*

## **Narrative**

**Calls to the DV services.** Sustained advertising of this service is key to enabling people to access the helpline and DV services.

**Incidents reported to police.** Increasing reporting is a local target for West Lancs. Although other agencies routinely collecting information about reports would be useful, it relies on agencies taking on a monitoring role in addition to their current workload. Research gives us estimate of the number of victims that actually exist, which could be anywhere between 3,306 and 4,623. We know from those people who do report an incident that they do not report every incident.

**DV Incidents classified as crimes** It is worth noting that it can take time for a case to come to trial, and this can cross the reporting periods that most agencies would use.

**Cases at court** have risen considerably since the start of SDVC. These figures relate to the whole of the South West Lancs area, it is not possible at this time to break them down into the particular courts. However, even doing so may not produce an entirely accurate figure because there are times when cases are adjourned and heard in different courts, Ormskirk cases could be heard in Leyland and vice versa. In addition, it's possible for some cases to be heard outside of the SW Lancs area, e.g. at Preston Crown Court

**Successful cases at court.** The figures suggested that the percentage rate of successful cases has increased. It is encouraging that many more cases are to going to court and the success rates remain positive.

**Custody to prosecution rate** waiting for information.

**Offender enrolments on DV Programme.** These figures relate to the Probation DV Programme. Enrolments on this programme rely on perpetrators being sentenced to the programme through court. Some areas (St Helens and Knowsley for example) have voluntary sector programmes, where perpetrators can present themselves and undergo a programme (following assessment). Like many other areas West Lancashire does not have a local voluntary programme of this sort.

**Criminal cases unsuccessful** - witness related issues. These are figures extrapolated from the CPS statistics. Overall, the number of cases going to court is significantly higher and the numbers of successful cases have increased. The apparent increase of witness related issues needs monitoring, although it's feasible that as Criminal Justice systems and procedures improve, a proportional increase in the cases that are not successful for this reason wouldn't seem entirely unexpected.

**Admissions to refuge** admissions can vary depending on the size of the families that the refuge are accommodating and the length of time that they remain at the refuge.

**Refuge Unable to Accommodate** The figures relate to the people the refuge have had direct contact with, there is a service called 'Refuges online' which other domestic violence services can use to check availability without needing to contact the refuge directly, this means that more people could have been seeking refuge space in West Lancs than is recorded in these stats.

**Referrals to IDVA service** have been steadily increasing. A threat to the service/level of service exists in 2011/2012 because of the situation regarding funding.

**Cases heard at MARAC.** MARACs started in West Lancs in December 2007. Referrals have been discussed earlier in the report. The three areas of South Ribble/Chorley/West Lancs are served by the same police Public Protection Unit (PPU)

**NI32 Repeat incidents as measured by MARACs.** The repeat incident figures are becoming more meaningful as MARACs mature. There is still an issue about the majority of referrals being from police and that agencies need to be identifying and referring cases back in when they become aware of a repeat incident. However, the increase in repeats is a positive step at this time; the figure reducing will be a measure of effectiveness over time.

**Best Value Performance Indicator 225** is no longer a performance measure although we estimated it on a voluntary basis last year



## Appendix B – Domestic Violence / World Cup 2010 - Show the Red Card

### Background

Two figures particularly give some background as to the reasoning for publicity around domestic violence and the football world cup:

- Figures from a Home Office report about the 2006 Football World Cup revealed a 31% increase in domestic violence on the five England match days in the tournament
- Around one third (360,000) of all domestic violence incidents are linked to alcohol misuse (Dept of Health 2004)

A risk of an increase in domestic violence during the World Cup was identified as a threat in the West Lancashire Strategic Assessment 2010

Other areas across Lancashire have done similar campaigns, e.g. South Ribble/Chorley; Blackpool and Hyndburn.

### West Lancashire response

The materials that were used:

The Community Safety partnership purchased:

- 2000 'red cards'
- 250 A4 'show the red card' posters
- 1000 drinks mats

As part of a co-ordinated response to the issue across South West Lancs (the three areas of South Ribble, Chorley and West Lancs are covered by the same police Public Protection Unit) , West Lancs was provided with an additional:

- 2000 red cards
- 250 '1-0 to him' A4 posters
- 1 A1 poster



The additional items were provided by South Ribble and Chorley who secured funding prior to West Lancs confirming our funding. In the spirit of co-operation and partnership working, when ordering more materials, we reciprocated the gesture and ordered a similar quantity of materials for South Ribble and Chorley as they had provided for West Lancs.

## West Lancs Borough Council website

Press release and items for download can be found at:

[http://www.westlancs.gov.uk/council\\_democracy/news\\_and\\_publications/this\\_months\\_news/domestic\\_violence.aspx](http://www.westlancs.gov.uk/council_democracy/news_and_publications/this_months_news/domestic_violence.aspx)

## Distribution

Posted out to:

Off licences

Pubs

Bookmakers

Supermarkets

Community Centres

Local stores

Leisure Centres

Other – Ormskirk Rugby Union, Stanley Institute Working, Upholland Labour Club, Riverside Takeaway, National Services Club, Parbold Womens Institute, Skelmersdale Football Club

## NHS

100 posters and some red cards have been given to a contact in the NHS for distribution to a mix of GPs, pharmacies and dentists.

I have asked for more rural areas to be prioritised initially.

## Requests for materials received from:

Young Peoples Service

Addaction

Aughton Parish Council

Crown Prosecution Service

## CVS

West Lancs CVS have added the press release and information including links on to their Health Information and Links webpage

<http://www.wlcvcs.org/health.html>

## Lancashire Police

Local policing teams in Ormskirk and Skelmersdale were provided with approximately 100 posters for each area plus drinks mats and red cards.

These were made up into packs and given to local licensed premises; I'm grateful for their support and have thanked the sergeants who organised the distribution.

## Domestic Violence Information Centre (Ormskirk)

Provided with posters and cards.

## Events

Resources have been taken to local events by me and/or colleagues from other agencies:

- Opening of off licence in Ormskirk (May)
- Community event at Duck pub, Digmaor on 29<sup>th</sup> May
- Display boards in foyer at Asda (Skelmersdale) on 23<sup>rd</sup> June
- Burscough Priory School Healthy Lifestyle event on 26<sup>th</sup> June

Meetings

Burscough Business Watch – 3<sup>rd</sup> June

Ormskirk Pub Watch – 15<sup>th</sup> June

[Skelmersdale Business Watch – 2<sup>nd</sup> July – to be confirmed]



## Appendix C – Community Safety Partnership DV Christmas/New Year Campaign

**Linked to:** Operation Harmony  
NHS Ending Violence Against Women and Children campaign (16 days of action)

### Activity

- Resources bought (budget £1000)  
Christmas/New Year Posters (used remainder of supply from previous year and ran a re-print)  
Operation Harmony sweets  
'Loves Me, Loves Me Not' bookmarks  
Drinks mats
- Resources used that already had  
Mint cards (discreet helpline)  
West Lancs DV Support Services Leaflets and yellow cards  
Posters remaining from last year
- Distribution of items  
Central Lancashire PCT – posters sent out to all GPs, plus pharmacies and optometrists  
Bookmarks – handed to Ormskirk Library who forwarded to other libraries; Jane Webb (PPU); HomeStart; Digmoor Community Centre  
Drinks mats – Bursough Sports Centre; West Lancs DV Support Services; Ormskirk and Skem Police; West Lancs DV Support Services (for distribution to licensed premises)  
Posters – West Lancs DV Support Services (young people on work placement distributing)  
Ormskirk and Southport Hospital  
Young Peoples Service  
Leisure Centres  
WLBC Customer Service Points (plus plasma screen updated in Skem CSP)  
Claire's Accessories (Skem)  
YOT Nurse  
Asda – posters and bookmarks

In summary, resources went out across West Lancs to:  
Businesses, shops/supermarkets, licensed premises, health settings (GPs, pharmacies, optometrists, hospital), leisure/sports centres, taxi service, various organisations (voluntary, statutory and community, for adult and young people), community centres/groups, multi agency events for professionals

Wherever possible links were made to Operation Harmony and some of the resources related directly to Harmony to support the linkage

An article was sent to the PCT for a Community Engagement Newsletter, as well as a standard text being sent for any community group to use in newsletters etc.

A press release was issued

- Websites  
West Lancs District Council  
Council for Voluntary Service (CVS)
- Events  
CVS Rural Fair  
HomeStart Christmas Fair (plus will be using for further event over the period)  
Digmoor Christmas Fair – deferred because of severe weather however an alternative event is planned for the end of January, domestic violence materials will still go to that

DV Awareness/MARAC training event  
 West Lancs DV Support Services AGM  
 Digmaor and Upholland Family Group  
 Community Development Focus Group (Digmaor)

In summary, materials went out to a number of community events in:  
 Rural West Lancs and  
 Skelmersdale but with a focus around Digmaor

And to events for professionals: e.g. training, West Lancs DV Support Services AGM

Plus during meetings, including:  
 Health and Wellbeing Group  
 MARAC

**Activity that explored but wasn't feasible:**

- Direct contact with offenders in custody by alcohol and substance misuse workers
- Event at Skem Concourse
- Contact with GPs (PCT are trying to progress a piece of work regarding alcohol and asked that I hold back so while they finalise that)

The weather hampered some of the delivery of resources and one event that we had hoped to take part in couldn't go ahead for this reason.

All resources went out (barring a few bookmarks that I have left), the vast majority going out directly to community groups, appropriate businesses (e.g. licensed premises, Asda etc)

	2009/2010				2010/2011			
	Nov	Dec	Jan		Nov	Dec	Jan	
Domestic incidents	89	94	53	236	117	102	97	316
Domestic violence crimes	36	36	19	91	47	41	32	120
Helpline calls	309	189	224	722	301	212	323	836
	434	319	296	1049	465	355	452	1272

It has not been possible to secure statistics from Accident and Emergency

**West Lancashire Borough Council**  
**EIA process for services, policies, projects and strategies**

**Question 1**

Using information that you have gathered from service monitoring, surveys, consultation, and other sources such as anecdotal information fed back by members of staff, in your opinion, could your service/policy/strategy/decision (including decisions to cut or change a service or policy) disadvantage, or have a potentially disproportionately negative effect on, any of the following groups of people:

- People of different ages – including young and older people
- People with a disability
- People of different races/ethnicities/nationalities
- Men
- Women
- People of different religions/beliefs
- People of different sexual orientations
- People who are or have identified as transgender
- People who are married or in a civil partnership
- Women who are pregnant or on maternity leave or men whose partners are pregnant or on maternity leave
- People living in areas of deprivation or who are financially disadvantaged

**Response:** There is not considered to be any disadvantageous effects on these groups - the aim of the co-ordinator is to co-ordinate the work of partner agencies and deal with domestic violence (DV) at a strategic level. DV victims, would therefore benefit from any improvements made.

**Question 2**

What sources of information have you used to come to this decision?

**Response:** Officers have good knowledge of the people in the area and are aware of persons who fit into the groups quoted in Question 1.

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**Question 3**

How have you tried to involve people/groups in developing your service/policy/strategy or in making your decision (including decisions to cut or change a service or policy)?

**Response:** Yes

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**Question 4**

Could your service/policy/strategy or decision (including decisions to cut or change a service or policy) help or hamper our ability to meet our duties under the Equality Act 2010? Duties are to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity (removing or minimising disadvantage, meeting the needs of people)
- Foster good relations between people who share a protected characteristic and those who do not share it

**Response:** It will help

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**Question 5**

What actions will you take to address any issues raised in your answers above?

**Response:** Continue as before

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**ARTICLE NO: 1D**

**CORPORATE OVERVIEW AND  
SCRUTINY COMMITTEE**

**MEMBERS' UPDATE 2011/12**

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**Article of: Director of Transformation**

**Relevant Head of Service: Transformation Manager**

**Issue: 2                    September 2011**

**Relevant Portfolio Holder: Councillor David Westley**

**Contact for further information: Ms E. Leigh (Extn. 5433)  
(E-mail: [edwina.leigh@westlancs.gov.uk](mailto:edwina.leigh@westlancs.gov.uk))**

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**SUBJECT: WEB IMPROVEMENT PLAN 2011/12**

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## **1.0 PURPOSE OF ARTICLE**

- 1.1 To inform members of plans to further improve the Council website [www.westlancs.gov.uk](http://www.westlancs.gov.uk).

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## **3.0 BACKGROUND**

- 3.1 A Web Improvement Plan (WIP) is produced each year by the Communications and Consultation team in liaison with ICT, Customer Services and web champions. The WIP focuses on improving online services and interactivity, website content and usability. To support the WIP, an annual Access to Services (A2S) Communications Plan is also produced, focusing on the promotion of the website in order to drive up use of online services.
- 3.2 The main driver of website improvement is value for money. Analysis of the Council's costs shows that it is around seven times cheaper for the Council to provide a service online than by telephone (10/11 figures are: face-to-face - £3.36; phone - £1.38; website - £0.18.) Providing services and information online can also reduce avoidable contact. The website therefore can make an important contribution to efficiency.
- 3.3 The success of the website results from excellent partnership work and the input of expertise from a range of officers. The Web Communications Officer (WCO) in the Communications and Consultation Unit leads the day-to-day content work while the Web Analyst/Developer in the ICT Team takes the lead on the technical side. Both officers work closely together on a daily basis to maintain

and improve the website. In addition, there is input from other ICT staff and the Customer Services team in relation to online services. Also, a network of around 30 web champions are responsible for specific areas of the website, and submit amendments for approval by the WCO.

#### **4.0 REVIEW OF PROGRESS IN 2010/11**

4.1 Good progress has been made with many of the tasks listed in the 2010/11 web improvement plan. The main achievements include:

- A revised home page design to give a new, fresh look with more prominence for online services and interactive facilities
- Complete review of all website pages to improve accessibility for disabled people, particularly those using screen readers
- Review of the online services pages, to making the online forms easier to access and making the most popular tasks more prominent.
- Introduction of an e-petition system in December 2010 to meet the new statutory requirements
- Publication of information about the Council's spending on items over £500, contracts and senior management salaries in line with the Government's transparency agenda
- Improvement of the business section of website
- Improvements to the website's search facility
- Using SiteImprove to send automatic alerts to web champions about broken links and spelling errors. This has helped to radically reduce the number of broken links.
- Launch of a video – Wake up – do it online, anytime – to promote online services. The video is on the website and was launched with a press release and posters.

4.2 In particular, effort focused on ensuring that website content was of a consistently high quality: well-written, accurate and up-to-date. The majority of this work is carried out successfully by web champions.

4.3 The website continues to be rated by Socitm (Society of IT Managers) as one of the best local authority sites in the country. In the annual survey results announced in March 2011 it retained its three-star rating. The assessor's overall comment was: "A very good site in terms of structure and design. The information provided is concise and focused. West Lancs clearly seems to be wanting to encourage citizens to use the website services as much as possible. Great 'do it online' section." Socitm also praised the sections on council tax, business and adverse weather.

4.4 The Socitm report lists a range of general recommendations for website development. These have been taken as useful guidelines and some of the recommendations which are appropriate and achievable for West Lancs have been incorporated into the new Web Improvement Plan.

#### **5.0 IMPROVEMENT PLAN FOR 2011/12**

5.1 The overriding aim of the 2011/12 WIP is to support the Council's drive for efficiency, in line with Business Plan objectives. The main objective therefore is

to further improve and enhance the provision of online services with the aim of making the website the first choice for new and existing customers when they want to access services. In order to do this, the site must be consistently accurate and up-to-date, easy-to-use and accessible for all customers.

5.2 The plan lists more than 45 actions within a range of categories, and rates each action by priority and size. Actions which require funding and/or the involvement of outside agencies are also highlighted.

5.3 The high priority actions include:

- Regular analysis of user statistics for 'top task' management – i.e. assessing which online services and payments are most popular and which we wish to make more prominent on the site.
- Working with the OR Manager to ensure outcomes are carried through to the website and making further progress with online form integration into the Customer Relationship Management (CRM) system.
- More improvements to website pages to meet accessibility standards and ensure they are easy to use for people with disabilities.
- Developing a new improved website, on Immediacy, for the West Lancs Investment Centre.
- Further improvements to the search function and the A-Z
- Scheduled upgrade of the content management system in order to maintain efficiency

5.4 Some of the tasks listed in the plan have already been completed, for example the development of environmental health online forms following the OR recommendations and the review of the refuse and recycling section in preparation for the change to zones. Many other tasks are now underway.

## **6.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

6.1 Continued improvement of the website will continue to migrate customers to electronic methods of communication as well as retaining customers who already use this access channel. This will further enhance customers' ability to access services and information and will therefore contribute to a range of community strategy objectives.

## **7.0 FINANCIAL AND RESOURCE IMPLICATIONS**

7.1 There are no financial implications as the work listed in the WIP can be funded from the existing web improvement budget.

## **8.0 RISK ASSESSMENT**

8.1 If work to improve the website is not carried out, the Council will fail to provide the improvements in online service provision that customers expect, which will in turn drive up avoidable contact and expenditure.

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## **Background Documents**

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Report.

### **Equality Impact Assessment**

There is no evidence from an initial assessment of an adverse impact on equality in relation to the equality target groups.

### **Appendices**

Appendix A: web improvement plan 2011/12

# West Lancashire Borough Council



## Web Content Improvement Plan 2011-2012



[www.westlancs.gov.uk](http://www.westlancs.gov.uk)

## Contents

Introduction	2
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Site maintenance & development	5
Online services, interactive and web 2.0 features	7
Accessibility	9
Improvements to enhance content and usability	10
Strategy	15

## Introduction

More so than ever before, the website is a vital element of the Council's communication and customer access strategies. It provides a key access channel for customers and enables services to be provided electronically and cost-effectively. It is far cheaper for the Council to provide services online than by phone. (2010/11 figures: web visit cost 18p, cost per call £1.38). The focus of this improvement plan is therefore to further develop and enhance the provision of online services with the aim of making the website customers' first choice when they want to access services.

Each year, all local government websites are reviewed independently by Socitm (Society for IT Managers). This year [www.westlancs.gov.uk](http://www.westlancs.gov.uk) retained its 3 star rating and was commended by Socitm for its overall usability, structure and design. This is a fantastic achievement, especially during challenging economic times, and this improvement plan continues to build on this success.

Socitm's message for the future of local government websites is three-pronged:

- Usability – local government websites must be useful, useable and used and should provide syndicated content to external services. To achieve this, constant refinement and development is needed to ensure that sites remain user-focused and offer a quality experience that generates return custom.
- "Top task" orientation – A consistent approach should be adopted with the most important information and services clearly labelled.
- Mobile access – councils should consider how accessible their sites are for people using the latest smartphones, and should provide mobile-friendly versions of their sites.

The Socitm recommendations are useful guidelines to support the Council's aim of extending the provision and use of online services. This plan therefore places increased focus on task management and the need to advance online services and interactivity.

The plan outlines the steps we will take over the next year to improve the website to ensure that all web content is of a consistently high quality and that it provides the best possible platform for online services. It is designed as a working document that will be updated periodically. The Web Communications Officer will drive forward the implementation of this plan, working closely with ICT, Customer Services and Web Champions.

This plan stands alongside the Access to Services Communications plan, which focuses on action to promote the website in order to drive up use of online services.

Web Content Improvement Plan  
March 2011

Kathryn Mulhearn, Web Communications Officer, Public Relations

## Overview of 2010/11

	Unique Visitors	Visits	Page reads	Online forms	Payments
<b>2010/11</b>	434,619	1,263,589	6,346,334	7,396	14,383
	-6%	+3%	-5%	+14%	-1%
<b>2009/10</b>	465,279	1,229,632	6,686,477	6,500	14,486
	+33%	+20%	-33%	-20%	+15%
<b>2008/09</b>	348,668	1,022,496	9,996,415	8,164	12,588

<b>Socitm rating (March 2011)</b>
*** 3 out of 4 star rating

### Key areas recommended by Socitm for improvement and development, and incorporated into the plan:

- Improvements to search
- Further enhancements and additions to A-Z
- Further minor improvements to accessibility
- Increase the information provided in 'Your West Lancs' with 'find my nearest' options
- Top tasks – highlight and signpost most popular services and information
- Ensure more external links to services not provided by the council (e.g. doctors, dentists, libraries) and make them easier to find on the site
- More syndicated content required i.e. widgets for Business Link & NHS
- Make sure consultation activities are signposted clearly throughout the website
- Develop mobile device version of the website

### Areas praised by Socitm:

- Council tax section – well organised. Information comprehensive and easy to find
- Business section – useful information, good links to external resources
- Adverse weather section (purple tab – winter only) – praised the way the council reported disruptions to services during bad weather
- Do it online – brings together a comprehensive list of online services

## Key

### Priority:

Tasks are marked in priority order -

**High** priority

**Medium** priority

**Low** priority

**Resources** - Improvements which we would ideally like to make, but which current resources prohibit; listed in the plan for future reference.

### Size:

The size of the task in terms of the amount of time taken to complete it is then indicated in the 'size of task' column, identified as follows -

**B**=Big

**M**=Medium

**S**=Small

### Cost:

**£** indicates there is a cost implication associated with the task

### Socitm:


**(Socitm)** Indicates this improvement is in line with Socitm recommendations



## Site maintenance & development

Area	Action	Size of task	Timescales & measurement	Done
<b>Search facility</b>  <b>High priority</b> <b>(Socitm)</b>	<ul style="list-style-type: none"> <li>Enhance the search function in terms of layout &amp; listings - ensure most relevant pages and common search terms are found</li> <li>Identify pdfs clearly in the search results (see accessibility section)</li> <li>Investigate the possibility of direct links to online services appearing in the search, marked with an icon</li> <li>Refine search criteria</li> <li>Investigate whether search terms can be highlighted in bold in the results</li> <li>Investigate auto-correct for spell errors and auto-prompt for words typed into search</li> <li>Investigate taxonomy plug-in and incorporate if useful</li> </ul>	B (Immediacy involvement)  M S M M	Enhanced search function operating by October	In progress
<b>A-Z list of services</b>  <b>High priority</b> <b>(Socitm)</b>	<ul style="list-style-type: none"> <li>Ensure that all popular and common terms are included in the A-Z listing</li> <li>Add links to external agencies (libraries, public services, neighbouring councils etc)</li> </ul>	M (Immediacy involvement) S	More a-z terms added by July 11 External links incorporated by August 11	In progress
<b>Top task management</b>  <b>High priority</b> <b>(Socitm)</b>	<ul style="list-style-type: none"> <li>Use Site Improve to monitor most frequently visited pages and regularly update top tasks in accordance</li> <li>Liaise with customer service for input on top tasks</li> <li>Use online forms data to regularly update the most popular forms list</li> <li>Mini-refresh of home page and side banners to clearly label 'top tasks'</li> <li>Adopt a consistent task management approach across all areas of the site</li> </ul>	B B M S M (web champ involvement)	Methods of recording top task data identified by July Top task restructure & continual maintenance in operation by November	In progress

<b>Investment Centre website move to immediacy</b>  <b>Medium</b> priority	<ul style="list-style-type: none"> <li>• Project manage transfer of Investment Centre website from external agency into immediacy</li> <li>• Training of Investment Centre staff</li> </ul>	B (external agency involvement)	Design and implementation complete by Aug WLIC populated by Sept	In progress
<b>Directgov linking</b>  <b>Medium</b> priority <i>(Socitm)</i>	<ul style="list-style-type: none"> <li>• Monitor all links supplied from Directgov to WLBC. Add, amend and remove as required</li> <li>• Incorporate more links to Directgov from WLBC</li> </ul>	M	Links from Directgov ongoing Links to Directgov incorporated by August	Complete
<b>Navigation</b>  <b>Medium</b> priority <i>(Socitm)</i>	<ul style="list-style-type: none"> <li>• Continue to fine tune the navigation of the website to enhance the user experience, assist in finding relevant information</li> </ul>	S	Ongoing task	
<b>Main landing pages</b>  <b>Medium</b> priority	<ul style="list-style-type: none"> <li>• Tidy up of all main landing pages. Revise lists where necessary to categorise information and improve navigation</li> <li>• Enhance text, images and layout</li> <li>• Pull in popular online services and top tasks</li> </ul>	M	Update complete by October 11. Work with each division's web champs separately to fine tune	
<b>Parish Councils</b>  <b>Medium</b> priority	<ul style="list-style-type: none"> <li>• Provide appropriate advice on the design, development and content of Parish Council micro websites if required.</li> </ul>	S	Ongoing. Two sites now live. – Support for others will be provided if required.	
<b>Images</b>  <b>Medium</b> priority	<ul style="list-style-type: none"> <li>• Renew some images to refresh appearance</li> <li>• New banners needed to promote refuse and recycling zone move</li> <li>• Take new seasonal photographs for use on banners</li> <li>• Encourage public to submit images to "in pictures"</li> </ul>	M M M S	Images added by November 11  Seasonal photography ongoing In pictures promoted ongoing	
<b>Review pdf library</b>  <b>Medium</b> priority	<ul style="list-style-type: none"> <li>• Repeat annual review of contents of Immediacy pdf library to remove all old/unused documents.</li> <li>• Re-emphasise to web champs not to upload multiple copies of the same document</li> </ul>	B	Web champ involvement needed	

<b>Mobile device access</b>  <b>Low priority</b> <b>(Socitm)</b>	<ul style="list-style-type: none"> <li>Investigate feasibility of providing a mobile device version of the website to make it easier for people to access council services via their mobile phones.</li> <li>Investigate providing smart phone apps</li> </ul>	B  B	New area requiring specialist skills & knowledge. I.T resources are limited. Highly recommended by Socitm for future website improvement. This is currently marked as low priority because of resource issues. This will be reviewed in Autumn 2011.	To be reviewed Autumn 2011
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### Online services, interactive and web 2.0 features

Area	Action	Size of task	Timescales & measurement	Done
<b>Online Forms</b>  <b>High priority</b> <b>(Socitm)</b>	<ul style="list-style-type: none"> <li>Continue review of forms with Customer Services and continue to develop new forms to bring services closer together and increase efficiency</li> <li>Investigate integration with CRM to speed up process</li> <li>Work with all service areas to develop new online forms and improve existing ones</li> <li>Further improvements to payment forms</li> <li>Investigate ways of reviewing the process of online forms – mystery-shop them?</li> <li>Investigate developing online forms into a tracked process to ensure services are delivered in an efficient and timely manner</li> <li>Investigate replacing officer email addresses with general enquiry forms. Groups can be set up so that multiple officers can receive forms</li> <li>Work with OR Officer to ensure outcomes are carried through to the web</li> <li>Investigate re-creating pdfs so that they can be typed straight into.</li> </ul>	B (hindered by resources in 2010/11)  B  M  B  M  S  M  B  M  M	Ongoing    Forms added by November  Improvements made by May 11 Reviews taking place by August 11  Tracking of online forms in development/operation by March 12	In progress
<b>HomeFinder</b>  <b>High priority</b>	<ul style="list-style-type: none"> <li>Provide training for housing to ensure that HomeFinder system continues to meet accessibility and general web standards</li> </ul>	S	Training completed by May 11	Done

	<ul style="list-style-type: none"> <li>Ensure integration into WLBC website.</li> </ul>	S	April 11	
<b>Online advertising</b> <b>£</b> <b>High</b> priority	<ul style="list-style-type: none"> <li>Continue to investigate allowing external companies to advertise on the council site. Liaise with legal services.</li> </ul>	M (IT input)	Initial investigations done. Consider more options.	
<b>Your West Lancs</b> <b>Medium</b> priority <b>(Socitm)</b>	<ul style="list-style-type: none"> <li>Increase list of things to find in the "your West Lancs" look up.</li> </ul>	M	Further use of mapping and "find my nearest" items added to Your West Lancs by November	
<b>Social media</b> <b>Medium</b> priority	<ul style="list-style-type: none"> <li>Launch planning Facebook page to encourage community involvement and promotion of Your West Lancs 2027.</li> <li>Roll out Facebook for other areas if planning page successful.</li> <li>Continue with Twitter account to promote online services, news, events and web content to drive traffic to the website</li> </ul>	M M S	Launched May 11  Facebook used for campaigns as required Twitter used as a promotion tool, monitor increase in 'followers' & website usage	Done  Ongoing
<b>Video</b> <b>£</b> <b>Medium</b> priority	<ul style="list-style-type: none"> <li>Increase the use of videos on the website as an information tool for engaging with customers.</li> <li>Investigate the possibility of shared video resources with other local councils.</li> <li>Ensure proper transcript versions of all videos are provided for all videos</li> </ul>	S (video Co involvement) S S	Depending on funds  Agreed to communicate opportunities with other North West councils	Ongoing
<b>Right now</b> <b>Medium</b> priority	<ul style="list-style-type: none"> <li>Will need reviewing in light of other refuse changes –zone collections etc</li> <li>General maintenance and review of questions and answers – contacts etc after reorganisation, add in any new Q&amp;As.</li> </ul>	M (customer service involved) M	Information updated by Sept 11  Monitor as changes happen	Done  In progress
<b>Planning Public Access</b> <b>Medium</b> priority	<ul style="list-style-type: none"> <li>Assist in upgrading the planning software for search &amp; viewing planning application. Will offer improved service to users offering lots of</li> </ul>	M (IT & planning)	Added to the site by Sept 11	In progress

	new features			
<b>Customer logins</b> <b>£</b> <b>Medium</b> priority	<ul style="list-style-type: none"> <li>Investigate the possibility of a single secure 'user login' facility for access to personal information for customers (also links to choice based lettings below, planning systems etc..)</li> </ul>	B (Northgate/ Immediacy involvement)	Ongoing	

## Accessibility

Area	Action	Size of task	Timescales & measurement	Done
<b>General content</b>	<ul style="list-style-type: none"> <li>Investigate site testing and workshops for suggestions to improve accessibility.</li> </ul>	M	November 11	
<b>High priority</b> <b>(Socitm)</b>	<ul style="list-style-type: none"> <li>Continue with new accessibility practices for: <ul style="list-style-type: none"> <li>Headings</li> <li>Links</li> <li>Images</li> <li>Use of plain English</li> <li>Alt tags</li> </ul> </li> <li>Update pdfs for improvement to their accessibility – include the words "adobe pdf" in all links.</li> <li>Issue new guidelines for web champs inline with revised process</li> <li>Investigate user testing by external agency or focus group to identify ways to improve accessibility and navigation</li> <li>Continue to encourage web champs to use plain English across all areas of the website</li> </ul>	S	November 11	Ongoing
		B	Both pdf areas will require web champ assistance and additional training.	
		S		
		M	Investigate by October 11	
		S		Ongoing
<b>Workshops</b>	<ul style="list-style-type: none"> <li>Conduct refresher workshops for web champs to update skills: <ul style="list-style-type: none"> <li>- Writing for the web</li> <li>- Accessibility</li> <li>- General training</li> </ul> </li> </ul>	M	Workshops sessions in operation by October 11	
<b>Medium</b> priority				

## Improvements to enhance content and usability

Area	Action	Size of task	Timescales & measurement	Done
<b>Business</b>  <b>High priority</b> <b>(Socitm)</b>	<ul style="list-style-type: none"> <li>Look to develop closer links between business and planning pages and licensing pages e.g links to building change of use info and registering a food business</li> <li>Investigate the use of business link widgets to stream syndicated content and provide useful links</li> </ul>	M	Further links developed by October	
		S	Widget incorporated by June	Done
<b>Refuse and recycling</b>  <b>High priority</b>	<ul style="list-style-type: none"> <li>Zone changes: Full content review following overhaul of collection system including 'Your west Lancs', online forms and calendars</li> <li>Include new banners to promote and increase awareness of the zone changes</li> <li>Ensure prominent links and news flashes on home page. Dedicate one of the coloured tabs to refuse and recycling changes.</li> <li>Investigate developing an online form to send in your recycling question or tips, selected ones could then be published online</li> <li>Include a "news flash" section during periods of adverse weather to inform of disruptions to services</li> <li>Investigate possibilities of making area more interactive -games for recycling, downloadable picture for kids to print off and colour etc.</li> </ul>	B	Text adapted by June. Monitor on an ongoing basis throughout changes	Done
		M	Calendars updated and changes made to database system for 'Your West Lancs' by June	
		B		
		M		
		M	Online form in place by June 11	
		S	Newsflash to be included as required.	

<b>Environmental health</b> <b>High</b> priority	<ul style="list-style-type: none"> <li>Continue to develop environmental health online forms for various services</li> <li>Full review of layout and contents of licensing pages to ensure plain English is used throughout &amp; simplify structure to aid users and increase efficiency.</li> </ul>	B M	Ongoing Updated content by June 11	Done In progress
<b>Reorganisation &amp; shared services</b> <b>High</b> priority	<ul style="list-style-type: none"> <li>Review all content in light of changes to divisions/service managers/exec managers/job titles &amp; responsibilities</li> <li>Ensure all contacts and addresses are correct</li> <li>Ensure information contained in PDFs is also up to date</li> </ul>	M M B	First stage complete . Web champ involvement	
<b>Transparency</b> <b>High</b> priority	<ul style="list-style-type: none"> <li>Ensure statutory requirement is met for publishing data. Pull all info together onto one page.</li> </ul>	S	August 11	Done
<b>Service standards</b> <b>High</b> priority	<ul style="list-style-type: none"> <li>Review and update information on the service standard pages in accordance with reorganisation &amp; shared service changes</li> </ul>	B	Information updates ongoing throughout changes	In progress
<b>Chapel Gallery</b> <b>High</b> priority	<ul style="list-style-type: none"> <li>Improve layout of events/exhibitions pages</li> <li>Ensure syndication of content between WLBC and chapelgallery.org</li> <li>Develop an online form for booking events?</li> </ul>	M S S	Information updated by September 11	
<b>Community Safety</b> <b>High</b> priority	<ul style="list-style-type: none"> <li>Development of online form for reporting problems</li> </ul>	S	New form in use by July 11	
<b>Equality section</b> <b>High</b> priority	<ul style="list-style-type: none"> <li>New section to be developed to meet the 2010 Equality Act</li> </ul>	S	July 11	Done





<b>Your views</b> <b>Medium</b> priority	<ul style="list-style-type: none"> <li>Continue to maintain a comprehensive and accurate database of current, planned and recent consultation activity archiving past activity</li> </ul>	S		Ongoing
<b>Council and democracy</b> <b>Medium</b> priority	<ul style="list-style-type: none"> <li>Review of all council and democracy information</li> <li>Ensure councillors' expenses are published and easy to find</li> <li>Investigate if any improvements can be made to the Coins system.</li> </ul>	B S M (software company involve)	Updated by December 11  Improvements made by December 11	
<b>Events</b> <b>Medium</b> priority	<ul style="list-style-type: none"> <li>Investigate improvements to the way events are currently listed &amp; use of events plugins</li> <li>Investigate including non-council events</li> <li>Investigate an events calendar on the home page and other methods of better event promotion.</li> </ul>	B M M	Improvements made by September 11	
<b>Countryside</b> <b>Medium</b> priority	<ul style="list-style-type: none"> <li>Update park &amp; ranger information</li> <li>Develop rangers' pages. Photos of the rangers, profiles. Include info on how to be a volunteer ranger – possibly a few faces and quotes from other volunteer rangers about the experience.</li> <li>Add images, maps and any self-guided walks (pdfs) to country park pages.</li> <li>Include a virtual leaflet rack and pull together information on walks, places to visit etc..</li> </ul>	M M S M	Updated by July 11 Updated by August 11  Updated by July 11 Updated by October 11	Done In progress
<b>Printing from the website</b> <b>Medium</b> priority	<ul style="list-style-type: none"> <li>Investigate creating new print friendly style sheets (CSS) to ensure that web pages content is correctly formatted when printed.</li> </ul>	B (IT task)	Updated by March 12	
<b>A-Z of clubs</b> <b>Low</b> priority	<ul style="list-style-type: none"> <li>Continue to monitor the feasibility of continuing this service online</li> </ul>	S	Decision on continuation made by September 11	
<b>Cemeteries</b> <b>Low</b> priority	<ul style="list-style-type: none"> <li>Information and maps for locations of cemeteries</li> <li>Possibly include in find my nearest</li> </ul>	S S	Info added by September Info included as part of the find my nearest enhancements	

<b>(Socitm)</b>				
<b>Neighbouring councils</b> <b>Low priority</b> <b>(Socitm)</b>	<ul style="list-style-type: none"> <li>Page of info and links to our neighbouring councils including maps etc showing borders</li> </ul>	S	Info and maps added by October	
<b>NHS Choices info</b> <b>Low priority</b> <b>(Socitm)</b>	<ul style="list-style-type: none"> <li>Ensure that NHS info such as doctors and dentists can be found in "Your West Lancs".</li> <li>Investigate whether a widget can be incorporated to deliver syndicated content</li> </ul>	S S	October 11	
<b>LCC info</b> <b>Low priority</b> <b>(Socitm)</b>	<ul style="list-style-type: none"> <li>Ongoing monitoring of services offered. Make sure links are up to date as County often change pages</li> </ul>	S		Ongoing
<b>Tourism</b> <b>Low priority</b>	<ul style="list-style-type: none"> <li>Review and improve content</li> <li>Improve layout &amp; images of tourism pages</li> <li>Improve links to local tourist attractions</li> <li>Link into events, leisure and external events</li> <li>Link to tourist board for accommodation and places to eat</li> </ul>	B	Under review. Completion dependent upon appointment of new web champ	

## Strategy

Area	Action	Size of task	Timescales & measurement	Done
<b>Upgrade</b> <b>£</b> <b>High priority</b>	<ul style="list-style-type: none"><li>Complete scheduled upgrade of Immediacy content management system to maintain efficiency of the website.</li></ul>	B (Immediacy & IT)	To be completed by March 2012	





**ARTICLE NO: 1E**

**CORPORATE OVERVIEW AND  
SCRUTINY COMMITTEE**

**MEMBERS UPDATE 2011/12**

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**Article of: Director of People and Places**

**Relevant Head of Service: Assistant Director Community Services**

**Issue: 2 September 2011**

**Contact for further information: Mr S Kent (Extn. 5169)**

**(E-mail: [stephen.kent@westlancs.gov.uk](mailto:stephen.kent@westlancs.gov.uk))**

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**SUBJECT: Site Visit to Tawd Valley Park**

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Wards affected: Ashurst, Birch Green, Skelmersdale North

## **1.0 PURPOSE OF THE ARTICLE**

- 1.1 To outline the findings of a site visit to look at the environmental management of Tawd Valley
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## **2.0 BACKGROUND**

- 2.1 At Corporate Overview and Scrutiny Committee on 23rd June 2011 Members resolved that officers arrange a site visit to Tawd Valley Park, Skelmersdale to look at the environmental management of the site.

## **3.0 CURRENT POSITION**

- 3.1 A site visit to Tawd Valley Park was undertaken on 12 July 2011, attended by Cllrs Kay, Furey, Nolan, Pye and Savage, officers Steve Kent and Ian Silverwood, and two representatives from the Environment Agency.

## **4.0 ISSUES**

- 4.1 The following issues were noted during the visit:-
- 4.1.1 Access – entrances to the park were not obvious and signs were lacking. Paths were grassed and wet and slippery in places. More formal entrances and surfaced paths would benefit the park.
- 4.1.2 Bridges – bridges in the park suffer vandalism and one in particular that was crossed was in a very poor condition, requiring immediate attention. Work has

now been undertaken to completely refurbish this bridge. Other bridges showed evidence of damage and repair. All bridges continue to be inspected regularly by the ranger service.

- 4.1.3 Trees – some tree management is required throughout the park, and fallen or leaning trees seen during the visit, which were not seen as an immediate risk to the public, have been put into a winter works schedule for the Ranger service.
- 4.1.4 River – the water quality on the day of the visit was a cause for concern with the clarity being quite cloudy. The Environment Agency officers outlined issues of incorrect domestic waste water connections causing this cloudiness, and discussed actions being taken by the Agency to try and rectify this issue. They also stressed the difficulty in identifying and rectifying the numerous connection problems within a catchment as large as the River Tawds.

A very small number of shopping trollies were identified in the river showing the improvement created jointly by the work of the Council and the local Trolley Watch scheme set up by ASDA.

- 4.1.5 Grassland – the fringes of the park, adjacent to the residential areas had recently been mown and were looking in good condition, however, there was an issue with accumulation of litter at the edge of the mowing areas, which has since been rectified.
- 4.1.6 Litter/Debris – some litter was present in the valley but amounts were limited.
- 4.1.7 Vegetation – some paths were in need of edge vegetation clearance to ensure free passage by pedestrians. A programme of clearance has since been undertaken.
- 4.1.8 Furniture – suggestions were made to install seating/picnic benches around the valley for visitors. At present there is a general lack of park furniture. It was suggested that the Friends of Tawd Valley Park are currently investigating providing some seating.
- 4.1.9 General – although Tawd Valley Park has its problems and issues it remains a pleasant and valuable area of public open space available for the community of Skelmersdale. Recent input to the site has created significant improvements in relation to water quality in the river, cleanliness, habitat management and access.

## **5.0 FUTURE OPTIONS**

- 5.1 Co-ordination of maintenance and improvements to Tawd Valley Park could be steered by the production of a masterplan and management plan, which would also outline resource requirements. Officers are currently in discussion with Lancashire County Council's Environmental Projects Team who have indicated that they may be in a position to undertake the production of these plans, in conjunction with the Borough Council.

## **6.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

- 6.1 Future environmental management of Tawd Valley Park will determine the level of amenity afforded by the facility to continue to provide a beneficial public open space and opportunity for healthy outdoor activity, and hence improve quality of life for the local community.

## **7.0 FINANCIAL AND RESOURCE IMPLICATIONS**

- 7.1 The actions reported as a result of this site meeting were undertaken within current budgetary provision. Any changes to the future environmental management of the park, which require changes in resource or financial commitment, will be reported to Members at the appropriate time.

## **8.0 RISK ASSESSMENT**

- 8.1 Tawd Valley Park is a valuable public open space serving the community of Skelmersdale. The Council has a duty of care to its community to ensure that efficient environmental management of the site is undertaken to provide a safe and secure facility.

## **9.0 CONCLUSIONS**

- 9.1 Although recent actions have created a significant improvement to the park there is still a lot that can be done to improve this facility for the local community. Resources will be a constant limiting factor however, the production of a masterplan/management plan for the park may be a good point from which to take this improvement further.

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### **Background Documents**

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Report.

### **Equality Impact Assessment**

There is no evidence from an initial assessment of an adverse impact on equality in relation to the equality target groups.

### **Appendices**

None







**ARTICLE NO: 1F**

**CORPORATE OVERVIEW &  
SCRUTINY COMMITTEE:**

**MEMBERS UPDATE 2011/12**

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**Article of: Director of People and Places**

**Relevant Head of Service: Assistant Director Community Services**

**Issue: 2 September 2011**

**Contact for further information: Mr M Tasker (Extn. 5242)**

**(E-mail: [michael.tasker@westlancs.gov.uk](mailto:michael.tasker@westlancs.gov.uk))**

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**SUBJECT: HEALTH PROMOTION ANNUAL REPORT 2010 - 2011**

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Wards affected: Borough wide.

## **1.0 PURPOSE OF THE ARTICLE**

- 1.1 To provide Members with information about the work of the Health Promotion Service in the year 2010-2011, as detailed in the Health Promotion Annual Report, (attached as Appendix 2).

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## **2.0 BACKGROUND**

- 2.1 The Health Promotion Service has again produced an Annual report, which details the work and the initiatives undertaken by the Service during 2010-2011.
- 2.2 The aim of the Health Promotion Service is to educate, promote and improve the health and wellbeing of local people. The Annual Report is seen as an effective means of showing how the Service works towards achieving this aim and of making more people aware of the wide range of work the service is able to offer and provide.
- 2.3 The work of the Service contributes significantly towards the Council's corporate priorities and values by maximising opportunities to work with partners to improve the health and wellbeing of local people.

## **3.0 CURRENT POSITION**

- 3.1 The Health Promotion Annual Report for 2010-11 has now been produced by the Service and a copy is attached to this article as Appendix 2.

- 3.2 The Annual Report outlines the work undertaken by the Service and what is achieved. It provides details of the wide range of initiatives and campaigns, which have been undertaken by the Service between in the year 2010-2011. Feedback from all activities has once again been very positive.
- 3.3 Some examples of work undertaken by the Service are provided below.
- 3.4 Again there was a huge demand from schools for Hand Washing talks, following the success of last year's campaign. As a result, 52 talks were provided to schools in the area. The talks provided a very large number of children with the opportunity to learn about the importance of hand washing in a fun and informative way.
- 3.5 In the light of growing national concern about the incidence of childhood obesity, the Service provided primary schools with the opportunity to receive a talk on the Eatwell Model for healthy eating for their Year 4/5/6 classes or, in smaller schools, their Key Stage 2 classes. The response was excellent and 29 such talks were provided to schools in order to encourage the children to eat in a more healthy way.
- 3.6 The Service provided much support in the preparation work for the very successful implementation of the National Food Hygiene Rating Scheme in West Lancashire on 1 June 2011. This involved contacting all food businesses to advise them of the forthcoming scheme, ensuring the details relating to those businesses were accurate and up to date and increasing public awareness of the new scheme.
- 3.7 A Commercial Safety Newsletter was produced which contained a wide range of articles on current health promotion, food safety and health & safety issues. The Newsletter was distributed to all businesses in the West Lancashire area, providing them with an update on key current matters.
- 3.8 The Service has continued to work with other Divisions and Services of the Council, NHS Central Lancashire, the community, the voluntary and statutory sector to raise the profile of health issues.

#### **4.0 ISSUES**

- 4.1 By submitting the Health Promotion Annual Report to Members, it is hoped to provide local transparency and accountability, as well as increasing awareness of the type of work undertaken by the Service and the benefits for the Community.

#### **5.0 PROPOSALS**

- 5.1 The Health Promotion Annual Report for 2010-2011 is being submitted to Members to provide information on the recent work of the Health Promotion Service.

- 5.2 Copies of the Annual Report will be distributed to a variety of local partnership organisations including NHS Central Lancashire, Lancashire County Council, the Health Protection Agency, the Health & Wellbeing Thematic Group of the Local Strategic Partnership, local employers and voluntary sector organisations.
- 5.3 A full colour version of the report has been placed in the Members Library.
- 5.4 A copy of the Annual Report will also be put onto the Council's Web-Site for public information and will provide an opportunity for comments to be made on the work of the service. The Annual Report also provides a feedback opportunity to anyone who is interested in receiving a talk on a specific issue or would like to work in partnership in developing a particular project with the Health Promotion Service.

## **6.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

- 6.1 The Council's Health Promotion Service contributes significantly towards improving the health of the local communities within West Lancashire.

## **7.0 FINANCIAL AND RESOURCE IMPLICATIONS**

- 7.1 The costs associated with the work of the service outlined in the Annual Report and with the production of the Annual Report have been met from existing budgets.

## **8.0 RISK ASSESSMENT**

- 8.1 The Health Promotion Annual Report describes the work undertaken by the Service in the previous twelve-month period. If adequate resources were not available, the Council may not be able to deliver such a varied and effective health promotion service. Both the Food Standards Agency and the Health & Safety Commission continue to see the promotion of health improvement as an important part of food safety and health & safety interventions by local authorities.

### **Background Documents**

The following background documents (as defined in Section 100D (5) of the Local Government Act 1972) have been relied on to a material extent in preparing this Report.

<u>Date</u>	<u>Document</u>	<u>File Ref</u>
July 2011	West Lancashire Borough Council Health Promotion Report 2010-2011	

## **Equality Impact Assessment**

There is a significant direct impact on members of the public, employees, elected members and / or stakeholders. Therefore an Equality Impact Assessment is required. A formal equality impact assessment is attached as an Appendix to this report, the results of which have been taken into account in the Recommendations contained within this report.

## **Appendices**

1. Equality Impact Assessment
2. West Lancashire Borough Council - Health Promotion Report 2010-2011.

## **Appendix 1**

### **Equality Impact Assessment**

#### Question 1

Using information that you have gathered from service monitoring, surveys, consultation, and other sources such as anecdotal information fed back by members of staff, in your opinion, could your service/policy/strategy/decision (including decisions to cut or change a service or policy) disadvantage, or have a potentially disproportionately negative effect on, any of the following groups of people:

- People of different ages – including young and older people
- People with a disability
- People of different races/ethnicities/nationalities
- Men
- Women
- People of different religions/beliefs
- People of different sexual orientations
- People who are or have identified as transgender
- People who are married or in a civil partnership
- Women who are pregnant or on maternity leave or men whose partners are pregnant or on maternity leave
- People living in areas of deprivation or who are financially disadvantaged

***No, there is no adverse effect.***

***Potentially, there could be an adverse effect on non-English speaking businesses workplaces and their ability to comply with food safety and health and safety legislation. However, this Council, the Department of Health, the food standards Agency and the Health and Safety Executive have provided suitable guidance in a range of languages to help and support businesses to comply with such legislation. Therefore, such businesses are able to achieve compliance.***

Question 2

What sources of information have you used to come to this decision?

***Guidance documents, leaflets and booklets published by the Department of Health, the Food Standards Agency and the Health and Safety Executive, relating to food safety and health and safety issues.***

Question 3

How have you tried to involve people/groups in developing your service/policy/strategy or in making your decision (including decisions to cut or change a service or policy)?

***The Food standards Agency and the Health and Safety Executive have involved a range of groups in developing their guidance on food safety and health and safety matters, which is used for a range of communities on a national basis.***

Question 4

Could your service/policy/strategy or decision (including decisions to cut or change a service or policy) help or hamper our ability to meet our duties under the Equality Act 2010? Duties are to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity (removing or minimising disadvantage, meeting the needs of people)
- Foster good relations between people who share a protected characteristic and those who do not share it

***No. The actions detailed in this report aim to ensure compliance with the Equality Act 2010, as well as with relevant legislation and national best practice guidance.***

Question 5

What actions will you take to address any issues raised in your answers above?

***Through the Department of Health, the Food Standards Agency and the Health and Safety Executive, this Council will continue to provide suitable guidance in a range of languages to help and support businesses to comply with health and safety legislation.***



# **HEALTH PROMOTION SERVICE**

## **ANNUAL REPORT**

**2010 /2011**

# HEALTH PROMOTION ANNUAL REPORT 2010-2011

## Introduction

Welcome to the ninth West Lancashire Health Promotion Annual Report, for the year 2010-2011. During this period, the Health Promotion Officer has provided training and delivered talks or workshops to approximately 2,200 people.

The report contains some examples of specific initiatives and projects undertaken by the Health Promotion Officer and /or her colleagues in the Commercial Safety Team. The key areas of work undertaken have included issues about food safety, personal hygiene, healthy eating and healthy and safety in the workplace.

The aim of the Health Promotion Service is to promote and improve the health and wellbeing of the people of West Lancashire through the provision of education, training, resources, workshops etc and supporting both local and national priorities and campaigns for health improvement within the borough.

The work of the Health Promotion Service generally consists of the following:

- Working in partnership with a range of individuals, groups or organisations from the public, private and voluntary sector to promote and improve health.
- To initiate, co-ordinate, manage or support health promotion activities throughout West Lancashire.
- Promote the provision of a diverse range of training opportunities to local businesses.
- Providing support to organisations and practitioners who have a health promoting role.
- To produce resources to aid health promotion in different settings.
- To raise awareness and increase knowledge of various national and local health issues and campaigns in order to maximise their impact.

During the last financial year the Health Promotion Officer and the Service have engaged with a wide range of people on health issues which can have a major effect on their health. Such initiatives have included:-



## Hand washing initiative

During 2010, issues relating to Open Farms in other parts of the country featured strongly in the media. In West Lancashire, Environmental Health Officers visited Open farms in our area to ensure that they were following current guidelines and were doing everything reasonably practicable to control the risks of visitors and staff contracting Escherichia coli 0157.



In October 2010 Officers from the Council's Commercial Safety team were involved in a health promotion initiative at Windmill Animal Farm. As part of the Hand Washing Campaign, officers provided a display and spoke to a large number of visitors about the importance of washing their hands, especially after touching animals, fences or other surfaces in animal areas. Importantly they were also reminded of the importance of washing hands after changing footwear.

Another important educational message provided to visitors was to inform them that gels or wipes should only be used in addition to hand washing and not instead of washing hands with soap and water as gels and wipes do not effectively remove E.coli 0157 that is in dirt. It was also emphasised that it was important to supervise children closely to ensure that they wash their hands thoroughly.



Deryck Taylor, Senior Environmental Health Officer, discussing hand washing activities with visitors.

Information was provided in accordance with the advisory leaflet 'Farm visits and E.coli 0157 Advice for the Public.

Over enthusiastic 70 people visited and/or participated in the hand washing activity involving the use of an ultra violet light box and the special Glitterbug lotion. The aim was to encourage better hand washing. Very positive feedback was received about the hand washing initiative. Parents/ carers appreciated the advisory leaflet and the opportunity to engage in the hand washing activity which highlighted any flaws in hand washing technique.

## Commercial Safety Newsletter

The Council's Commercial Safety Section, which includes the Health Promotion Service, provides a yearly newsletter to all businesses in West Lancashire. The newsletter contains articles on health and safety, food safety and health education and health promotion issues. Some examples of articles in this year's newsletter includes 'Fit for 3' (workplace initiative), National Food Hygiene Rating Scheme, illicit tobacco, Ecoli 0157, The Sunbed (Regulations) Act 2010 and a reminder about the Smoke Free legislation etc.



The newsletter provided an important means of keeping businesses aware of their responsibilities in terms of food safety and health and safety legislation, keeping businesses up to-date with topical issues and providing information about a range of health issues and training courses being provided by the Council. The newsletter is an effective means of communicating with all food businesses and workplaces and is well received.

## **Provision of Chartered Institute of Environmental Health (CIEH) Training Courses**

Officers from the Commercial Safety Team organised and delivered 3 of the CIEH Level 2 Award in Food Safety in Catering courses in the last financial year. Twenty nine people attended and all successfully completed the course. Further training courses including health and safety and nutrition courses are planned for the next financial year. The Health Promotion Service is committed to supporting the continuing training and professional training of all those involved in relevant businesses and those promoting health issues.

## **National Food Hygiene Rating Scheme**



West Lancashire Borough Council was successful in its bid to the Food Standards Agency for some financial assistance to implement the National Food Hygiene Rating Scheme.

The National Food Hygiene Rating Scheme is a Local Authority / Food Standards Agency partnership initiative which covers England, Wales and Northern Ireland.

The scheme is designed to provide the public with information about hygiene standards in food businesses to allow them to make informed choices about the places where they eat or from where they purchase their food.

Premises are rated on a scale of 0 to 5, where the top rating represents a very good level of compliance with legal requirements so that all businesses can achieve this.

The scheme is also an important means of encouraging businesses to improve their hygiene standards.

All members of the Commercial Safety Section including administration support from Community Services provided much support in the preparation work for the implementation of the National Food Hygiene Rating Scheme in West Lancashire on 1<sup>st</sup> June 2011. This involved contacting all food businesses to advise them of the forthcoming scheme, ensuring the details relating to those businesses were accurate and up to date and increasing public awareness of the new scheme.

## Health Eating Talks

In Central Lancashire, it is estimated that approximately 25% of adults and 10% of children are obese with a body mass index of 30 or above.

Due to growing national concern over the incidence of childhood obesity, West Lancashire Borough Council provided primary schools with the opportunity to receive a talk on the 'Eatwell Model' for their year 4/5/6 classes or in smaller schools their key stage 2 classes. The response was excellent - twenty nine talks on healthy eating were given to primary schools across the district. Each teaching session lasted an hour and comprised of a variety of classroom activities based on the eatwell model.



Teachers commented very positively on the healthy eating talks. Some examples of comments received were;

“Children loved the Spin the Wheel Food Quiz”

“A wide range of useful worksheets were provided”

The lesson fitted in well with what we have been doing in school on healthy eating”

“Children really enjoyed the lesson”

“Super talk. It fits in well with science topics”

“A good lesson with work activities aimed at different ages and abilities”

“Delivered an enjoyable lesson”

“Informative talk”

“I will use the resources provided”

“Very relevant to the curriculum

“Very good coverage of the topic”

## Hand Washing Talks

As part of the Hand Washing Campaign, West Lancashire Borough Council gave local primary schools the opportunity to learn about the importance of hand washing in a fun and informative way. Each talk consisted of a hand washing demonstration, poems and rhymes, a physical activity game, discussion and the use of visual aids to emphasize the importance of good hygiene.



Very positive feedback was received from teachers about the hand washing campaign

“Talk fits in with our health topic”

“Good visual aids”

“Good well balanced lesson”

“ Children enjoyed the range of activities”

“ I will use the resources provided, especially the maths ones”

“ I will share the resources with other Key Stage 1 teachers”

“ I will make a display about hand washing utilising the resources provided”

“ I will do the physical activity game again”

“ children enjoyed the handing washing games and rhymes”

## **Other Talks and requests for displays**

The Health Promotion Officer was again very much in demand after offering talks to schools on topical health issues, as well as responding to further requests for talks from primary schools where past events had been so successful. Such talks involved a range of issues which included hand washing, healthy eating and micro-organisms to key stage 1 or 2 classes. A total of eleven talks were provided.

Two talks on food safety were also provided to young people at the Acorns Centre in Ormskirk.

A talk on food safety was given to eight parents attending a cookery session at Home Start in Skelmersdale in May 2010.

The Health Promotion Officer was asked to provide a display on personal hygiene at a Learning Disability Health event in June 2010. People were given the opportunity to use the hand inspection cabinet to highlight any flaws in the hand washing method.

## **National Food Safety Week 2010**



The theme of National Food Safety Week 2010 was to remind older people in the Borough of the importance of food hygiene.

In support of the event, during National Food Safety Week (7<sup>th</sup> – 13<sup>th</sup> June 2010), the Council's Health Promotion Officer staffed a display at the Wellbeing Centre, Moorgate, Ormskirk and answered questions on food safety.



Fridge thermometers and leaflets were given to our over 60's and other interested parties at the promotional stand. This proved to be a very popular and effective way of engaging with the public.

The week particularly highlighted the most important actions associated with preventing campylobacter i.e. cooking food thoroughly at home and avoiding cross contamination.

Campylobacter is the commonest reported bacterial cause of infectious intestinal disease in England and Wales.

Campylobacter can be found in meat, unpasteurised milk and untreated water.

The theme of Food Safety Week supports the Food Standards Agency Strategy 2010-2015, which identifies reducing foodborne illness, particularly tackling campylobacter in chicken, as a key priority.

## Food Safety

The Health Promotion Officer provided 5 food safety talks across the borough to residents of sheltered housing. The talk focused on keeping fridges at the correct temperature, following the storage instructions on the label, not using food by its 'use by' date and general tips on good hygiene concentrating on the 4C's - cleaning, cooking, cooling of food and preventing cross contamination. A range of information leaflets and quizzes on food safety were provided, as well as free fridge thermometers.



***The Council actively seeks opportunities to communicate and collaborate with colleagues in all sectors to promote health.***

***If you are interested in receiving a talk on a specific health issues or you would like to work in partnership on developing a particular project please contact West Lancashire Borough Council's Health Education and Promotion Officer on 01695 585253.***





**ARTICLE NO: 2A**

**CORPORATE OVERVIEW &  
SCRUTINY COMMITTEE**

**MEMBERS UPDATE 2011/12**

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**Article of: Director of People and Places**

**Relevant Head of Service: Borough Solicitor**

**Issue: 2 September 2011**

**Relevant Portfolio Holder: Councillor I Grant**

**Contact for further information: Mrs J Denning (Extn. 5384)  
(E-mail: [jacky.denning@westlancs.gov.uk](mailto:jacky.denning@westlancs.gov.uk))**

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**SUBJECT: PETITIONS - UPDATE**

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Wards affected: Borough wide

## **1.0 PURPOSE OF THE ARTICLE**

- 1.1 To provide an update on the petitions received under the Council's Petition Scheme in 2010/11.
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## **2.0 BACKGROUND AND E-PETITIONS FACILITY**

- 2.1 The Local Democracy, Economic Development and Construction Act 2009 required every local authority, from 15 June 2010, to have adopted a 'Petition Scheme' which set out how it will handle petitions, and by 15 December 2010 that every local authority had to have an on-line petition facility, under which any one may set up a petition on the Council's website, and other petitioners may 'sign up' to the petition on-line.
- 2.2 The Council at its meeting held in May 2010 approved a 'Petition Scheme' in line with The Local Authorities (Petitions) (England) Order 2010 and the statutory guidance issued by the Department for Communities and Local Government 'Listening to Communities: Statutory Guidance on the Duty to Respond to Petitions' which came into effect on 15 June 2010, and authorised the then Council Secretary and Solicitor and Assistant Chief Executive, in consultation with the Leader, to investigate options available and take all necessary steps to implement the e-petitions facility by 15 December 2010.

- 2.3 Following a quotation exercise for the provision of an e-petition facility it was felt that BMG Systems software should be purchased in view of the cost, IT compatibility and fitness for purpose. BMG were the lowest in terms of cost and following a demonstration of the system, it was found to meet all the statutory requirements within the legislation. The system went 'live' on 15 December 2010.

### **3.0 PETITIONS RECEIVED**

- 3.1 Since implementation of the scheme on 15 June 2010, seven petitions have been received. Four petitions have been processed in accordance with the scheme procedure and two petitions were dealt with separately as they did not fall within the scheme criteria. One petition has been created on-line using the e-petition facility, although the deadline for signatures is 26 September 2011. Further details are contained in Appendix A to the report.

### **4.0 THE PETITIONS SCHEME - REVIEW**

- 4.1 The Department for Communities and Local Government withdrew the Statutory Guidance with effect from 24 September 2010, to provide Councils with more discretion to decide how it approaches petitions locally. Minor amendments have been made to the scheme which have been carried out under the existing delegated authority of the Director of People and Places, in consultation with the Leader, however there are a number of areas that are identified below that could be changed. Any significant changes would be subject to Council approval.

#### **4.2 Potential amendments to the Scheme**

##### Paragraph 1.1

- a) The number of people required to sign a petition, currently 10
- b) There are currently no restrictions on who can submit or sign a petition, this could be changed to only those that live, work or study in West Lancashire.

##### Paragraph 4.0

The guidance adds three additional steps currently incorporated that could be removed ie.:

- a) Hold a consultation
- b) Hold a meeting with petitioners
- c) Call a referendum

##### Paragraph 5.2 (Petition for Debate)

- (a) Petitions with a specified number of signatures trigger a debate at full council. The Act states a maximum requirement of 5% of the population, which is currently 5510 in West Lancashire. The number set in the model scheme in the guidance was 1500 which is the number we included in the adopted scheme. It is for Council to decide the actual number should

Members feel that the level is either too high or too low (subject to the maximum requirement).

- (b) “The ‘petition organiser’ or his/her nominee, will be given three minutes to present the petition at the meeting if they so wish” this can be removed as this was only included in the withdrawn Statutory Guidance.

#### Paragraph 5.3 (Petition to Hold an Officer to Account)

- (a) petitions with a specified number of signatures can request a senior local government officer to give evidence at an overview and scrutiny committee (number to be specified by Council and the request must only relate to the officer’s job function). The number set in the attached scheme (Appendix B) is 750, which was the same number included in the model scheme provided in the Statutory Guidance. It is for Council to decide the actual number should Members feel that the level is either too high or too low.
- (b) Officers to include:
  - (i) The Head of Paid Service, Monitoring Officer and Section 151 Officer
  - (ii) Non-Statutory Chief Officers (ie. Directors/Heads of Service)

The Guidance advised that this could be another more appropriate officer for the purposes of addressing the concerns raised in the petition. However the attached Scheme has only been amended to take account of the revised management structure.

#### Paragraph 5.6 (Rejected Petitions)

- (a) “or to something over which the Council has some influence” is only included in the previous Guidance and can be removed.

#### Paragraphs 8.0 and 9.0 (E-Petitions)

Additional information is set out in these paragraphs which has been worded in line with the e-petition facility purchased from BMG. The 2009 Act simply states that the “authority must provide a facility for making petitions in electronic form”.

- 4.3 In accordance with the delegation arrangements, a few minor textual amendments have been made to the attached Scheme from the one previously approved at Council, including the addition of a petition template. However, no significant changes have been made to the substance of the Scheme in reference to the above paragraphs at 4.2 above.

## **5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

- 5.1 Petitions are another method to enable local people to raise concerns with the Council providing a feedback mechanism for the community and improving access for all.

## **6.0 FINANCIAL AND RESOURCE IMPLICATIONS**

6.1 The cost of the stand-alone BMG E-Petitions module was £1500 which was funded from the ICT development programme 2010/11, as part of the web improvement plan. There is also an annual charge of £300 from year 2 which will include any upgrades and support for the system, which will be met from existing budgets.

## **7.0 RISK ASSESSMENT**

7.1 The Council is required to comply with Sections 10 to 22 of the Local Democracy, Economic Development and Construction Act 2009.

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### **Background Documents**

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Report.

### **Equality Impact Assessment**

There is a significant direct impact on members of the public and stakeholders, therefore an Equality Impact Assessment is required. A formal equality impact assessment is attached at Appendix C to this report, the results of which have been taken into account in the Recommendations contained within this report

### **Appendices**

- A. Petitions received - 2010/11
- B. Petitions Scheme – August 2011
- C. Equality Impact Assessment

**PETITIONS 2010/11 – UPDATE**

<b>No.</b>	<b>Lead Petitioner</b>	<b>Petitioners</b>	<b>Received</b>	<b>Petition Details</b>	<b>Steps Taken</b>	<b>Review request – Decision of Exec O&amp;S Cttee</b>
1.	Ms Wearing Aughton	21	25 June 2010	'Chippie' in Moss Delph Lane	Not dealt with under the scheme as the matter relates to a planning decision (Response sent to Lead Petitioner on behalf of the Acting Executive Manager Planning)	N/a
2.	Councillor B Nolan Skelmersdale North Ward	18	21 July 2010	Cleaning up the Tawd	Not dealt with under the scheme as the petition did not fulfil the standard criteria. (Forwarded to relevant Divisional Managers, relevant Cabinet Members and Ward Councillors). This was also raised as a Members Item by Cllr Cotterill at Corporate O&S Cttee, on 8 March, a report on the Environment Management of the Tawd Valley Park was submitted to the following meeting on 23 June and a site visit took place on 12 July 2011.	N/a
3.	Mr R Brookfield Secretary of West Lancs. Pensioners Forum Halsall	34	19 October 2010	Off peak rail and bus concession for Over 60s/Disabled people of the West Lancashire Borough who are in need of medical services, or are socially excluded from rail or bus services by virtue of being in a low income group such as a state pensioner.	Written response by the ACE, sent 19 November 2010.	3 February 2011 "That the steps taken were adequate and the ACE be asked to consider matters as part of the consultation on discretionary travel."

No.	Lead Petitioner	Petitioners	Received	Petition Details	Steps Taken	Review request – Decision of Exec O&S Cttee
4.	Mr R Brookfield Secretary of West Lancs. Pensioners Forum Halsall	33	16 February 2011	Designation of West Lancashire Pensioners' Forum as a Key Stakeholder and creation of a public forum.	Written response by the ACE, sent 21 March 2011	30 June 2011. "That the steps taken by the Council in response to the petition are adequate."
5.	Mr R Brookfield Secretary of West Lancs. Pensioners Forum Halsall	247	21 March 2011	Funding – Dial-A-Ride	Written response by the Director Designate (ACE) sent 4 April 2011.	No request received.
6.	Mr R Brookfield, Secretary of West Lancs. Pensioners Forum, Halsall	29	21 July 2011	Public Equality and Human Rights Forum	Written response by the Director of Transformation sent 5 August 2011.	Deadline for review request: 5 September 2011.
7.	Mrs Gillian Bjork Ormskirk	8 (Correct at 30 August 2011))	Opened 26 June 2011 - closes for signature on 26 September 2011	E-Petition - To reject both the proposed Developments 'Option 1 and 'Option 2'	None taken yet as the deadline for signatures is 26 September 2011 – 10 signatures are required to make the petition valid.	

## Petition to West Lancashire Borough Council

**Petition Organiser:**

**Address:**

**Contact telephone number:**

**E-mail address:**

**Petition Title:**

**Statement of concerns:**

**Action that we would like the Council to take:**

Name	Address	Signature
<b>Number of signatures on page</b>		

To: Member Services, West Lancashire Borough Council,  
52 Derby Street, Ormskirk L39 2DF

Page of







## PETITION SCHEME

A petition is one way in which you can let the Council know your concerns.

### **1.0 What is a petition?**

1.1 A petition is any communication which is signed by 10 or more people either on paper or in electronic format. There are no restrictions on who can submit or sign a petition. For details of the e-Petition scheme, see paragraphs 8 & 9 below.

### **2.0 What should a petition contain?**

#### 2.1 A clear statement of your concerns

This must relate to something which is the responsibility of this Council. Where a petition relates to a matter over which the authority has no responsibility or influence, we will return the petition to the petition organiser with an explanation for that decision. Where a petition relates to a matter which is within the responsibility of another public authority (e.g. Lancashire County Council), we will ask the petition organiser whether s/he would like us to redirect the petition to that other authority.

#### 2.2 A statement of what action you would like the Council to take

What would you like the Council to do?

#### 2.3 The name and contact details of the "petition-organiser"

Or someone to whom you would like any correspondence about the petition to be sent. Contact details may be either a postal address or an Email address.

#### 2.4 The names of at least 10 petitioners

This can include the petition organiser. Where the petition is in paper form, this must include the full name, postal address and actual signature from each petitioner. Where the petition is in electronic form, this must include the full name, postal address and e-mail address of each petitioner. A 'Petition for Debate' and a 'Petition to hold an Officer to Account' will need to contain a higher number of petitioners (see paragraphs 5.2 and 5.3).

[Note: A petition template is attached as an Appendix to this Scheme.]

### **3.0 Who should you send the petition to?**

#### **3.1 Paper petitions should be sent to:**

Member Services  
West Lancashire Borough Council  
52 Derby Street  
Ormskirk  
West Lancashire  
L39 2DF

Or alternatively you can complete your petition using the e-petition facility (see paragraphs 8 and 9 below) or you can electronically scan your petition and e-mail it to [member.services@westlancs.gov.uk](mailto:member.services@westlancs.gov.uk)

#### **3.2 Member Services will ensure that an acknowledgement is sent to the ‘petition organiser’ within 5 working days, that relevant details are entered on the Council’s website and that the website is regularly up-dated with information on the progress of the petition. Member Services can also provide advice about how to petition the Council and the progress of a petition, at the postal and e-mail addresses above or by telephone at 01695 585384.**

### **4.0 What steps can the Council take to deal with my petition?**

How we deal with a petition depends on which type of petition you submit. Steps that may be taken, in consultation with the relevant Cabinet Portfolio Holder, include:

- Take the action requested
- Give a written response setting out the Council’s views about the request
- Refer to the relevant overview and scrutiny committee
- Refer to Cabinet (executive functions)
- Consider at a meeting of the Council
- Hold an inquiry
- Undertake research
- Hold a public meeting
- Hold a consultation
- Hold a meeting with petitioners
- Call a referendum

### **5.0 Types of petition**

#### **5.1 ‘Active Petition’**

For a petition to be ‘active’ it must meet the criteria in paragraph 2 above. When a petition is received by Member Services it will be circulated to the relevant Director and relevant Head of Service, the relevant Cabinet Member(s) and relevant Ward Councillors. The relevant Director, in consultation with the relevant Cabinet Member(s) will consider what steps should be taken to deal with the petition request and advise Member Services accordingly.

Member Services will write to the ‘petition organiser’ within 15 working days of receipt to advise on what steps the Council will take to deal with your petition, copies of the formal response will also be sent to the relevant Cabinet Member(s) and the relevant Ward Councillors.

In the period immediately before an election or referendum we may need to deal with your petition differently and if this is the case we will explain the reasons and discuss the revised timescale that will apply. If a petition does not follow the guidelines set out in paragraph 2 above or if it meets any of the criteria at paragraph 7 below, the Council may decide to deal with your petition differently. In that case, we will write to you to explain the reasons.

## 5.2 'Petition for Debate'

If you want your petition to be reported to and debated at a meeting of the Council, it must meet the criteria in paragraph 2 above and must contain at least 1,500 signatories/petitioners. The petition must not be a 'Petition to Hold an Officer to Account' identified in paragraph 5.3 below.

Member Services will write to the 'petition organiser' within 15 working days of receipt to notify him/her at what meeting of the Council the petition will be debated. Copies of the notice will also be sent to the relevant Director, relevant Head of Service, relevant Cabinet Member(s) and relevant Ward Councillors. The 'petition organiser' or his/her nominee, will be given three minutes to present the petition at the meeting if they so wish, it will then be open to all Councillors to debate. Petitions will not normally be submitted to Annual Council or Extraordinary meetings.

## 5.3 'Petition to Hold an Officer to Account'

If you want your petition to be considered at a meeting of the Executive Overview and Scrutiny Committee, where an officer as specified in the next paragraph, identified either by name or by post title, will be required to answer questions on a particular matter, your petition must meet the criteria in paragraph 2 above and must contain at least 750 signatories/petitioners.

The Council has determined that such petitions must only relate to the Chief Executive, a Director, Head of Service or the Borough Treasurer. Please note that petitions raised in this category must relate to something for which the officer is responsible as part of their job. In some instances another more appropriate officer may give evidence to the Committee. The relevant Portfolio Holder could also be in attendance at the meeting to answer questions.

Member Services will write to the 'petition organiser' within 10 working days of receipt to notify him/her of the time, date and place of the Committee, copies of the notice will also be sent to the relevant Director and relevant Head of Service, relevant Cabinet Member(s) and relevant Ward Councillors. The 'petition organiser' will be advised that any questions from signatories/petitioners should be submitted to the Chairman, via Member Services, by 12 noon on the Monday of the week of the meeting. Members of the Committee will be able to ask questions at the meeting. With the permission of the Chairman the 'petition organiser' and relevant Ward Councillors may be allowed to address the committee under usual procedures.

The Committee may decide to refer the matter for investigation and report back, or to refer it to a meeting of Council, Cabinet or a Committee of the Council for determination. Any report or recommendations from the Committee will be sent to the 'petition organiser' and the website will be updated accordingly.

## **6.0 How will I know what stage my petition is at?**

6.1 Information on petitions and up-to-date information on what stage your petition is at will be available on the Council's website or alternatively you can contact Member Services (contact details at paragraph 3).

The website will give details of:

- When the petition was received
- The subject matter and details of the petition
- Number of signatories/petitioners
- The petition organiser's name
- The Council's decision, once the petition has been considered

## **7.0 Petitions received that may be dealt with differently**

### **7.1 Duplicate Petitions**

Where more than one petition is received each supporting the same outcome on one matter, the petitions will be combined and the 'petition organiser' of the first petition received will be the person invited to address any relevant meetings.

### **7.2 Repeat Petitions**

Petitions received within 6 months of another petition being considered by the Council on the same matter will not normally be considered.

### **7.3 Rejected Petitions**

Petitions will not be taken forward if they do not relate to something which is the responsibility of the Council, or to something over which the Council has some influence.

### **7.4 Planning and Licensing Decisions**

Any matters relating to a licensing decision or a planning decision are excluded from the scheme unless the petition consists of an allegation that a function for which the Council is responsible has not been discharged or there has been a systematic failing.

### **7.5 Appeals**

Any matter relating to an individual or entity that has a right of review or appeal under any other enactment is excluded from the scheme unless the petition consists of an allegation that a function for which the Council is responsible has not been discharged or there has been a systematic failing. This exclusion does not include any right to complain to the Local Government Ombudsman.

### **7.6 Consultation Petitions**

Where petitions are submitted in response to an invitation from the Council to submit representations on a particular proposal the petition will be referred to the relevant officer dealing with that consultation and Member Services will notify the 'petition organiser' accordingly.

## 7.7 Statutory Petitions

Particular Acts of Parliament require the Council to consider petitions, for example a petition for a review of Parish Councils, or a petition for a directly elected Mayor which are not included in the scheme and are subject to other statutory provisions. However, a petition which has been submitted but does not meet those statutory provisions of the relevant Act (e.g. Not enough signatures) will be considered under this scheme.

## 7.8 Vexatious, abusive or inappropriate petitions

Petitions that are considered to be vexatious, abusive, offensive, defamatory, scurrilous or time wasting will not be accepted.

## 8.0 **E-Petition**

8.1 The e-petition facility was introduced on 15 December 2010 to enable people to create, submit and sign petitions through the Council's website. E-petitions follow the same guidelines as paper petitions as detailed above. The 'petition organiser' will need to register on the site before he/she can create a petition on line and will need to provide their name and contact details. S/he will also need to decide how long the petition should be open for signatures. Six months would probably be sufficient, but a shorter or longer timeframe can be chosen, up to a maximum of 12 months.

8.2 Once you have created your online petition, you will then submit it. When you submit an e-petition, it may take up to 5 working days before it is published online before other people can sign it. This is because we have to check that the content of your petition is suitable before it is made available for signature. If we feel we cannot publish your petition for some reason, we will contact you to explain. You will then be given 15 working days to change and resubmit your petition if you wish. After these 15 working days, if you do not resubmit, a summary of the petition and the reason why it has not been accepted will be published under the 'rejected petitions' section of the website.

8.3 When an e-petition has closed for signature, it will automatically be submitted to Member Services and will be dealt with in the same way as a paper petition as detailed above.

## 9.0 **How do I 'sign' an e-petition?**

9.1 E-petitions available for signature will be available on the website at [http://www.westlancs.gov.uk/council\\_democracy/democracy\\_and\\_decision\\_making/petitions.aspx](http://www.westlancs.gov.uk/council_democracy/democracy_and_decision_making/petitions.aspx). Petitioners will be asked to provide their name, address and a valid email address. Once this step is complete the petitioners 'signature' will be added to the petition. People visiting the e-petition will be able to see the petitioner's name and town/city in the list of those who have signed it but other contact details will not be visible. Once the result of the e-petition is known an automated e-mail will be sent to the Petition organiser and all petitioners who have made a request on line to be informed of the outcome.

## 10.0 **What can I do if I feel my petition has not been dealt with properly?**

10.1 If you feel that we have not dealt with your petition properly, the 'petition organiser' has the right to request, within 20 working days of being notified of the Council's decision on the petition, that the Executive Overview and Scrutiny Committee review the adequacy of the steps that the Council has taken, or proposed to be taken, in response to the petition. It is helpful to everyone, and can improve the prospects for a review of the

decision, if the petition organiser gives a short explanation of the reasons why the Council's response is not considered to be adequate.

10.2 On receipt of the review request, Member Services will write to the 'petition organiser' within 5 working days to notify him/her of the time, date and place of the next Committee meeting, he/she will also be asked if they would like to speak at that meeting on why s/he considers that the authority's decision on the petition is inadequate, subject to the permission of the Chairman. A copy of the letter will be sent to the Chairman of the Committee, the relevant Director/Head of Service/Cabinet Member(s)/Ward Councillors for information. (The Committee will endeavour to consider your review request at its next meeting, although on some occasions this may not be possible and consideration will take place at the following meeting.)

10.3 At the meeting, Members of the Committee will be able to ask officers questions, through the Chairman. Should the 'petition organiser' wish to speak, with the permission of the Chairman, s/he will be able to address the Committee in accordance with Overview and Scrutiny procedure rules. With the agreement of the 'petition organiser', Members of the Committee may be able to ask him/her questions through the Chairman

[Note: The Chairman will normally allow the 'petition organiser' to address the Committee at the beginning of the item, for a maximum of three minutes. Member Services will contact the 'petition organiser' if this is the case.]

10.4 Following consideration of the steps taken, the request for a review of the steps taken and the comments of the relevant officer, the Executive Overview & Scrutiny Committee will decide if it considers the petition was dealt with adequately or it may use any of its powers under the Local Government Act 2000 to deal with the matter.

10.5 If the Committee considers that the petition was not dealt with adequately it can:

- Request the relevant officer to bring back a more detailed report on the issue.
- Make a recommendation to Cabinet / Council as appropriate
- Request the Corporate / Environmental Overview & Scrutiny Committee to undertake a Review on the subject matter (subject to current work programmes and resources).
- Set up a Working Group to look at the issue in more detail (subject to the Committees work programme and resources).

10.6 Once the appeal/review has been considered the 'petition organiser' will be informed of the results within 5 working days. The results of the review will also be published on the Council website.

Gill Rowe  
Director of People and Places  
30 August 2011

(Note: Any significant amendments to this scheme will be subject to Cabinet/Council approval.)

**West Lancashire Borough Council  
EIA process for services, policies, projects and strategies**

**Question 1**

Using information that you have gathered from service monitoring, surveys, consultation, and other sources such as anecdotal information fed back by members of staff, in your opinion, could your service/policy/strategy/decision (including decisions to cut or change a service or policy) disadvantage, or have a potentially disproportionately negative effect on, any of the following groups of people:

- People of different ages – including young and older people
- People with a disability
- People of different races/ethnicities/nationalities
- Men
- Women
- People of different religions/beliefs
- People of different sexual orientations
- People who are or have identified as transgender
- People who are married or in a civil partnership
- Women who are pregnant or on maternity leave or men whose partners are pregnant or on maternity leave
- People living in areas of deprivation or who are financially disadvantaged

No.

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**Question 2**

What sources of information have you used to come to this decision?

There is no evidence from an initial assessment of a negative impact on equality in relation to the equality target groups as the rules on petitions are intended to enable public access to the decision-making process of the authority and as such contribute towards open and inclusive governance.

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### Question 3

How have you tried to involve people/groups in developing your service/policy/strategy or in making your decision (including decisions to cut or change a service or policy)?

No – the report is an update and no significant changes are proposed to the Scheme.

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### Question 4

Could your service/policy/strategy or decision (including decisions to cut or change a service or policy) help or hamper our ability to meet our duties under the Equality Act 2010? Duties are to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity (removing or minimising disadvantage, meeting the needs of people)
- Foster good relations between people who share a protected characteristic and those who do not share it

Petitions enable public access to the decision-making process of the authority and as such contribute towards open and inclusive governance.

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### Question 5

What actions will you take to address any issues raised in your answers above?

No issues raised.

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**ARTICLE NO: 2B**

**CORPORATE OVERVIEW &  
SCRUTINY COMMITTEE**

**MEMBERS UPDATE 2011/12**

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**Article of: Director of People and Places**

**Relevant Head of Service: Assistant Director Community Services**

**Issue:2 September 2011**

**Contact for further information: Mr M Tasker (Extn. 5242)**

**(E-mail: [michael.tasker@westlancs.gov.uk](mailto:michael.tasker@westlancs.gov.uk))**

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**SUBJECT: FOOD SAFETY SERVICE PLAN 2011 - 2012**

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Wards affected: Borough wide.

## **1.0 PURPOSE OF THE ARTICLE**

- 1.1 To provide Members with information about the Food Safety Service Plan for 2011-2012, (attached as Appendix 2).

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## **2.0 BACKGROUND**

- 2.1 The Food Standards Agency (FSA) is an independent food safety watchdog set up by an Act of Parliament in 2000 to protect the public's health and consumer interests in relation to food.
- 2.2 The FSA provides information and advice to the public and Government on food safety issues from farm to fork, nutrition and diet. It also protects consumers through effective food enforcement and monitoring.
- 2.3 Food safety enforcement work is primarily the responsibility of Local Authorities and this Council works to fulfil these duties and protect the health of residents and the wider community by ensuring that all commercial production of food in the Borough is carried out safely and is fit for human consumption.
- 2.4 One of the key roles of the Food Standards Agency is the responsibility for setting and monitoring standards and auditing Local Authorities' enforcement activities, in order to ensure this activity is effective and undertaken on a consistent basis.

- 2.5 Food Safety Service Plans are seen by the FSA as an important part of the process to ensure local authorities address national priorities and standards and deliver them locally. It sees the Food Safety Service Plans will also:
- Focus debate on key delivery issues;
  - Provide an essential link with financial planning;
  - Set objectives for the future and identify major issues that cross service boundaries; and
  - Provide a means of managing performance and making performance comparisons.
- 2.6 In their guidance, the FSA has requested such plans have a common format. This enables the FSA to assess local authorities' delivery of service but also enables local authorities to analyse and compare their performance with each other. Service Plans are also seen by the FSA as an expression of a local authority's own commitment to the development of their food service.
- 2.7 Members have agreed that the approval of Annual Food Safety Service Plans would be delegated to the Assistant Director Community Services in consultation with the Portfolio Holder for Community Services and Health. Also, that the Food Safety Service Plan would be circulated to Members as part of a Members' Update.

### **3.0 CURRENT POSITION**

- 3.1 The Food Safety Service Plan for 2010/2011, as agreed by Members last year, has been implemented. Performance against that Service Plan has now been reviewed and the conclusions of the review are contained in the draft Service Plan for 2011/12.
- 3.2 The Service achieved 85% of all food premises inspections that were due in 2010/11. this compared with a Performance Target of 90% which was reduced due to a reduction of 0.5 FTE in the Environmental Health officer staffing within the Service from 1st October 2009. The performance achieved also reflects the pro-rata absences of a part-time Environmental health Officer post and a part-time Environmental Health Assistant post which were both vacant for a period of time during 2010-2011.
- 3.3 The Food Safety Service Plan for 2011/2012 has been developed and is attached to this report as an Appendix and consists of the following details:

Section 1	-	Service Aims and objectives
Section 2	-	Background
Section 3	-	Service Delivery
Section 4	-	Resources

Section 5 - Quality Assessment

Section 6 - Review

- 3.4 The Food Safety Service Plan provides a detailed view of the work of the Food Safety Service. It shows how the Service's aims and objectives are linked into the Council's corporate priorities and values. It details the services provided and used, along with the demands that are made on the Service.
- 3.5 A full breakdown is then provided of the proposed Premises Inspection and Intervention Programme for 2011/2012, the Food Sampling Programme and the proposed responses to a range of requests for service.
- 3.6 As well as reviewing performance for 2010/2011, the Service Plan also details proposed areas for improvement and changes for 2011/2012.
- 3.7 The Performance Target for 2011-2012 is for 90% of food premises inspections due to be completed reflects the reduction in staffing within the Service from 1st October 2009 and its on-going effect over 2011-2012. Even this target will be difficult to achieve due to the absence of a part-time Environmental Health Officer on maternity leave for most of 2011-2012.
- 3.8 In order to provide local transparency and accountability, in addition to the Food Safety Service Plan being submitted to Members, copies will also be sent to the Consultant in Health Protection for the West Lancashire area, to the HPA Food, Water & Environmental Microbiology Network (Preston laboratory) and to the Lancashire County Analyst.
- 3.9 A copy of the Service Plan will again be put onto the Council's Web-site for public information and with an opportunity for comments to be made on the content of the Service Plan. Existing Customer Surveys involving the Food Safety Service will again continue and give members of the public a further opportunity to comment on the work of the Service.

#### **4.0 ISSUES**

- 4.1 The FSA 'Framework Agreement on Local Authority Food Law Enforcement' specifies the arrangement to be put in place and operated by a local authority for the enforcement of food hygiene legislation.
- 4.2 One of the requirements of the Framework Agreement document is that a local authority shall draw up, document and implement a service delivery plan in accordance with the FSA guidance. The document also requires that the service delivery plan is submitted for appropriate Member approval.
- 4.3 By submitting the Food Safety Service Plan to Members it fulfils the requirements of the FSA Framework Agreement.

#### **5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

5.1 The Food Safety Service Plan provides an expression of the Council's commitment to the development of the food safety service. This Service contributes significantly towards improving the health of the local communities within West Lancashire.

## **6.0 FINANCIAL AND RESOURCE IMPLICATIONS**

6.1 The costs associated with production of the Food Safety Service Plan have been met from existing budgets.

6.2 The Plan describes what work will be carried out by the Service. The costs of this work will be met from existing budgets.

## **7.0 RISK ASSESSMENT**

7.1 The Food Safety Service Plan describes the financial and resource implications for the Food Safety Service, which will be met from existing budgets. If adequate staffing resources were not available, the Council may not be able to deliver an effective food safety service as required by the FSA.

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### **Background Documents**

The following background documents (as defined in Section 100D (5) of the Local Government Act 1972) have been relied on to a material extent in preparing this Report.

<u>Date</u>	<u>Document</u>	<u>File Ref</u>
12.03.2001	Food Standards Agency 'Framework Agreement on Local Authority Food Law Enforcement'	
June 2008	Food Standards Agency "Food Law" Code of Practice	
March 2006	Food Standards Agency "Food Law" "Guidance"	
	The Council's Corporate Performance Plan for 2011-2012	
	Food Safety Service – Food Sampling Policy	
	Food Safety Service – Food Sampling Programme for 2011/12	
	The West Lancashire Profile	

### **Equality Impact Assessment**

There is a significant direct impact on members of the public, employees, elected members and / or stakeholders. Therefore an Equality Impact Assessment is required. A formal equality impact assessment is attached as an Appendix to this report, the results of which have been taken into account in the Recommendations contained within this report.

### **Appendices**

1. Equality Impact Assessment
2. Annual Food Safety Service Plan 2011-12

## **Appendix 1**

### **Equality Impact Assessment**

#### Question 1

Using information that you have gathered from service monitoring, surveys, consultation, and other sources such as anecdotal information fed back by members of staff, in your opinion, could your service/policy/strategy/decision (including decisions to cut or change a service or policy) disadvantage, or have a potentially disproportionately negative effect on, any of the following groups of people:

- People of different ages – including young and older people
- People with a disability
- People of different races/ethnicities/nationalities
- Men
- Women
- People of different religions/beliefs
- People of different sexual orientations
- People who are or have identified as transgender
- People who are married or in a civil partnership
- Women who are pregnant or on maternity leave or men whose partners are pregnant or on maternity leave
- People living in areas of deprivation or who are financially disadvantaged

***No, there is no adverse effect.***

***Potentially, there could be an adverse effect on non-English speaking businesses workplaces and their ability to comply with food safety legislation. However, this Council, the Department of Health and the Food Standards Agency have provided suitable guidance in a range of languages to help and support businesses to comply with such legislation. Therefore, such businesses are able to achieve compliance.***

Question 2

What sources of information have you used to come to this decision?

***Guidance documents, leaflets and booklets published by the Department of Health and the Food Standards Agency, relating to food safety issues.***

Question 3

How have you tried to involve people/groups in developing your service/policy/strategy or in making your decision (including decisions to cut or change a service or policy)?

***The Food Standards Agency have involved a range of groups in developing their guidance on food safety matters, which is used for a range of communities on a national basis.***

Question 4

Could your service/policy/strategy or decision (including decisions to cut or change a service or policy) help or hamper our ability to meet our duties under the Equality Act 2010? Duties are to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity (removing or minimising disadvantage, meeting the needs of people)
- Foster good relations between people who share a protected characteristic and those who do not share it

***No. The actions detailed in this report aim to ensure compliance with the Equality Act 2010, as well as with relevant legislation and national best practice guidance.***

Question 5

What actions will you take to address any issues raised in your answers above?

***Through the Department of Health and the Food Standards Agency, this Council will continue to provide suitable guidance in a range of languages to help and support businesses to comply with food safety legislation.***

**ANNUAL  
FOOD SAFETY  
SERVICE PLAN**

**2011/2012**

**WEST LANCASHIRE BOROUGH COUNCIL**

**Community Services**

# **FOOD SAFETY SERVICE PLAN 2011-2012**

## **1 Service aims and objectives**

- 1.0 Service aims and objectives
- 1.2 Links to Corporate objectives

## **2 Background**

- 2.1 Profile of the local authority
- 2.2 Organisational structure
- 2.3 Scope of the Food Service
- 2.4 Demands on the Food Service
- 2.5 Service delivery
- 2.6 Enforcement Policy

## **3 Service delivery**

- 3.1 Food premises inspections and interventions
- 3.2 Food complaints
- 3.3 Home authority principle
- 3.4 Primary Authority Scheme
- 3.5 Advice to businesses
- 3.6 Food sampling and inspection
- 3.7 Food safety incidents
- 3.8 Control and investigation of outbreaks and incidents of food related infectious disease
- 3.9 Liaison with other organisations
- 3.10 Food safety promotion
- 3.11 Food safety training for officers
- 3.12 Imported Food Controls



## 4 **Resources**

4.1 Financial allocation

4.2 Staffing allocation

4.3 Staff development plan

## 5 **Quality**

5.1 Quality assessment

## 6 **Review**

6.1 Review against The Service Plan 2010/2011

6.2 Identification of any variations from the Service Plan 2010/2011

6.3 Areas for improvement (2011/2012)

## COMMUNITY SERVICES

### FOOD SAFETY SERVICE PLAN 2011/2012

<b>1 Service Aims and Objectives</b>  <b>1.0 Service Aims and Objectives</b>	<p>The aim of the Food Service is to protect the health of residents and the wider community by ensuring that all commercial production of food in the Borough is carried out safely and is fit for human consumption.</p> <p>In order to achieve these aims the service will:</p> <ul style="list-style-type: none"><li>• Ensure that it acts in accordance with the relevant Food Standards Agency Code of Practice and other official guidance.</li><li>• Encourage businesses to comply with the law by offering advice.</li><li>• Apply the principle of continuous improvement by comparing and measuring its performance and rectifying any shortcomings.</li><li>• Responding to local need and ensuring the service is accessible to everyone.</li></ul>
	<ul style="list-style-type: none"><li>• Ensure that the delivery of the Service is undertaken in a manner so as not to be discriminatory towards equality target groups and accessible to all who request or receive the Service.</li></ul>
<b>1.2 Links to Corporate Objectives</b>	<p>The Food Safety Service Plan is produced annually by the Assistant Director Community Services and the Commercial Safety Manager. Performance reviews are undertaken on a quarterly basis and related performance indicators are reported for scrutiny to the elected members of Cabinet. The results of the annual performance review are also reported to both Cabinet and Overview &amp; Scrutiny Committee.</p> <p>The Council has a number of key corporate priorities and values. The work detailed in the Service Plan specifically contributes these priorities &amp; values by making the best use of resources to deliver the best possible services.</p> <p>The service works closely with a number of other agencies and organisations eg. Food Standards Agency, LGR (Local Government Regulation), LBRO (Local Better Regulation Office), Cumbria &amp; Lancashire</p>

	<p>Health Protection Agency, NHS Central Lancashire, HPA Food, Water &amp; Environmental Microbiology Network (Preston laboratory) and other local authorities to ensure a comprehensive and consistent approach to food law enforcement.</p>
<p><b>2.0 BACKGROUND</b></p>	
<p><b>2.1 Profile of the Local Authority</b></p>	<p>West Lancashire is located in the South West corner of Lancashire in the North West of England. It has a population of 108,378 and covers an area of 34,688 hectares. The area is characterised by a mainly flat intensively farmed agricultural landscape, which rises to the east to form low hills. The area is mainly rural, with the main exceptions being the former New Town of Skelmersdale and the market town of Ormskirk.</p> <p>In 2008, 13% of enterprises in West Lancashire were involved in the agricultural sector with a similar percentage involved in the retail/wholesale sector.</p> <p>Property and business services account for 28% of enterprises in the area, with a further 6% of businesses involved in hotels and catering services.</p> <p>Public administration, education and health accounted for approximately 10% of the organisations in West Lancashire.</p> <p>Over recent years, West Lancashire recorded an employment growth rate that was above the County and National averages.</p> <p>The majority of manufacturing is located in Skelmersdale, where there is a large industrial estate</p>
<p><b>2.2 Organisational Structure</b></p>	<p>The organisational structure of the Community Services Division is shown in Appendix 1.</p> <p>Food law enforcement duties are undertaken by the Commercial Safety Section, who deal with both food safety and health and safety enforcement matters.</p> <p>Administrative support is provided by members of a general Administration Team.</p> <p>The Health Promotion Unit provides a range of promotional and educational roles in respect of food safety matters.</p>

	<p>The service uses a range of Specialist Services including:</p> <ul style="list-style-type: none"> <li>• Food Analytical Services <ul style="list-style-type: none"> <li>- Lancashire County Council Public Analyst, plus specialist service providers as necessary.</li> </ul> </li> <li>• Food Examiner <ul style="list-style-type: none"> <li>- HPA Food, Water &amp; Environmental Microbiology Network (Preston laboratory).</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• Cumbria &amp; Lancashire Health Protection Agency <ul style="list-style-type: none"> <li>- Consultant in Health Protection</li> </ul> </li> <li>• NHS Central Lancashire <ul style="list-style-type: none"> <li>- Director of Public Health</li> </ul> </li> </ul> <p>The Council is operating under a political structure involving an executive style Cabinet and a series of Overview &amp; Scrutiny and Review Committees.</p>
<p><b>2.3 Scope of the Food Service</b></p>	<p>In respect of food safety matters the Commercial Safety Section is responsible for providing the following services:</p> <ul style="list-style-type: none"> <li>• Maintenance of the food premises register</li> <li>• Programmed and reactive inspection of all food premises</li> <li>• Investigation of food complaints and complaints relating to unsatisfactory premises/practices</li> <li>• Advisory visits and provision of information</li> <li>• Food sampling for survey and monitoring purposes</li> <li>• Investigation and control of infectious disease cases and outbreaks relating to food</li> <li>• Responding to food alerts from the Food Standards Agency</li> <li>• Maintaining an ISO9001:2008 Quality System relating to food safety matters</li> <li>• Promotion of food safety through education and promotional events</li> <li>• Notification to the Food Standards Agency of any serious local food problem</li> <li>• Inspection of food premises for hygiene and safety</li> <li>• Input to various licensing services on food safety matters</li> <li>• Issue of Health Certificates</li> <li>• Monitoring of Shellfish beds</li> <li>• Approval of product specific premises.</li> <li>• Operating imported food controls</li> </ul>

<p><b>2.4 Demands on the Food Service</b></p>	<p>There are in total 836 registered food premises in the Borough. A breakdown of the premises types and their risk rating category is provided in Section 3.1</p> <p>The Borough has a cross-section of food businesses which include primary producers, manufacturers, retail and catering premises. Most of these premises are small to medium enterprise businesses. Caterers and retail form the major part of these premises.</p>																
	<p>These businesses can be divided into the following classifications:</p> <table data-bbox="603 725 1145 1025"> <tr> <td>Producers</td> <td>19</td> </tr> <tr> <td>Slaughterhouses (seasonal)</td> <td>2</td> </tr> <tr> <td>Manufacturers/Processors</td> <td>20</td> </tr> <tr> <td>Packers</td> <td>12</td> </tr> <tr> <td>Importers/Exporters</td> <td>1</td> </tr> <tr> <td>Distributors/Transporters</td> <td>21</td> </tr> <tr> <td>Retailers</td> <td>183</td> </tr> <tr> <td>Restaurants/Caterers</td> <td>614</td> </tr> </table> <p>Of these, 6 are approved under product specific regulations.</p> <p>The Borough has a diversity of premises with product specific approval needed under EC Regulation 853/200. These relate to:</p> <ul data-bbox="603 1294 1086 1480" style="list-style-type: none"> <li>• Fishery Products (3 premises)</li> <li>• Meat Products (2 Premises)</li> <li>• Dairy Product (1 Premises)</li> </ul> <p>The Authority has adopted a street trading consent scheme for mobile retail and catering vehicles. This places additional demands on the service with 31 vehicles requiring compliance inspections per year on average.</p>	Producers	19	Slaughterhouses (seasonal)	2	Manufacturers/Processors	20	Packers	12	Importers/Exporters	1	Distributors/Transporters	21	Retailers	183	Restaurants/Caterers	614
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<p><b>2.5 Service Delivery</b></p>	<p>Commercial Safety Section  Community Services  West Lancashire Borough Council  Robert Hodge Centre  Stanley Way  Skelmersdale  Lancashire WN8 8EE</p> <p>Telephone: 01695 577177 (switchboard)</p>																

	<p>01695 585235/585242 (direct)</p> <p>Fax: 01695 585126</p> <p>Opening Hours: 08.45 – 17.00 (Monday-Thursday) 08.45 – 16.45 (Friday)</p> <p>Out of Hours: Emergency Service is available by contacting 01695 577177</p>
	<p>The out of hours emergency service is available 24 hours 7 days a week. An appropriate officer of the Environmental Health Service can be contacted through this number in an emergency eg. food poisoning outbreak.</p>
<p><b>2.6 Enforcement Policy</b></p>	<p>A Corporate Enforcement Policy was agreed by the Council in October 2009. The aim of this Policy is to promote consistency across the Council and it provides the principles of the Council's approaches to enforcement.</p> <p>The Community Services Division's Enforcement Policy, also agreed by the Council in October 2009, is positioned below the Corporate Policy and contains more specific interpretation in relation to legislation, approaches, etc.</p> <p>The Policies include aspects of the Food Standards Agency Service Plan requirement.</p>
<p><b>3.0 SERVICE DELIVERY</b></p>	
<p><b>3.1 Food Premises Inspections &amp; Interventions</b></p>	
<p>3.1.1</p>	<p>It is West Lancashire Borough Council's Policy to carry out programmed inspections and interventions of premises in accordance with:</p> <p>(a) the minimum inspection frequencies and requirements detailed in the Food Standards Agency Food Law Code of Practice (June 2008)</p>

	(b) the Council's Enforcement Policy		
3.1.2	The proposed Inspection and Intervention Programme for 2011/2012 is as follows:		
Premises Risk Category	No of Premises as at 1.4.11	No of Programmed inspections & interventions due (1.4.11- 31.3.12)	Estimated Number of Revisits
A	4	8	3
B	100	85	10
C	428	241	22
D	124	46	7
E	178	50	7
F	0	0	1
Total	834	430	50
Non-rated	38	-	-
3.1.3	<p>The revised Code of Practice, published June 2008, introduces the term "broadly compliant". This term originates from NPI 184 and is based on the specific risk ratings given for compliance using the new statutory code of practice. It shows how well a food business operator is complying with food safety standards at the time of the inspection. The Code of Practice also allows authorities some limited flexibility in dealing with businesses' compliance with food safety legislation, so as to try to achieve an improvement in the number of businesses who are "broadly compliant".</p> <p>The Council introduced the Food Hygiene Rating Scheme, based on the FSA's national model, on 1<sup>st</sup> June 2011. The rating for a premises is based upon the most recent food hygiene inspection.</p> <p>Implementation of the Scheme in West Lancashire will benefit consumers, where the scheme will help them make informed choices about where to eat or buy food and they will be able to easily compare one business with another within their own area and more widely.</p> <p>The scheme will also benefit businesses, by providing an incentive for them to improve standards and do better than their competitors – good food hygiene ratings will be good for business whilst poor food hygiene ratings may make their customers think twice.</p>		
3.1.4	Revisits are undertaken if a further visit is needed to assess compliance with an enforcement notice or if contraventions found during an inspection are of such a risk that enforcement action may be required before the		

	next programmed inspection.
3.1.5	The qualifications, experience and training of staff is sufficient to ensure that the Authority has the expertise to ensure competent inspection of the premises and processes in our area.
3.2 <b>Food Complaints</b>	<p>Food complaints are investigated in line with procedures laid down in the Quality System. Action is determined by the nature of the complaint and the potential threat posed to public health.</p> <p>Complaints about food hygiene practices or the condition of a food premises are also actioned according to the potential to cause harm. Follow up action may be immediate or delayed to the next programmed inspection provided the time period is not excessive.</p> <p>On average the section receives 25 food complaints per year and 60 complaints about food premises.</p> <p>The length of time taken to resolve a complaint can vary considerably.</p> <p>It is the policy of West Lancashire Borough Council to give a first response within 3 working days to <b>all</b> food premises complaints/service requests.</p>
3.3 <b>Home Authority Principle</b>	West Lancashire Borough Council subscribes to the current Local Government Regulation (LGR) Home Authority Principle (HAP). The authority has not been approached by, nor is aware of, any local company who wish to enter into a formal agreement within the remit of the HAP.
	<p>West Lancashire Borough Council, however, does take on the role of “Originating” authority for several businesses that operate on a regional and/or national basis and gives advice on food safety matters.</p> <p>Much of the input from the service is generated by requests for service from other enforcement authorities.</p> <p>It is anticipated in the annual work programme that 4 originating authority referrals will be made and 4 received per year.</p>
3.4 <b>Primary Authority Scheme</b>	The Primary Authority Scheme (PAS) has been in operation since 2009, when the Regulatory Enforcement and Sanctions Act 2008, came into force. This scheme ensures a consistent approach between local authorities and companies having a number of outlets throughout the



	<p>country.</p> <p>The operation of the PAS is the statutory responsibility of the Local Better Regulation Office (LBRO) whose role is to register partnerships, issue guidance and resolve disputes. The scheme enables companies the right to form a statutory partnership with a single local authority. That authority then provides robust and reliable advice for other councils to take account of when carrying out inspections or dealing with non-compliance.</p> <p>Councils are required to contact the Primary Authority for a company covered by the scheme before taking enforcement action.</p> <p>The service intends to comply with the new requirements of the Regulatory and Enforcement Sanctions Act 2008 by referring information to other regulators and the Local Better Regulation Office (LBRO), where there is a wider regulatory interest.</p>
<p>3.5 <b>Advice to Businesses</b></p>	<p>West Lancashire Borough Council is committed to providing advice to any business within its Borough or to members of the public.</p> <p>It is anticipated in the work programme that on average 50 requests will be dealt with verbally and 30 requests will result in a visit and written response. The response time required by performance indicators is 10 days.</p> <p>The enforcement policy has been published on the Council's website and all recipients of letters and notices relating to food safety issues are advised of this.</p>
<p>3.6 <b>Food Sampling and Inspection</b></p>	<p>West Lancashire Borough Council's policy is to sample food and drink supplied, produced and sold within the district, in accordance with a planned sampling programme to assess its safety and quality and where necessary, in response to food complaints/investigations. Further details can be found in the Council's Food Sampling Policy for 2011/2012.</p> <p>The Council will participate in Lancashire-wide, national and European sampling programmes. Further details can be found in the Council's Food Sampling Programme for 2011/2012.</p> <p>Samples are analysed by the HPA Food, Water &amp; Environmental Microbiology Network (Preston laboratory) (Microbiological) and the Public Analyst Laboratory in</p>

	<p>Preston (chemical and content).</p> <p>West Lancashire Borough Council has cockle &amp; mussel production beds in the Ribble to the North of the district. Routine microbiological and algal toxin samples are taken and monitored through the Centre for Environment and Aquamarine Culture and Science (CEFAS).</p>
	<p>Currently, the Council is undertaking an additional comprehensive sampling programme of new shellfish beds to the south of the Ribble Estuary, where large numbers of cockles are expected to mature by the latter part of 2011. Such sampling should ensure that the beds can be officially classified according to the quality and safety standards for potential harvesting. The national classification Scheme ensures shellfish used for food is fit for human consumption.</p> <p>There are a small number of private water supplies monitored by West Lancashire Borough Council, which are sampled and water complaints are investigated.</p> <p>The Council is working to ensure it complies with the new Private Water Supplies Regulations 2009, which came into force on 1 January 2010 and which requires full compliance by 2015.</p>
<p><b>3.7 Food Safety Incidents</b></p>	<p>It is the policy of West Lancashire Borough Council to comply with the Food Standards Agency Code of Practice in relation to the handling of food alerts. Procedures are documented as part of our ISO 9001:2008 quality system.</p> <p>The number of notifications have increased since the commencement of the Food Standards Agency. It is estimated that the Service will respond to approximately 70 alerts per year.</p>
<p><b>3.8 Control &amp; Investigation Of Outbreak &amp; Incidents Of Food Related Infectious Disease</b></p>	<p>This work will be undertaken through contact between Environmental Health Officers, Consultants in Health Protection, Director of Public Health and Control of Infection Teams.</p> <p>Investigation procedures &amp; outbreak control will be undertaken in line with agreed written procedures &amp; documentation.</p>
<p><b>3.9 Liaison With Other Organisations</b></p>	<p>Liaison arrangements exist with a number of organisations to ensure a consistent approach to enforcement action. Such arrangements include liaison with the following organisations:</p> <ul style="list-style-type: none"> <li>• LGR</li> </ul>

	<ul style="list-style-type: none"> <li>• Environmental Health Lancashire (EHL)</li> <li>• Lancashire Food Officers Group</li> <li>• Cumbria &amp; Lancashire Health Protection Agency</li> <li>• HPA Food, Water &amp; Environmental Microbiology Network (Preston laboratory)</li> <li>• Lancashire County Analyst</li> <li>• NHS Central Lancashire</li> <li>• United Utilities Plc</li> <li>• Lancashire County Council Trading Standards</li> </ul> <p>Changes are expected to take place, through the national health reforms, involving a number of these organisations. However, such changes are not scheduled to be completed in the 2011-2012 year.</p> <p>The Service intends to refer information to other regulators where there is a wider regulatory interest.</p>
<b>3.10 Food Safety Promotion</b>	<p>The service recognises the importance of food safety promotional work and as a result undertakes the following activities:</p> <ul style="list-style-type: none"> <li>• Food Safety Week</li> </ul>
	<ul style="list-style-type: none"> <li>• CIEH Level 2 Award in Food Safety in Catering Courses</li> <li>• CIEH Level 2 Award in Healthier Food and Special Diets Courses</li> <li>• Specific Seminars/Initiatives as appropriate</li> <li>• Promotion of the FSA's Safer Food Better Business Scheme</li> </ul> <p>Such work is undertaken in conjunction with the Authority's Health Promotion Unit.</p>
<b>3.11 Food Safety Training For Officers</b>	<p>Staff development is primarily assessed through the Employee Development Appraisal Interview undertaken annually.</p> <p>The Authority also participates in the Environmental Health Lancashire (EHL) Food Safety Annual Training Programme.</p> <p>The qualifications, experience and training of staff is sufficient to ensure that the Authority has the expertise to ensure competent inspection of the premises and processes in our area.</p>
<b>3.12 Imported Food Controls</b>	<p>The Food Safety Service will undertake work necessary for the enforcement of the legislation relating to imported foods, through the following:</p>

	<ul style="list-style-type: none"> <li>• Food Safety Act 1990</li> <li>• European Communities Act 1972</li> <li>• The General Food Regulations 2004</li> <li>• The Official Feed &amp; Food Controls (England) Regulations 2006 (as amended)</li> <li>• Products of Animal Origin (Third Country Imports) (England) Regulations 2006 (as amended)</li> </ul> <ul style="list-style-type: none"> <li>• Products of Animal Origin (Import &amp; Export) Regulations 1996 as amended</li> <li>• EU Regulation 882/2004, 178/2002 &amp; 852/2004</li> <li>• Contaminants in Food (England) Regulations 2007</li> <li>• The organic products (Imports from Third countries) Regulations 2003</li> <li>• The Food Hygiene (England) Regulations 2006 (as amended)</li> </ul> <p>Documented procedures are in place for the enforcement of the legislation relating to imported Products of Animal Origin (POAO) and imported Food Not of Animal Origin (FNOA).</p>												
<b>4.0 RESOURCES</b>													
<b>4.1 Financial Allocation</b>	<p>The Food Safety Service financial costs are contained within the main “Health Services” budget.</p> <p>The total cost of the Food Safety Service is £197,812 which comprises of the following:</p> <table data-bbox="566 1227 1284 1377"> <tr> <td>Staff &amp; associated costs</td> <td>-</td> <td>£141,070</td> </tr> <tr> <td>Equipment, materials, sampling</td> <td></td> <td></td> </tr> <tr> <td>Specialist fees etc.</td> <td>-</td> <td>£15,740</td> </tr> <tr> <td>Health Management/Administration</td> <td>-</td> <td>£41,002</td> </tr> </table>	Staff & associated costs	-	£141,070	Equipment, materials, sampling			Specialist fees etc.	-	£15,740	Health Management/Administration	-	£41,002
Staff & associated costs	-	£141,070											
Equipment, materials, sampling													
Specialist fees etc.	-	£15,740											
Health Management/Administration	-	£41,002											
<b>4.2 Staffing Allocation</b>	<p>Staff resources for food safety matters are provided from the Commercial Safety Section which consists of:</p> <ul style="list-style-type: none"> <li>• Commercial Safety Manager (1FTE)</li> <li>• 4 Senior Environmental Health Officers (2.5 FTE)</li> <li>• 3 Environmental Health Assistants (1½ FTE)</li> <li>• 1 Health &amp; Safety Officer (1FTE)</li> </ul> <p>The Commercial Safety Section is responsible for food safety, health and safety, infectious disease control and some public health matters.</p> <p>The resources allocated from the Commercial Safety Section solely for food safety matters equate to 3.30 FTE. This is comprised of the following:</p> <p>Commercial Safety Manager (0.5 FTE)  Senior Environmental Health Officers (1.75 FTE)  Environmental Health Assistants (1.05 FTE)</p>												

The staffing of the Commercial Safety Section was reduced by 0.5 FTE, with effect from 01-10-09 due to organisational downsizing. This has reduced the level of service available for the key areas of work which are detailed below.

In response to the national spending review, the Council has undertaken major service reviews of all services across the Council. The current draft of proposals to deal with the matter is currently out for consultation. The current draft proposes that the post of sectional manager is removed but it is not considered that this will not directly affect inspection targets, although there may be some short term effects until completion of the restructure. The draft also proposes that the accreditation of the Environmental Health Quality System, which includes the food safety service, be discontinued.

The staffing allocation to key areas of the Food Safety Service is now as follows:

**STAFFING ALLOCATION - FOOD SAFETY SERVICE**

3.30 FTE

710 Officer Days

	Approx %	Approx FTE	Approx Officer Days
Food Hygiene Inspections	63	2.0695	445
Food complaints	7	0.219	47
Advice	3	0.1095	23.5
Sampling	6	0.1825	39
Food poisoning investigations	6	0.1825	39
Food Alerts	3	0.1095	23.5
Liaison with other organisations	4	0.146	31.5
Food safety promotion	2	0.073	16
Officer training	1	0.0365	8
Imported Food	1	0.0365	8
Food safety management inc Safer Food Better Business	4	0.1355	29
<b>TOTAL</b>	100	3.30	710

**4.3 Staff Development Plan**

The Authority, in accordance with the Food Standards Agency Food Law Code of Practice (published June 2008) is committed to providing each member of the Food Safety Service with a minimum of 10 hours ongoing/updating training each year.

	Records of training needs and competency levels are kept as part of the Environmental Health Services Quality System.
	Attendance on appropriate training courses is undertaken and is complemented by in-house training on specific developments during meetings or workshops.
<b>5.0 QUALITY</b>	
<b>5.1 Quality Assessment</b>	<p>It is our policy to undertake all functions of the Food Safety Service in accordance with the procedures laid down in the Environmental Health Services Quality System.</p> <p>The Service is accredited to the ISO 9001:2008 Standard as part of an overall Quality System to cover Environmental Health Services.</p> <p>External audits by ISOQAR are undertaken at 6 months intervals. Internal audits are undertaken annually within Environmental Health Services.</p> <p>Requirements of the Quality System include verification of work, identification of non-conformances and the carrying out of customer satisfaction surveys.</p> <p>The draft proposals relating to the Major Service Reviews propose that the accreditation of the Environmental Health Quality System, which includes the food safety service, be discontinued.</p> <p>The Authority is an active member of the Environmental Health Lancashire (EHL) Food Officers Group (FOG) for the Lancashire area and is committed to developing FOG's liaison, training, peer review, inter-authority auditing, benchmarking and consistency processes.</p> <p>Through FOG, the Authority participates in inter-authority auditing of the Food Safety Services in Lancashire against the Standard laid down by the Food Standards Agency.</p>
<b>6.0 REVIEW</b>	
<b>6.1 Review Against The Service Plan 2010/2011</b>	<p>Performance was monitored in the following way:</p> <ul style="list-style-type: none"> <li>• Monthly performance figures for the Food Safety Premises Inspection Programme</li> <li>• Submission of performance figures against target figures to members on a quarterly basis</li> </ul>

	<ul style="list-style-type: none"> <li>• Performance was subject to Audit Commission scrutiny and data provided to the Food Standards Agency on an annual basis</li> <li>• Performance was reviewed at Team Meetings and at the half-yearly Food Quality System Management Reviews.</li> <li>• Percentage of food premises inspections that should have been carried out and were carried out for all categories premises - 2010/2011 Performance Target 90% Achievement 85%</li> </ul>
	<p>The level of achievement reflects the pro-rata absences of a part-time Environmental health Officer post and a part-time Environmental Health Assistant post which were both vacant for a period of time during 2010-2011.</p> <p>The Environmental Health Services Quality Management System was formally accredited to the new ISO 9001:2008 Standard in May 2009. The Environmental Health Services Quality Management System covers food safety, health &amp; safety enforcement, health promotion, environmental protection, pest control, dog control, animal welfare and street scene services.</p> <p>The Environmental Health Services Quality Management System was audited twice during 2010-2011. The Quality System was found to be working satisfactorily and the accreditation to the ISO 9001:2008 Standard was maintained.</p> <p>Accreditation to this Standard is internationally recognised as showing commitment to quality, customers and a willingness to work towards improving efficiency.</p> <p>Policies, procedures and standards relating to complaints about a third party, requests for service, statutory notifications and referrals to other regulators (on information received where there is wider regulatory interest) are monitored and reported on, and any variations are addressed within this Service Plan.</p>
<p>6.2 <b>Identification Of Any</b></p>	<p>Some staff absences occurred during 2010-2011 due to long-term sickness.</p>

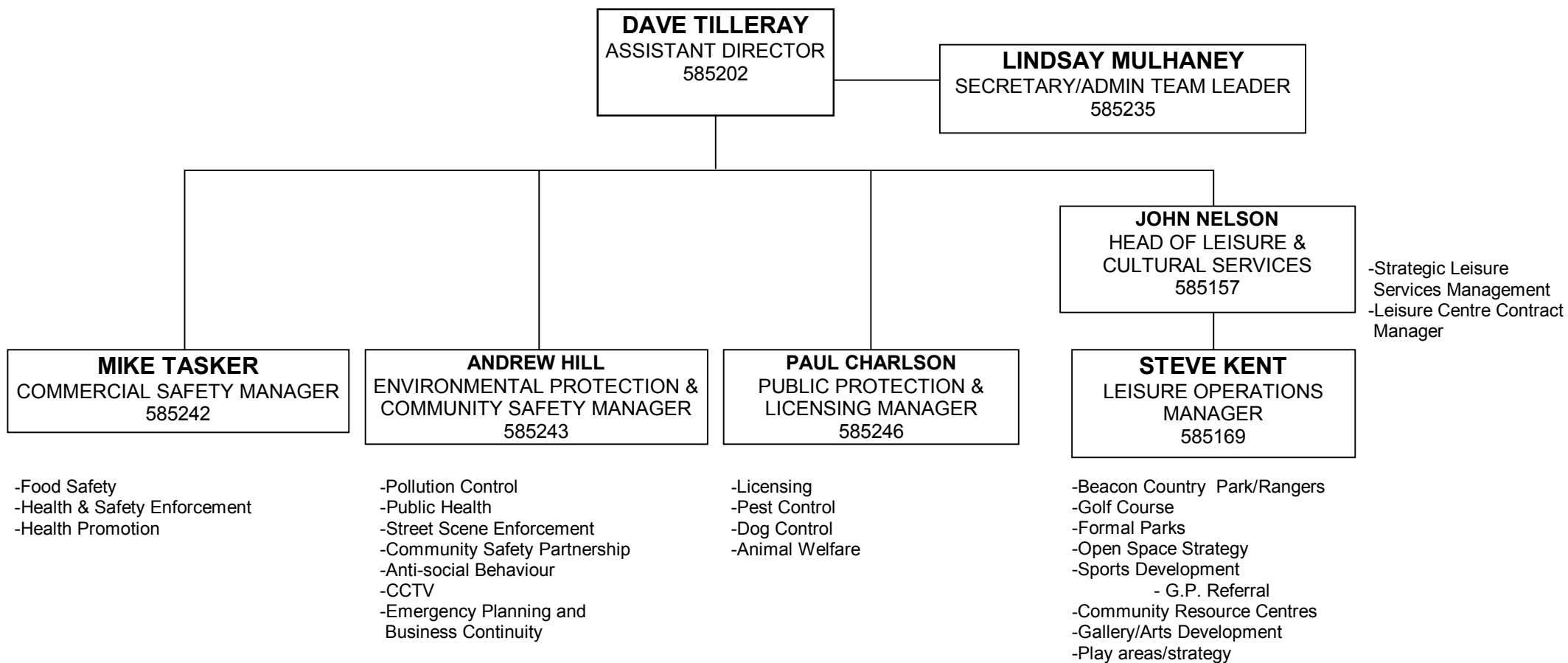
<p><b>Variations From Service Plan 2010/2011</b></p>	<p>During 2010, a Senior Environmental health Officer post and an Environmental Health Assistant post became vacant. The Council was able to fill these posts due to their importance but they were still vacant for a significant period of time.</p> <p>A very significant amount of time and resources had to be used in the preparation work for the implementation of the National Food Hygiene Rating Scheme.. This involved all officers in the Service. However, such an investment of resources should achieve long term improvements in food hygiene standards.</p> <p>Both issues had significant impacts on the number of inspections undertaken as described in paragraph 6.1.</p> <p>During the year, officers were again involved in work to further develop and maintain the Environmental Health Services Quality Management System, which incorporates the Food Safety Service.</p>
<p><b>6.3 Areas For Improvement (2011/2012)</b></p>	<ul style="list-style-type: none"> <li>• The target inspection rate for 2011/2012 is 90%. This target is in line with the stepped improvement targets over the last few years leading up to 100% in recent years, but reduced due to the reduction in staffing following the organisational downsizing in October 2009.</li> <li>• The target response rate to food safety requests within 3 working days is 95% for 2011/2012.</li> </ul>
	<ul style="list-style-type: none"> <li>• To further develop and implement the new M3 computer software system used for the recording, programming and monitoring of the Food Safety Database of Premises and the Food Safety Premises Inspection Programme.</li> <li>• To continue the Food Standards Agency (FSA) Local Authority Enforcement Monitoring System (LAEMS). This is a computerised system introduced by the FSA for Local Authorities to provide the FSA with details of their enforcement activities.</li> <li>• To develop a methodology for addressing key issues at those premises which do not achieve the level of being 'broadly compliant' so that that this level of compliance can be achieved. Thereby,</li> </ul>



increasing the percentage of food businesses which are 'broadly compliant'.

- Maintain and develop the food safety part of the Environmental Health Services ISO 9001:2008 Quality Assurance Accreditation.
- To produce at least one Commercial Safety Newsletter for businesses, which will include sections on important food safety issues.
- Further develop and implement, in partnership with the Lancashire County Council Trading Standards Service, the Recipe 4 Health Award Scheme.
- To develop, implement and maintain the Food Hygiene Rating Scheme for food businesses in the area, in line with a national FSA scheme.

## ORGANISATIONAL CHART FOR THE COMMUNITY SERVICES DIVISION (AS AT 01.08.11)





**ARTICLE NO: 3A**

**MEMBERS UPDATE 2011/12**

**CORPORATE OVERVIEW  
AND SCRUTINY COMMITTEE**

**SEPTEMBER 2011**

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**Article of:** Director of People and Places

**Relevant Head of Service :** Borough Treasurer

**Issue: 2:** September 2011

**Relevant Portfolio Holder:** Councillor D.Westley

**Contact for further information:** Mr M Kostrzewski (Ext 5320)  
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**SUBJECT: ANNUAL VAT REPORT 2010/2011**

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## **1.0 PURPOSE OF ARTICLE**

1.1 To inform Members of developments and performance in relation to Value Added Tax (VAT).

## **2.0 BACKGROUND**

2.1 The Accountancy Service has the following objectives for accounting for VAT:

- minimise the Council's VAT liabilities
- raise the profile of VAT within the Authority
- develop and improve VAT processes and procedures.

2.2 One of the means of achieving these objectives is the production of an Annual VAT Report for Members.

## **3.0 ACCOUNTING FOR VAT**

- 3.1 The Council pays VAT to its suppliers for most of the goods and services it procures. The Council also charges VAT for most goods and services provided to its customers for business reasons. Any VAT paid to suppliers is recovered from Her Majesty's Revenue and Customs (HMRC) and any VAT received on the Council's supplies is paid to HMRC. This is done by the completion of a monthly VAT Return.
- 3.2 Responsibility for the Council's VAT function is incorporated within the Accountancy team and accountancy staff aim to continually minimise the Council's VAT liabilities. This includes ensuring fines, interest, and assessments are minimised and VAT recovery is maximised. To achieve this, every effort is made to ensure that VAT is accounted for correctly throughout the Authority and that all staff are aware of relevant changes in VAT Regulations.

#### **4.0 VAT MANAGEMENT AND PERFORMANCE**

##### **External Inspections**

- 4.1 External auditors gave a clean bill of health on their last review of the Council's VAT account and systems, which took place during September 2009.

##### **VAT Returns**

- 4.2 The Council generally expends more on VAT than it collects from its own activities. This is because most of its own activities are not classed as being carried out for business purposes and VAT is, therefore, not applicable. As such, the monthly VAT Returns reclaim the net VAT from HMRC by the Council. During 2010/2011, the Council paid a total of £3,845,920 to suppliers and received a total of £524,260 VAT from its own customers. This resulted in a net total of £3,321,660 being reclaimed from Revenue and Customs. The average VAT return for 2010/2011 was £276,800 comprising, on average, £320,490 due from Revenue and Customs and £43,690 due to them. Table 1 shows how these values compare to the previous financial year of 2009/2010:

<b>Table 1 - VAT Return Comparison: 2010/2011 to 2009/2010</b>		
	2010/2011 £'000	2009/2010 £'000
<b>Total VAT:</b>		
Paid to Suppliers	3,845	3,214
Received from our own Customers	524	495
Reclaimed from Customs and Excise	3,321	2,719
<b>Average Monthly VAT:</b>		
Paid to Suppliers	320	267
Received from our own Customers	44	41
Reclaimed from Customs and Excise	276	226

### **VAT Penalties**

- 4.3 If there are mistakes within the VAT return or if something is missed from it the Council is liable to fines, interest charges, and other financial penalties. A voluntary disclosure is declared when errors are above a threshold of £10,000. This limit has been increased by HMRC from £2,000 as from 1 July 2008. To date we have not been required to register a voluntary disclosure as the Council has not breached this threshold. As from 1 April 2009 a new penalty regime has been implemented by HMRC, which could have an impact on the Council due to the way that fines, interest charges and other penalties are to be calculated, as this could result in a greater percentage of fine being levied to the Council. However, currently this new regime has had no impact on the Council, which is due to no fines etc being imposed.

### **De Minimis Calculation (Partial Exemption)**

- 4.4 Exempt activities for VAT purposes are defined in the VAT Act 1994 and cover 15 categories. Local Authorities can only reclaim VAT paid to their suppliers for its exempt activities providing that this is less than 5% of the total VAT paid to suppliers. For this Council, this is usually in the region of £190,000 per year. If this threshold is exceeded, the Council would be liable to pay the full value of its exempt VAT to Revenue and Customs, i.e. around £190,000.
- 4.5 The Vat team monitor exempt expenditure throughout the year to ensure that the Council does not exceed the 5% margin. In recent years the percentage was not greater than 2% including 2010/2011.
- 4.6 The Council will take specialist advice, if appropriate, when projects that may affect its vat position substantially are undertaken, for example large scale capital

projects. In addition such issues are raised with HMRC to inform them of the project and the proposed vat approach the Council is undertaking.

### **VAT Manual and Training**

- 4.7 The Council has a VAT manual, which is available on the Council's intranet, updated as at September 2010. VAT training for some key officers also has been undertaken on a one to one basis over the last 12 months. Details on vat issues are also included in the Finance Budget Manual which is published on the Intranet.

### **Change in VAT rate**

- 4.8 The Government changed the VAT rate to 20% from 17.5% effective from 4<sup>th</sup> January 2011. From a fiscal point of view, the timing may have had the intention to contribute to the flurry of activity in the Christmas period and in the sales period that follows. The 4<sup>th</sup> January was the back to work Tuesday after the bank holiday at the start of the year. As a result of this measure it meant that some of the financial systems had to be altered to accommodate this rate change to 20%. This system alteration was achieved with no operational issues being encountered.

### **Overall Performance**

- 4.9 Management of the VAT function within the Authority is a well established process. The monthly vat return to HMRC is always completed on time. HMRC inspections in previous years have been undertaken with the result that the Council's processes and procedures have been given a clean bill of health. The Authority is part of a Lancashire wide Council networking group whereby, Vat topics and issues of a common interest can be raised. This promotes good practice across the Councils and the latest Vat topics are discussed in order to maximise performance.

## **5.0 RECENT VAT DEVELOPMENTS**

- 5.1 The Vat Team continually review developments in the sector in order to identify any implications for the Council. Some of the current issues are highlighted below.

### **VAT on Off-Street Car Parking**

- 5.2 Local Authorities can provide off-street parking where for the purpose of relieving or preventing congestion of traffic it appears to be necessary to provide within their area suitable parking places for vehicles. The output Vat levied for this function has been subject to legal proceedings by a group of Councils, commonly referred to as the Isle of Wight case. It is a complex and technical issue, which may result in the Council not levying output Vat for this service area. This may mean that the amount of Vat levied to date by the Council may be repaid to the

Authority at some future date. However, developments are indicating that this is becoming a more unlikely outcome. A protective claim has been submitted to HMRC to safeguard the Council's Vat position, and the sum involved to date is £1,106,455.

- 5.3 This case is still ongoing and we are waiting for High Court and the European Courts of Justice rulings. Once the High Court issue a ruling, this will be analysed and any financial implications will then be taken into account.

### **Sports Tuition Claim**

- 5.4 The Council has submitted a further VAT claim to HMRC under the 'Fleming Case' in relation to Sports Tuition income. The Council received this claim in January 2011, the amount being £79,280 for the claim and interest.

### **Excess Charge Notices – April 1992 to December 1996**

- 5.5 A further 'fleming claim' the Council had submitted was in relation to excess charge notices and the amount of £30,400 was received in June 2010, being the claim and interest.

### **Trade Refuse – January 1978 to March 2010**

- 5.6 The Council is considering whether it can make a VAT claim to HMRC for a sum in the region of £908,000 plus interest, in respect of Trade Refuse Collection income. It appears that this activity will be reclassified as non business, as advised by HMRC and therefore vat is not chargeable to Clients. At present there are a number of issues outstanding that will determine whether the Council will receive this sum, and an update on this will be provided in next year's report.

## **6.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

- 6.1 There are no significant sustainability impacts or Community Strategy implications associated with this Update.

## **7.0 RISK ASSESSMENT**

- 7.1 The formal reporting of performance on VAT is part of the overall management and control framework that is designed to minimise the financial risks facing the Council.

## **8.0 SUMMARY**

- 8.1 Value Added Tax is a technical and complex area and mistakes can be costly to the Council. The Accountancy team strive to ensure that the Council's VAT liabilities are minimised and VAT recovery is maximised by developing and improving VAT processes and procedures.
- 8.2 The possibility of recovering VAT in relation to car parking and trade refuse claims, would, if successful, provide a significant benefit for the Council in these difficult financial times.

**Background Documents:**

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Article.

**Equality Impact Assessment**

There is no evidence from an initial assessment of an adverse impact on equality in relation to the equality target groups.

**Appendices:**

None