



ARTICLE NO: 1A

**CORPORATE OVERVIEW &
SCRUTINY COMMITTEE:**

**MEMBERS UPDATE 2011/12
ISSUE: 4 FEBRUARY 2012**

Article of: Borough Solicitor

Relevant Managing Director: Managing Director (People and Places)

Relevant Portfolio Holder: Councillor Fowler

**Contact for further information: Mrs. J.A. Jones (Extn 5017)
(E-mail: jill.jones@westlancs.gov.uk)**

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

Wards affected: Borough wide

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 12 July 2011, 6 September 2011, 18 October 2011, 29 November 2011 and 17 January 2012, at County Hall, Preston for information purposes.

2.0 BACKGROUND AND CURRENT POSITION

2.1 To keep Members apprised of developments in relation to Health 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.

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

The Article does not have any direct impact on members of the public, employees, elected members and / or stakeholders. Therefore no Equality Impact Assessment is required.

Appendices

Minutes of the Health Scrutiny Committee – 12 July 2011

Minutes of the Health Scrutiny Committee – 6 September 2011

Minutes of the Health Scrutiny Committee – 18 October 2011

Minutes of the Health Scrutiny Committee – 29 November 2011

Minutes of the Health Scrutiny Committee – 17 January 2012

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

Lancashire County Council

Health Scrutiny Committee

Meeting held on 6 September 2011 at County Hall, Preston

Minutes

Present:

County Councillor M Skilling (Chair)

County Councillors

ATTANDANCE INSERTED VIA M.G

Apologies for absence were presented on behalf of County Councillor J Eaton and Councillors Mrs B Hilton (Ribble Valley Borough Council) and J Robinson (Wyre Borough Council).

County Councillor P Malpas replaced County Councillor C Evans for this meeting.

County Councillor M Hassan replaced County Councillor N Penney for this meeting.

Councillor M Blake replaced Councillor Mrs D Stephenson (West Lancashire Borough Council) for this meeting.

Welcome

The Chair welcomed County Councillor Michael Welsh who had been permanently appointed to the Committee in place of County Councillor George Askew, and who was attending the Committee for the first time. She also welcomed District Councillors Cheryl Little, Liz McInnes and Dave Wilson, new co-opted members representing, Fylde BC, Rossendale BC and Preston City Council respectively and who were also attending for the first time.

Disclosure of Personal and Prejudicial Interests

Councillor Liz McInnes disclosed a personal, non-prejudicial interest in Item 4 (PCT Cluster Update) on the grounds that she was an employee of Pennine Acute Trust. County Councillor Michael Welsh also disclosed a personal, non-prejudicial interest in item 4 on the grounds that he was a Governor of Lancashire Teaching Hospitals NHS Trust, Preston.

Confirmation of Minutes

The Minutes of the Health Scrutiny Committee meeting held on the 12 July 2011 were presented.

In considering the minutes, one member reported that the shuttle bus service at Burnley had been curtailed and there were now fewer buses running which was causing considerable concern; she felt it important that the officers from the NHS who attended the meeting in July should be made aware of this development.

The minutes referred to a detailed report that was being prepared by the NHS setting out the reasons for site selections and relevant costings in relation to mental health inpatient reconfiguration. The Scrutiny Officer reported that this report was likely to be available by October.

Resolved: That the Minutes of the Health Scrutiny Committee held on the 12 July 2011 be confirmed and signed by the Chair.

PCT Cluster Update

As part of the Committee's commitment to have an oversight of the implications of the NHS reforms, the Committee needed to consider the transitional arrangements relating to the current Primary Care Trusts in Lancashire. The report set out the current position and responsibilities of the recently formed Pan Lancashire Cluster.

The report explained that the 2011/12 NHS Operating Framework had concluded that it would not be possible to retain effective management capacity in all primary care trusts until their abolition in 2013, which presented unacceptable risks to quality and financial management. In response, primary care trusts would be retained as statutory organisations but there would be a consolidation of management capacity, with single executive teams each managing a cluster of primary care trusts.

The Pan Lancashire Cluster comprised the member organisations of NHS Blackburn with Darwen Care Trust Plus, NHS Blackpool, NHS Central Lancashire, NHS East Lancashire and NHS North Lancashire. National guidance required that primary care trust clusters became operational by June 2011 at the latest.

The Chair welcomed guest speakers from NHS Lancashire: Jim Gardner, Cluster Medical Director and from NHS East Lancashire Victoria Robertson, Cluster Governance Advisor who presented the report.

It was emphasised that the NHS reforms were the most far reaching changes ever to face the NHS and in dealing with them it was essential to stay focused on patient care and delivery of services.

Whilst some matters were clear, there were a number of uncertainties as the NHS reforms Bill was passing through Parliament including the impact of structural changes on the operating framework.

It was explained that NHS Lancashire, as the pan Lancashire cluster, did not exist in its own right as a statutory body but relied on the co-operation and agreement of all those involved. The establishment agreement had to date been agreed and approved by four of the five PCTs involved and there was an expectation that NHS Blackpool would agree it at its board meeting later in September. The report set out briefly the background to the establishment of the pan Lancashire cluster and its responsibilities and member organisations.

NHS Lancashire was a sub-committee of the five participating PCTs but was also the overarching body operating on behalf of the PCTs. One executive team would act for and on behalf of the participating PCTs. The Chief Executive Officer of NHS Lancashire was Janet Soo-Chung and a full complement of executive directors was now in place and taking work forward.

Part of the reason for the formation of NHS Lancashire was to aid and facilitate the establishment of clinical commissioning groups (CCGs) from 1 April 2013. Thirteen CCGs were currently in place. The Committee was assured that every GP practice in Lancashire was represented on one of the 13 CCGs who were currently meeting each month in a network. It was expected that the number of CCGs would reduce from 13 in light of draft authorisation guidance from the Department of Health suggesting that clusters should represent a population of over 200,000. Members raised a number of comments and questions the main points of which are summarised below:

- In response to a request for an estimate of the likely number of CCGs that would eventually be authorised for Lancashire, it was considered possible that Lancashire would have a commissioning support structure which could enable relatively small groups to discharge their function, however the Department of Health who would eventually authorise the CCGs might be rigid in its approach - it was difficult to speculate. Ultimately there was a desire to achieve the best for Lancashire.
- It was confirmed that CCGs were currently involved in the commissioning process at a local level. They had some budgetary responsibility also. This was a transitional period during which there would need to be some 'hand holding'. Using East Lancashire PCT as an example, it was explained that there was a sub-committee of the PCT Board on which GP commissioning colleagues from 5 CCGs locally were in the majority on the commissioning board.
- There would be a formal shadow period during 2012/13 during which they would have support of the commissioning organisation. CCGs would have to demonstrate and evidence how decisions were made.
- It was explained that, in the past, prior to the establishment of PCTs, primary care groups tended to be coterminous with district councils, but that same arrangement would not apply this time. One of the vital pieces of the jigsaw would be the acute commissioning footprint and the point was made that whilst choices would be available it was expected that there would still be local allegiance to the local acute provider.

- There was concern about the amount of local representation there would be on the Health and Wellbeing Board (HWB) given that Lancashire is a large geographical area with twelve district councils all of whom would like to input some local knowledge; the opportunity to do so appeared to becoming more and more diluted.
- It was confirmed that individual PCTs had statutory responsibility for commissioning, but that there was currently one accountable officer for the new pan Lancashire PCT cluster, NHS Lancashire, namely Janet Soo-Chung, Chief Executive.
- In response to a question about the future for staff employed by the NHS and their morale, it was recognised that there was a challenging HR task ahead as staff were moved into one of three routes: part of the national commissioning board; commissioning support; or working for the CCGs themselves as they became statutory bodies. Staff had been through a difficult time with much uncertainty, one of the key tasks was to describe the future which was difficult currently as there was a need to make sense of emerging policies; hopefully morale would build as the Health Service moved into 'clearer water'.
- Regarding arrangements to ensure that the NHS would work effectively with the county council given that the Public Health agenda would be its responsibility, Dr Frank Atherton, a Director of Public Health had been spending two days a week working with Lancashire County Council to support the transition of public health into local government. Richard Jones, Executive Director for Adult and Community Services at the county council had also been working closely with the cluster and attending Cluster Board meetings. It was recognised as vital for the HWB to relate to partnerships and be clear what sits at what level.
- Jim Gardner took the opportunity to explain that QIPP (Quality, Innovation, Productivity and Prevention), a large scale transformational programme for the NHS, was making productivity a key issue. NHS inflation had previously run at 7% per year, but it was now running at zero; there was a duty to manage finances whilst fulfilling a commitment to the other elements also and monitor carefully how the service was performing.

The Chair thanked Jim Gardner and Victoria Robertson for attending the meeting and for an informative session.

Resolved: That,

- iii. The report be received; and
- iv. An update report be brought back to the Health Scrutiny Committee in approximately six months' time.

Report of the Health Scrutiny Committee Steering Group

On 21 June the Steering Group had met with representatives from Calderstones Partnership which was the first learning disability NHS Foundation Trust to be

authorised. They were based in the Ribble Valley and provided a specialist service to people with a learning disability including in-patient assessment and treatment and community based services across the North West. A summary of the meeting was attached at Appendix A to the report.

On 12 July the Steering Group had met with Habib Patel, Head of Partnerships and Performance, to receive an update on the progress being made regarding the Health and Wellbeing Board (HWB) and the development of a Lancashire Healthwatch. A summary of the meeting was attached at Appendix B to the report. Concern was again raised about the level of local representation on the HWB; this concern was shared by the Steering Group and it had been agreed that Habib Patel would attend the Steering Group as soon as there was any new information and the Steering Group would decide at what point to ask for a formal report to the Health Scrutiny Committee.

Also, the report had referred to a task and finish group comprising representatives from local government, the NHS and public health to map existing activity and develop proposals for each of the 5 priorities, which had been due to be completed by the end of June. The Scrutiny Officer undertook to obtain a copy of the report and circulate it to the Committee. The Chair noted that a report 'The Creation of a Shadow Health and Wellbeing Board in Lancashire County' was due to be considered by Cabinet on 15 September.

On 2 August the Steering Group had met with Raymond Lee, Chairman of the Central Lancashire Local Pharmaceutical Committee who attended to provide the Steering Group with an overview on Community Pharmacy services. Mike Banks, Head of Active Intervention and Safeguarding had also provided an additional update on the progress of the recommendations made by the Safeguarding Adults Task Group. A summary of the meeting was attached at Appendix C to the report.

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 18 October 2011 at 10.30am at County Hall, Preston.

I M Fisher
County Secretary and Solicitor

County Hall
Preston

Lancashire County Council

Health Scrutiny Committee

Meeting held on 18 October 2011 at County Hall, Preston

Minutes

Present:

County Councillor M Skilling (Chair)

County Councillors

ATTENDANCE INSERTED VIA M.G

Apologies for absence were presented on behalf of Co-opted Members Councillors Tracy Kennedy, Burnley Borough Council and Cheryl Little, Fylde Borough Council.

Disclosure of Personal and Prejudicial Interests

Councillor Richard Newman-Thompson disclosed a personal, non-prejudicial interest in Item 4 (Monitoring of Domiciliary Care Providers) on the grounds that he was an employee of Age Concern.

Confirmation of Minutes

The Minutes of the Health Scrutiny Committee meeting held on the 6 September 2011 were presented and agreed, subject to the inclusion of apologies from County Councillor Andrea Kay.

Resolved: That the Minutes of the Health Scrutiny Committee held on the 6 September 2011, as amended, be confirmed and signed by the Chair.

Monitoring of Domiciliary Care Providers

The report set out how domiciliary care providers in Lancashire are monitored and the implications of self directed support developments. It was presented by Ann Mylie, Head of Quality and Contracting Unit, Directorate for Adult and Community Services. Ann used a PowerPoint presentation which briefly set out some of the key issues. A copy of the presentation is available to view with the minutes on the county council's website via the following link:

<http://council.lancashire.gov.uk/ieListMeetings.aspx?Committeeld=182>

In making her presentation Ann drew attention to themes and patterns of concern about the quality of domiciliary care:

- Carers not staying for enough time – It could be that the local authority had not commissioned enough time, or there was too much for the carer to do, or the providers of care had taken on too much work. Ann explained that the council was changing the way it commissions care whereby the number of hours care would be commissioned and it would be for the customer and provider to decide how those hours would be delivered. This move away from 'Task and Time' could help with the 'grey area' of travelling time eating in to caring time.
- Too many different carers – there could be a high turnover of staff especially as carers were often paid at a lower rate than they could earn in retail work.
- Not being informed about any changes to their service, for example when someone is going to be late or a different carer is attending – it was recognised as good practice to let the client know in these circumstances.
- Missed calls – electronic monitoring should be used by all providers on the Preferred Providers (PP) list.

Ann also explained in some detail how Direct Payments were managed and how they were changing the way care was provided, and she spoke about developments in self-directed support available which were also described in more detail in the report itself.

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

- Members were concerned about the monitoring of care and how to ensure that an appropriate standard was provided given the increasing variety of providers now that Direct Payments were increasing. Ann explained that as over 244,000 hours of care was provided weekly the council had to rely, to some extent, on individuals, their relatives, or advocates to report concerns. There had to be a level of trust at the outset that providers would deliver the standard of service expected.
- In response to a suggestion that monitoring should be conducted six-monthly rather than annually it was explained that with only 15 monitoring officers and over 800 providers there were insufficient resources to reduce the review timetable, however this view would be reported back. The committee was assured that reactive monitoring was prioritised as concerns were reported.
- One member emphasised that quality of care had to be given top priority and suggested that a quality of care review be carried out every three months and that individuals should not be relied on to report unsatisfactory standards.
- Regarding unannounced spot checks, it was explained that these were much more difficult to conduct for domiciliary care than for residential care settings, however a visit could be arranged where concerns had been reported. Members suggested that this was an issue which needed to be explored in more detail.
- It was suggested that there was an attitude among some providers that people were getting care at no cost to themselves and therefore should be happy with any level of service, and that those people might be the very

ones who would themselves be reluctant to complain; this was an issue that must be addressed and electronic logging devices must be used by all providers, and if not used there should be a penalty. In response it was confirmed that all those on the PP list should use electronic logging, spot checks were carried out and if electronic logging was not used this would be followed up and action taken.

- It was confirmed that the results of spot checks were carefully analysed and presented, and it was agreed that this information would be provided to the committee.
- Regarding a question about the effects of recent changes to the care eligibility criteria, Ann confirmed that so far there was no indication that quality of care had been affected in the short term; it was early days and any effects might only emerge longer term.
- The committee was assured that there was no known issue regarding capacity to provide care causing a delay to hospital discharges, but Ann invited the member who had raised this question to let her know of any areas where this appeared to be a concern.
- It was noted that a third of providers were not on the PP list. Ann confirmed that the majority of business, especially older people's services, was done with PPs; 95% of business was with PPs. It was explained that currently the PP list was closed and was only updated every three years using a tender process. This would change in April 2012 because the council wanted to make it easier to get on the PP list and for providers to be suspended from the list if this was considered appropriate. Whilst the council preferred customers to use PPs, individuals might choose a provider not on the PP list. The point was made that a provider not on the PP list did not mean that the provider delivered poor quality care.
- In response to a suggestion that providers on the PP list should also be given a 'rating' it was explained that the Safe Trader Scheme allowed users to comment on providers. The council now had a reduced role in which providers people could choose to use.
- The Safe Trader Scheme was run by Lancashire County Council's Trading Standards Service and open to the public. All members or traders of the scheme would have committed to treating their customers honestly and fairly by committing to a code of practice. It was a helpful way of finding a service and if concerns were raised they would be picked up by social services. Help Direct would provide a signposting service the Safer Trader Scheme.
- It was suggested that vulnerable people were perhaps most open to exploitation by personal assistants. The committee was assured that in terms of deciding whether the customer had the capacity to make their own decisions there was very good guidance issued to people. A copy of this guidance would be provided to the committee.
 - Family members could be paid as carers but not if they lived in the same house as the customer, and any family member acting as a 'nominated person' on behalf of the customer could not also be a paid carer.
 - It was confirmed that handling of medication by carers was a very complicated area in terms of what they were and were not allowed to do.

However the individual's support plan should deal with issues surrounding medication.

- It would not be considered good practice for personal care for a woman to be provided by a man unless specifically agreed to by the customer, and any cases arising should be raised with the provider.
- It was suggested that there should be a register of carers with minimum training standards required, similar to the register maintained for child minders. Whilst there had been moves nationally toward this, there now appeared to have been a change of mind.
- It had already been acknowledged that care workers were poorly paid and received little in way of travel expenses. Travel time would not be commissioned as part of the service provided in the future but Direct Payments would result in individual carers receiving a higher rate of pay. Travel time would be built in as part of the support plan and budgeted for.
- Lancashire Centre for Independent Living provided independent living advice and support for people who wished to live independently and LCIL also had a back office support role for the Direct Payment holder.
- It was explained that spending on people with learning disabilities was higher than spending on people with physical disabilities because a different type of care was provided for different client groups; the figures did not compare like with like.
- The Care Navigation Service provided an information service to people including those funding their own care. It was not being funded from 'new' money but had changed its name from Care Organisers and taken an enhanced role.

The Chair thanked Ann Mylie for a very informative session on what was a most important issue for the committee.

Resolved: That,

- i. The report be received; and
- ii. An update report be provided to the committee in the future.

Adult Social Care Complaints and Representations Annual Report 2010-2011

The report explained that the production of the Annual Complaints and Representations Report was a longstanding statutory requirement. It contained statistical information, analysis and learning for the organisation in relation to adult social care complaints, comments and compliments received from 1 April 2010 to 31 March 2011. It was presented by Angela Esslinger, Strategic Development Manager, Directorate for Adult and Community Services.

Angela used a PowerPoint presentation which highlighted some key points from the report. A copy of the presentation is available to view with the minutes on the county council's website via the following link:

<http://council.lancashire.gov.uk/ieListMeetings.aspx?Committeed=182>

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

- Regarding response times for complaints, members noted that in 2010/11 50% of offline investigation, joint investigation with health, or mediation took longer than 65 days. It was recognised that some complaints were taking too long and the committee was assured that work was ongoing to tighten up the ways in which they were being dealt with and reduce time scales.
- The Joint Complaints Forum had recently been reconvened after 18 months following the departure of a number of experienced NHS complaints officers on voluntary redundancy . It was hoped that it could begin to explore and resolve some of the issues causing breaches in timescales.
- It was suggested that the data about complaints taking longer than 65 days to respond to should be broken down further.
- One member suggested that as vulnerable people were less likely to complain because of fear of prejudicing their care this should somehow be factored into the figures. Copies of leaflets inviting views on social care services and advocacy services for adults were circulated round the committee. It was emphasised that the aim was to reassure people that they should not be fearful of submitting a complaint.
- The report contained some complaint case studies which included action/learning points. It was explained that a learning log was produced for each complaint received, which was reviewed by a senior manager and available to the Ombudsman. It was suggested and agreed by the committee that the relevant cabinet member should be given the opportunity to review the more serious complaints. It was recognised as impractical to send all complaints and it was suggested that a 'dip sample' of complaints be provided. Angela agreed to take this suggestion forward.
- It was noted that only two complaints had been recorded against the category 'respite care' yet it was known that there had been much concern among the public about the withdrawal of respite care facilities. Hargreaves House, Residential Care Home, Accrington was given as an example. .Angela agreed to look into this and send the findings of her investigation to the committee via the overview and scrutiny officer.
- Angela also agreed to provide a breakdown of complaints according to whether they were submitted in writing or on-line.
- It was reported that on-line feedback was increasing and that the council was looking to introduce an on-line portal through which all complaints could be received.

- The use of mediation was seen as a helpful way of resolving complaints and maintaining relationships and this was something now being promoted at the beginning of the complaints process.
- It was explained that there had been a national agreement to broaden the complaints process to include all aspects of social care and this together with increased complaints owing to financial recovery activity had contributed to a 22% increase in complaints.
- There had been no findings of maladministration.

Resolved: That,

- i. The Adult Social Care Complaints and Representations Annual Report 2010/11 be received and the associated learning from customer feedback for the past year be acknowledged;
- ii. The Annual Report be shared with interested members of the public and regulators' after this meeting; and
- iii. Comments made by this committee be noted and action taken as appropriate.

Report of the Health Scrutiny Committee Steering Group

On 13 September the Steering Group had met to discuss rehabilitation services in East Lancashire, receive updates on previous topics and discuss potential areas of interest. A summary of the meeting was attached at Appendix A to the report now presented. Appendices B and C contained additional information that was provided to members for the meeting.

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 29 November 2011 at 10.30am at County Hall, Preston.

I M Fisher
County Secretary and Solicitor

County Hall
Preston

Lancashire County Council

Health Scrutiny Committee

Minutes of the Meeting held on Tuesday, 29th November, 2011 at 10.30 am in Cabinet Room 'C' - County Hall, Preston

Present:

County Councillor Maggie Skilling (Chair)

County Councillors

K Bailey	M Iqbal
Mrs R Blow	P Mullineaux
M Brindle	M Otter
J Eaton	N Penney
C Evans	M Welsh

Co-opted members

Mrs B Hilton	(Ribble Valley Borough Council representative)
T Kennedy	(Burnley Borough Council representative)
R Newman-Thompson	(Lancaster City Council representative)
J Robinson	(Wyre Borough Council representative)
Mrs R Russell	(Chorley Borough Council representative)
MJ Titherington	(South Ribble Borough Council representative)
D Whalley	(Pendle Borough Council representative)

1. Apologies

Apologies for absence were presented on behalf of County Councillors Andrea Kay and Malcolm Pritchard and Councillors Liz McInnes, Rossendale Borough Council, Doreen Stephenson, West Lancashire Borough Council and Dave Wilson, Preston City Council.

2. Disclosure of Personal / Prejudicial Interests

None disclosed

3. Minutes of the Meeting Held on 18 October 2011

The Minutes of the Health Scrutiny Committee meeting held on the 18 October 2011 were presented and agreed.

Resolved: That the Minutes of the Health Scrutiny Committee held on the 18 October 2011 be confirmed and signed by the Chair.

4. An Overview of the County Council's Response to the Health Reforms

Richard Jones, Executive Director for Adult and Community Services, presented a brief outline of Lancashire's key priorities in working with health between 2011 and 2013. He reported progress around the development of the Health and Wellbeing Board and the appointment of a Director of Public Health. The report also explored the impact of emergent Clinical Commissioning Groups and the new health architecture.

Seven key priorities had been identified, which would drive improved outcomes for Lancashire people, increased efficiency and a better use of public money. They were the strategic priorities that the County Council would strive to achieve with its health partners:

- To support care closer to home
- Continuing Health Care/Complex Care
- Children with disabilities (CWD) and special education needs (SEN)
- Working Together for Families
- Personal Budgets
- Commissioning
- Health and Wellbeing

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

- It was acknowledged that there were many issues relating to quality of care and the protection of vulnerable people, these would be addressed through commissioning, training and support. A further report providing more detail about action being taken would be brought to the committee on request.
- Each of the seven priorities had a lead Director from the County Council and Health; one member suggested that this could lead to potential difficulties regarding co-ordination. In response, it was felt that during a period of such significant change and transition it was important to be clear about priorities and to have a single director accountable for the delivery of each of those priorities.
- Regarding the involvement of district councils, members were assured that there would be district council representation on the Health and Wellbeing Board, clinical commissioning groups and other emerging boards; there would be many shared issues which would operate differently in different areas and it

was recognised that there would be a need to involve district councils in specific pieces of work at local level.

- District councillors had been invited to a series of briefings about the health reforms run by the county council, and some district councils had established (sub) committees responsible for health, however there was a feeling that some district councillors were perhaps not sufficiently briefed about developments. It was considered important to keep districts more informed. Mr Jones advised that it was intended to set up, via the Lancashire Leaders Group, a network of lead health members co-ordinated by the county council's Joint Health Unit. Members were encouraged to let Richard Jones know if there were areas where more information was needed.
- In response to concern about support for carers, the committee was assured that much work was ongoing through campaigns and individual families to support carers' organisations and individuals, including links with the Welfare Rights service to ensure people were receiving the right amount of benefit payments.
- One member pointed out that there had been many changes to the benefit system which was putting carers under pressure and it was hoped that Welfare Rights would lobby government to make an exception for those families affected.
- The Deputy Chair reported that he had attended an overview and scrutiny meeting at Pendle Borough Council about standards of care in care homes. He encouraged other district councils to involve the county in work that they were doing in relation to health and to take a joint approach.
- The health reforms were complex and confusing and there was concern about how members of the public would know how to raise matters of concern to them and have their issues addressed. It was acknowledged that this was a very challenging question while there were still so many uncertainties.
- In response to concerns about those people living at home and receiving independent care becoming isolated as financial pressures bite, it was acknowledged that there needed to be a balance between intervention and support, and an individual's responsibility for their own health. There would need to be investment in good community support with partners.
- It was understood that the Health and Wellbeing Board would develop a list of priorities and actions to be cascaded to district councils. It was envisaged that there would be a balance between direction and collaboration to best deliver support to people in different areas.
- It was envisaged that there would be six clinical commissioning groups in the county council area which would have a shared approach regarding matters such as mental health, end of life care etc. Discussions were also ongoing about sharing functions to reduce overheads, for example by using the county council's customer service centre.
- One member suggested that consideration be given to providing disabled parking bays to carers to enable them to more easily collect the disabled person from their own home. Richard Jones agreed to forward this suggestion to the Environment Directorate who were responsible for such matters
- A request was made for the Health & Wellbeing Board to consider how parish and town councils could be involved.

The Chair suggested that it would be appropriate for the committee to include in their work plan the seven priorities identified in the report.

Resolved: That,

- i. The report be received; and
- ii. Each of the seven key priorities for joint working with health, as listed in the report, be scheduled in the Health Scrutiny Committee work plan.

5. Local HealthWatch Planning in Lancashire

The report was presented by Angela Esslinger, Strategic Development Manager, Adult and Community Services Directorate. It explained that the Health and Social Care Bill 2012 would create Local HealthWatch as the new consumer champion for health and social care services. The report gave an outline of the expected role and function of HealthWatch and included at Appendix A the draft service specification for the proposed contract. It had been developed by the Local HealthWatch project board which included representatives from the Health Scrutiny Committee. The proposed procurement timetable was presented at Appendix B.

Angela used a PowerPoint presentation to explain the background to and future role of HealthWatch. A copy of the presentation is appended to these minutes.

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

- In response to a question about how it would be decided which community groups were to be approached, it was explained that there was a desire to engage with people that had not previously been involved. Suggestions from the Health Scrutiny Committee would be welcomed.
- It was confirmed that LINK would not evolve into HealthWatch as a previous LINK newsletter had suggested; LINK was to be decommissioned at the end of September 2012.
- Regarding the proposed HealthWatch contract, the committee's attention was drawn to Appendix B of the report which set out the draft procurement timetable. There was an intention to be clear about the vision for HealthWatch and the Health Scrutiny Committee's contribution to this would be welcomed.
- It was confirmed that the Care Quality Commission through Healthwatch England would set standards and priorities for local HealthWatches, but there would be a mix of local priorities as well as national priorities.
- It was pointed out that the draft contract had yet to be considered by the Transitional Board. The appointment of a chair had also yet to be decided; current thinking was that an independent chair would be appropriate.

- One member suggested that the manner in which members were appointed should be carefully considered and that elections from small groups were not sufficiently representative.

There needed to be some detailed discussion about how the contact was going to work on a practical level and the Chair suggested that the Steering Group, joined by other members of the Committee, consider this at their meeting in January and report back to the Health Scrutiny Committee meeting scheduled for 17 January 2012 with recommendations.

Resolved: That the Steering Group, joined by other members of the Committee, consider the draft HealthWatch contract, set out in the report now presented, at their meeting in January and report back to the Health Scrutiny Committee meeting scheduled for 17 January 2012 with recommendations.

6. Report of the Task Group on the Fylde Coast Health Economy

Wendy Broadley, Overview and Scrutiny Officer explained that the Health Scrutiny Committee had requested a report from Blackpool Teaching Hospitals NHS Foundation Trust for its meeting on 22 February 2011. The Trust had been asked to explain their actions following the transfer of all services from Wesham Hospital to Clifton Hospital which took place at the end of January without any prior consultation with overview and scrutiny.

The response from the Trust had stated that although they were going to carry out a public consultation later in the year to look at the five year health strategy for the Fylde Coast, including a review of the NHS estate, they were of the view that they needed to focus on how to make best use of their estate in order to provide best value for money at the present time. They stated that large areas of Clifton Hospital were empty and these areas were expensive to keep open. It was therefore decided in the short-term to consolidate their bed stock by transferring services currently provided at Wesham Hospital to two empty wards at Clifton Hospital. This move took place on 25 and 26 January 2011, all clinical staff transferred with the service.

The Trust had said that the interim transfer of services from Wesham Hospital to Clifton Hospital was separate to the public consultation that would be held later in the year. Their actions were based on their view that they needed to consolidate the Trust's community bed stock in the short term, until such time as the future of all the NHS estate on the Fylde Coast was determined. They stated that this would be via the public consultation and would actively seek the views of patients, staff and Health and Social Care Partners.

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

This issue had already been the subject of debate by Blackpool Health Scrutiny Committee and informal discussions had taken place between the Chairs of Blackpool and Lancashire Health Scrutiny Committees to determine a way forward. 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. The task group would ensure that a comprehensive and fully inclusive consultation exercise was planned and delivered and that the feedback from stakeholders was taken into consideration when a preferred option would be taken forward.

The final report was not yet complete and the Committee was asked to authorise the Steering Group to approve its recommendations on behalf of the Committee. The final report would be included with the agenda for the January meeting of the Committee.

Resolved: That the Steering Group be authorised to consider and approve, on behalf of the Health Scrutiny Committee, the recommendations of the Task Group on the Fylde Coast Health Economy.

7. Report of the Health Scrutiny Committee Steering Group

On 1 November the Steering Group had met to discuss a number of topics including the HealthWatch contract and mental health inpatient reconfiguration. A summary of the meeting was attached at Appendix A to the report.

On 11 November the Steering Group had visited the Calderstones Partnership NHS Foundation Trust who provide in-patient and community based services for adults with learning disabilities. A summary of the visit was attached as Appendix B to the report.

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

8. 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.

9. Urgent Business

No urgent business was reported.

10. Date of Next Meeting

It was noted that the next meeting of the Committee would be held on Tuesday 17 January 2012 at 10.30am at County Hall, Preston.

Lancashire County Council

Health Scrutiny Committee

Minutes of the Meeting held on Tuesday, 17th January, 2012 at 10.30 am in Cabinet Room 'C' - County Hall, Preston

Present:

County Councillor Maggie Skilling (Chair)

County Councillors

K Bailey	A Kay
Mrs R Blow	M Otter
M Brindle	N Penney
C Evans	M Pritchard
M Iqbal	M Welsh

Co-opted members

Councillor Mrs B Hilton, (Ribble Valley Borough Council representative) □ Councillor Cheryl Little, (Fylde Borough Council representative) □ Councillor Richard Newman-Thompson, (Lancaster City Council representative) □ Councillor Tim O'Kane, (Hyndburn Borough Council representative) □ Councillor Rosemary Russell, (Chorley Borough Council representative) □ Councillor Mrs D Stephenson, (West Lancashire Borough Council representative) □ Councillor M J Titherington, (South Ribble Borough Council representative) □ Councillor David Whalley, (Pendle Borough Council representative) □ Councillor Dave Wilson, (Preston City Council representative)

11. Apologies

Apologies for absence were presented on behalf of County Councillors J Eaton and P Mullineaux and Councillors T Kennedy (Burnley Borough Council), L McInnes (Rossendale Borough Council) and J Robinson (Wyre Borough Council).

12. Disclosure of Personal / Prejudicial Interests

County Councillor M Pritchard disclosed a personal, non prejudicial interest in item 3 on the grounds that his son receives financial support from the County Council.

13. Minutes of the Meeting Held on 29 November 2011

The Minutes of the Health Scrutiny Committee meeting held on the 29 November 2011 were presented and agreed.

It was reported that in relation to item 5, Local HealthWatch Planning in Lancashire, the timetable had changed; HealthWatch England would now be established from October 2012 with the expectation that the local HealthWatch would be in place from April 2013.

A meeting of the Steering Group, joined by other members of the Committee, to consider the draft HealthWatch contract, was yet to be arranged after which a report would be brought back to the Committee.

Resolved: That the Minutes of the Health Scrutiny Committee held on the 29 November 2011 be confirmed and signed by the Chair.

14. Revenue Budget Consultation

The report explained that the Cabinet at its meeting on 5 January 2012 had considered a report presenting an update to the three year financial strategy covering the financial years 2011/12 to 2013/14 which had been agreed by the County Council on 16 February 2011.

The strategy delivered savings of £179.1m over the three years, with a focus on protecting front line services to the most vulnerable members of the community.

Good progress was being made in 2011/12, and a combination of the early achievement of savings, together with reductions in the Council's cost base had delivered savings of the order of £10m, which had been set aside to support investment in residential and day care facilities for older people (£3m), and facilities for the provision of respite care for children with disabilities (£7m).

In addition to this, the one off benefits of the strong performance of the Council's bond portfolio together with the early implementation of savings in 2012/13 required to address budget pressures from 2013/14 onwards provided the opportunity for one off investment of up to £35m and the Cabinet had issued investment proposals for consideration.

The Chair explained that as the proposals did not relate to health or social care, this Committee could only make comments and suggestions for the future, which would be reported back to Cabinet on 2 February. She invited comments which are summarised below:

It was felt that the current position, with over £40million now to invest, reflected astute financial management at the county council.

It was noted that there appeared to be no information about how much funding had been allocated for public health expenditure and suggested that it would be

useful for the Committee to be supplied with information about this at a future meeting.

Regarding additional investment in residential day care facilities, clarification was sought as to whether this included funding for the provision of transport. The Scrutiny Officer agreed to get further information to answer this and circulate it to members.

In response to one member's concern about the method for assessing payments to adults with learning disabilities, the Chair suggested that it was a matter for the Steering Group to consider further.

Resolved: That,

- i. The report be received; and
- ii. The Committee's comments be reported to Cabinet on 2 February.

15. University Hospitals of Morecambe Bay NHS Foundation Trust

County Councillors Niki Penney and Carolyn Evans had attended a meeting of the Cumbria Health Scrutiny Committee on 12 December 2011 to which the Chief Executive and other officers from the University Hospitals Morecambe Bay Trust had been invited to answer questions, which included issues that affected Lancashire residents.

The agenda and minutes of that meeting can be viewed on Cumbria County Council's website via the following link:

<http://councilportal.cumbria.gov.uk/ieListMeetings.aspx?Committeeld=152>

County Councillor Penney reported that a number of concerns had been raised, including:

- Inadequate record keeping
- Unsatisfactory appointments system
- Lack of waiting area and inadequate seating in the fracture clinic
- Ambulances stacking up and waiting for up to four hours outside Royal Lancaster Infirmary
- Whether there was an effective 'whistle blowing' policy for staff

The Steering Group had also discussed the outcome of that meeting and it was agreed that members would await the outcome of the subsequent January meeting of the Cumbria Committee, to which additional information had been requested.

Once this information was available the Steering Group would then consider whether they would wish the Trust to attend a Lancashire Health Scrutiny Committee.

Regarding inactive ambulances, it was suggested that information about the cost of delays outside Royal Lancaster Infirmary should be requested.

Resolved: That the Committee would await the outcome of the Cumbria Health and Wellbeing Scrutiny Committee on 31 January 2012 before deciding whether to invite representatives from University Hospitals of Morecambe Bay NHS Foundation Trust to attend the Lancashire Health Scrutiny Committee.

16. Report of the Health Scrutiny Committee Steering Group

On 22 November the Steering Group had met to discuss Mental Health In-patient Reconfiguration and Dementia Consultation updates. A summary of the meeting was attached as Appendix A to the report now presented.

On 13 December the Steering Group had met with the Lancashire LINK. A summary of the meeting was attached as Appendix B to the report now presented.

Additionally, it was reported that members of LINK had agreed to assist with the gathering of patient data and experiences for the Dementia Pathway task group.

It was also reported that Healthy Futures were undertaking a consultation relating to changes that were being planned to cardiology and stroke rehabilitation services in Bury, Oldham, Rochdale, North Manchester and parts of Rossendale. The Steering Group had agreed that in order for them to provide a comprehensive response to the consultation they would seek the views of members who represented that area. An email had therefore been sent to all relevant County Councillors and the Committee's District representative for Rossendale asking for their views by Friday 20 January.

Following this deadline the Steering Group would incorporate responses into their online submission.

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

17. Report of the Fylde Coast Health Economy Task Group - for information

On 29 November the Health Committee had agreed that as the final report of the Fylde Coast Health Economy Task Group had not yet been completed they would authorise the Steering Group to approve its recommendations on behalf of the Committee and that when complete the report would be provided to the full Committee.

The final report of the task group was now presented, for information, at Appendix A to the report. It had been given to NHS Blackpool who had been asked to provide a response to the recommendations by 13 January. The response had been received and had been circulated to all members of the Health Scrutiny Committee prior to the meeting.

The Committee was reminded that the actual consultation proposals would be presented to its February meeting. It was also intended to conduct a post-consultation review in July to assess how the Trust and its partners had performed against the task group's recommendations.

The Committee was assured that it had been made clear to officers from the NHS that any engagement should include not only District councillors, but also parish and town councillors, and that public engagement dates should be notified to the relevant elected members in advance.

Resolved: That the report be noted

18. 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.

19. Urgent Business

No urgent business was reported.

20. Date of Next Meeting

It was noted that the next meeting of the Committee would be held on Tuesday 28 February 2012 at 10.30am at County Hall, Preston.

I M Fisher
County Secretary and Solicitor
County Hall, Preston



ARTICLE NO: 1B

**CORPORATE OVERVIEW
AND SCRUTINY COMMITTEE:**

**MEMBERS UPDATE 2011/12
ISSUE: 4 FEBRUARY 2012**

Article of: Borough Solicitor

Relevant Managing Director: Managing Director (People and Places)

Relevant Portfolio Holder: Councillor I. Grant

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

SUBJECT: MINUTES OF LOCAL STRATEGIC PARTNERSHIP – THEMATIC GROUPS

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

1.1 To present to Members the notes/minutes of meetings of various LSP Thematic groups. I attach the following minutes of the LSP Executive held 27 May 2011, LSP Annual meeting held 7 October 2011, Integrated Transport Thematic Group held 13 January 2011, West Lancashire Community Safety Partnership Thematic Group held 12 October 2011.

2.0 BACKGROUND

2.1 To apprise Members of developments in relation to the Local Strategic Partnership's Thematic Groups.

3.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

3.1 There are no significant sustainability impacts associated with this article and, in particular, no significant impact on crime and disorder. The article has no significant links with the Sustainable Community Strategy.

4.0 FINANCIAL AND RESOURCE IMPLICATIONS

4.1 There are no significant financial or resource implications arising from this article.

5.0 RISK ASSESSMENT

- 5.1 This item is for information only and makes no recommendations. It therefore does not require a formal risk assessment and no changes have been made to risk registers as a result of this report.
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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

The Article does not have any direct impact on members of the public, employees, elected members and / or stakeholders. Therefore no Equality Impact Assessment is required.

Appendices

1. Minutes of LSP Executive held 27 May 2011.
2. Minutes of LSP Annual meeting held 7 October 2011.
3. Minutes of Integrated Transport Thematic Group held 13 January 2011.
4. Minutes of West Lancashire Community Safety Partnership Thematic Group held 12 October 2011.

**MINUTES OF LSP EXECUTIVE MEETING
10am 27 May 2011, West Lancashire Investment Centre**

Present:

Cllr Ian Grant	Chairman	Tracey Jardine	District Partnership Officer (LCC)
Cllr Ashcroft	Chair of Community Cohesion Thematic Group	Greg Mitten	Chair of People and Communities Thematic Group
Angela Aspinwall Livesey	Chair of Children's Trust	Ann Pennell	LCC
Cllr Blake	Vice Chair	Richard Small	Chair of Better Environment Thematic Group
John Buck	Lancashire Fire & Rescue Service	Dave Tilleray	Community Safety Partnership
Jane Cass	CLPCT	Kim Webber	WLBC (for Bill Taylor)
Ian Cropper	Parish Councils' representative	Ch. Supt Stuart Williams	Lancashire Constabulary
Cllr Forshaw	Chair of Integrated Transport Group	Brett Winn (for Louise Dawson)	Skelmersdale & Ormskirk College
Ch. Insp. Geoff Hurst	Lancashire Constabulary		

In attendance: Peter Richards (WLBC), Karen Fitzgerald (Community Foundation), Cath McNamara (LSP Secretariat); Alison Grimes (LSP Secretariat)

Absent: Hugh Evans (Chamber of Commerce), Shaun Walsh (Performance Management Network Chair), Sheila Battersby (GONW), Cllr Owens (ELS Thematic Group)

1. Apologies

Louise Dawson	Skelmersdale & Ormskirk College	Rodney Dykes	Southport and Ormskirk NHS Trust
Alex McMinn	Older Peoples' Partnership Board	Bill Taylor	WLBC
Steve Igoe	Edge Hill University	Cllr Bill Cropper	LCC

2. Declarations of Interest

None

For approval

3. Minutes of the Executive meeting, 17.2.11

AGREED: an accurate record

4. Matters arising

p2. Central Gateway Grants Scheme. Matters Arising from 17.02.11

Greg Mitten updated that West Lancs CVS had been successful in a bid supported by the LSP and other partners for the Central Gateway Grants Scheme for £32K.

p2. Mid Lancashire MAA, Local Enterprise Partnerships, and Local Investment Plans. Matters Arising from 17.02.11

Ian Grant updated that the Lancashire-wide LEP had been signed off and that he sits on the Board of the LEP as one of two councillors representing the districts. The LEP is led by the private not the public sector and is chaired by the Chairman of Booths, Edwin Booth.

For note

5. Lancashire Foundation Trust Presentation by Karen Fitzgerald, Lancashire Foundation Trust

Karen ran a video and made a short presentation about the work of the Foundation.

It was noted that there had been little uptake of the Foundation's expertise in West Lancashire and CVS would make contact.

Action: The presentation was noted.

6. Local Development Framework Presentation by Peter Richards, WLBC

Peter presented an outline of the LDF and the next steps in the process, including the current programme of consultation events being held throughout the borough. Members were encouraged to respond to the consultation via www.westlancs.gov.uk/2027

Action: The presentation was noted.

For decision

7. Second Homes Update Report of LSP Secretariat

Ian Grant queried with S Williams/G Hurst about money being received in other parts of Lancashire for body cameras and whether this source was available for West Lancashire. Stuart Williams agreed to make enquiries. Geoff Hurst commented that the cameras were purchased and should be distributed to officers next week. A press item in consultation with LSP and CSP would be produced.

It was outlined that the previously agreed £5057 per year for three years for membership of the Blackpool and Lancashire Tourist Board (based on satisfactory monitoring reports) had slightly under spent in years 1 and 2. It was however anticipated that should a third year payment be agreed (based on a progress report on year 2 activity) it would be an overspend. It was agreed that the underspend for years one and two would be carried over specifically for the potential use in year 3, rather than returned to the general Second Homes pot.

The Raising Aspirations interim report was noted for its positive impact. Ian Grant queried the sustainability of the project. John Buck stated that the interim report would now be used for making additional funding applications. The scheme costs in the region of £15K to run per year. Ormskirk School has put in a bid to the National Lottery for £10k and work is underway to source the other £5K. Ann Pennell queried whether the Children's Trust was a potential source, as LCC had a commitment to channel funds through Children's Trusts. Angela Aspinwall-Livesy commented that the Children's Trust runs an early intervention programme and whilst currently not targeted at the same year groups there were funding streams requiring commissioning.

The final progress report on the West Lancashire Climate Change project was also noted for its

good work and that it had also brought in additional funding during the project term.

The Food Growing Scheme interim report was praised for the positive impact it was having in communities, creating 'communities within communities'. A press release had been produced by the PCT, but a more planned approach could be developed.

AGREED:

- S Williams to find out about the fund source for other areas of Lancashire
- G Hurst to liaise with Dave Tilleray about the press release.
- Underspend on years 1 and 2 allocation of the Blackpool and Lancashire Tourist Board second homes funding would be carried over specifically to fund the potential year 3 claim.
- Any work around press releases to highlight project successes to be forwarded to the Secretariat (as per SLAs and LSP public relations protocol) for WLBC PR input.

8. Performance Reward Grant Update Report of LSP Secretariat

Greg Mitten outlined that the West Lancs Challenge was to be launched on 9 July. The delivery of more than 20 outcomes was in development. Progress was encouraging and stakeholders were working well together. The project was managing to bring in other resources ie. money, facilities and expertise wherever possible on top of that originally planned. The model was being looked at outside of West Lancashire as an example of good practice of multi-agency working.

Ian Grant stated that there was a paper going to Cabinet about the CCTV project next month. Dave Tilleray outlined that the project encompassed two schemes, and that the project as a whole was only moving at the speed of the slowest. This was important to ensure that the best result was obtained.

AGREED: the report was noted.

9. Approach to Future Spending Allocations Report of LSP Secretariat

On the basis of the report, Ian Grant put forward that it would be a credible and transparent process to combine the Second Homes and PRG monies. It would also be appropriate to adopt an overall commissioning strategy based on the recently agreed LSP priorities and the Executive Workplan.

Discussion then took place about timings and involvement of partners to work up a strategy plus agreeing subsequent bids. It was agreed to have a task and finish group to establish the procedures and an additional full Executive meeting to consider the bids. It was agreed that LCC should be included in the proposed sub-group to bring additional commissioning expertise to the group.

AGREED:

- Second Homes money and PRG could be pooled
- a task and finish Executive sub-group group would be convened in July to devise a commissioning strategy for the allocation of second homes and PRG money. Group to comprise:
 - LSP Chairman
 - ELSTG Chairman (or nominated representative)
 - Edge Hill University Representative
 - WLCVS Representative
 - WL Challenge Representative
 - LCC representative

- The T&G group will also develop the workplan (see item 10)
- an additional Executive would be held in September to discuss/approve the proposals and agree the workplan

10. Executive Group Workplan Report of LSP Secretariat

The report outlined that the workplan still had some gaps, and that it needed refreshing and adding to as several actions were already completed.

AGREED: that the workplan would be fleshed out by the task and finish sub-group (see item 9) as part of the work on developing a commissioning strategy for the LSP.

For information

11. NHS White Paper Report of PCT

Jane Cass presented a paper detailing the current situation with regard to the proposed NHS reforms. It was highlighted that there is still likely to be changes.

Ann Pennell commented that the reforms were very complex and it was important that the focus should remain on the necessary outcomes and not be lost on the detail of proposed structures.

AGREED:

- An update would be brought to the October Executive.

12. WLBC Business Plan 2011-15

Kim Webber briefly outlined the key points of the Business Plan and asked that any partners should contact herself or Gill Rowe with any ideas for joint working to realise efficiencies.

**13. AOB
IDVA Post**

Ian Grant outlined that the Domestic Violence Support Services was seeking revenue funding to help support an IDVA post. Partners fully supported the principle but despite the necessity of the work the sustainability of the post was queried since part-funding from Second Homes money had been provided last year.

Dave Tilleray responded that in previous years the Ministry of Justice and CSP had part-funded the post but that since the CSP funding has been cut from circa £170K to circa £32K this was no longer possible despite the importance the CSP placed on the post. Based on current funding available the IDVA post was now operating as 0.5FTE and was therefore seeking £20K. A previous bid for second homes money in February 2011 had asked for £20K p.a for three years, but given the uncertain future funding of second homes, it had not been approved.

A discussion ensued about the benefits of the work culminating in agreement that the post's fundamental importance meant that it should not be reliant on grants but should be part of mainstream funding from the relevant agencies.

Stuart Williams commented that part of the IDVA post was that it needed to be seen to be independent of the agencies since part of the job was to help and guide victims through 'the system'. Kim Webber commented that given the value placed on delivering the outcomes, the best approach may be to re-engineer and re-direct agencies budgets to allow the commissioning of the service. DT enforced the importance of funding being immediately available. The Chairman proposed that the second homes fund was used to provide £10K of 'transitional funding' to allow time for the CSP and the Domestic Violence Support Services to work on finding a more sustainable source of funding. This was supported.

AGREED: £10K of 'transitional funding' from the second homes fund was approved to part-fund an IDVA post for six months.

15. Forward Plan 2011

- Will be determined following the drafting of the Executive workplan (see item 10).

16. Future meetings

7 October am – Annual Forum
7 October pm – Executive meeting
20 January 2012 – Executive meeting

LSP ANNUAL MEETING 7th October 2011

Present

Cllr Ian Grant	Chairman		
Cllr Aldridge	LCC	Jennifer Holmes	TMD Board
Cllr Ashcroft	Community Cohesion TG	Geoff Hurst	Lancashire Police
Cllr Una Atherley	WLBC	Steve Igoe	Edge Hill
Jill Bradley	CVS	Chris Jones	Faith Network
John Buck	Lancashire Fire & Rescue	Puala Jones	Physical Disability Partnership
Jane Cass	NHS Central Lancs	Alex McMinn	Older People's Partnership Board
Cllr W Cropper	LCC	Greg Mitten	West Lancashire CVS
Ian Cropper	Parish Council Representative	Ann Pennell	LCC
Mark Cunliffe	Glenburn Sports College	Cllr George Pratt	WLBC
Cllr Carolyn Evans	LCC	Richard Small	Environment Thematic Group
Chris Hartley	West Lancashire College	Cerys Smye-Rumsby	Faith Network
Andrew Hill	Community Safety Partnership	Bill Taylor	WLBC

In attendance: Cath McNamara (LSP Secretariat), Alison Grimes (LSP Secretariat), Peter Richards (WLBC), John Corish (Food Growing Initiative), Martin Trengove (CVS), Brett Winn (West Lancashire Challenge), Gill Hughes (West Lancashire Challenge), Treasa Fletcher (Glenburn Sports College), Debbie Shepton (Community Food Growing), Louise Williams (P Jones PA)

Apologies

Angela Aspinwall-Livesy (Children's Trust), Lindsay Beaton (Wildlife Trust), Janet Bellfied (Natural England), Cllr May Blake (WLBC), Graham Coulston-Hermann (Lancashire Constabulary), Rodney Dykes (Southport & Ormskirk Hospitals Trust), Graham Howell (Faith Network), Cllr Forshaw (Transport Thematic Group), Eleanor Maddocks (Women's Refuge), Cllr O'Toole (LCC), Shaun Walsh (Performance Management Network), Sir Ron Watson (Southport & Ormskirk Hospital Trust), Cllr Westley (LCC), Jacqui Sutton (Learning Disability Partnership), Cllr Owens (Education, Learning & Skills Thematic Group)

Welcome

The Chairman welcomed attendees to the event. He outlined that the purpose of the first part of the meeting was for members to consider whether, as champions of the people of West Lancashire, the LSP was meeting the needs of the locality, and what added value the LSP brings to partnership working. Cllr Grant also thanked Bill Taylor for his contribution to the LSP as he was retiring from the Borough Council after 14 years as CEO, and also to Ch. Supt Stuart Williams pending his move.

Apologies to the event were noted by the Chairman. No declarations of interest were made.

Part 1: Strategic Business

Workshop 1 – Are we adding value?

To consider whether the investment in terms of time of partners is worthwhile compared to the results that the LSP is delivering.

Collation of the notes from the workshops are available as appendices to these minutes.

Workshop 2 – Where do we go from here? What more could we do?

What can be achieved over the next 12 months within the available resources and do the key issues remain appropriate.

Collation of the notes from the workshops are available as appendices to these minutes.

Part 2: AGM.

Item 1. PRG. Update from the Secretariat outlining approach to future funds allocation.

s.3.1.2 of the report highlighted a report by LCC which suggests the possibility of future PRG funding being kept by the local authority to defray shortfalls in the LA budget. Ann Pennell commented that the proposals by LCC were for using the money in developing shared services; however, without the full report by LCC being available, this point was potentially being taken out of context.

The Forum view on this being applied in West Lancashire (if rules were relaxed to permit it) were that the money should remain as an LSP budget.

Agreed: The full LCC report would be circulated, if available.

Noted: The LSP PRG report was noted.

Item 2. LDF Update. Report from WLBC Peter Richards outlining the position with LDP and developing national planning policy.

Peter Richards outlined the current position and the expected way forward given ongoing developments at a national level. He thanked members of the LSP for their continued support and input into the consultation elements of the work and in particular Jane Cass for her work on the health impact assessment. Changes at a national level will delay the project by around 6 months as it will require further consultation on new elements. Steve Igoe commented that Edge Hill employs thousands of staff and the ensuring of sustainable communities requires doctors, teachers etc and delays will impact on improving the economic situation.

Queries were raised about how the public were consulted, and possible lessons for further consultation work.

Noted: The contents of the report.

Item 3. Revised Sustainable Community Strategy.

The Chairman commented that the strategy was fit for purpose.

Greg Mitten provided a synopsis of progress with the West Lancashire Challenge. The first

six months has seen partnerships and working relationships established, sorting out the tools, locations and outputs. The report for the first 6 months of the project was in preparation, as per the terms of the SLA. The next step was the delivery phase, and the next three months would show how the project was shaping up practically. Referrals were coming in from partners, so word was out there. The Chairman commented on the professionalism of the design and marketing of the project.

Andrew Hill provided a progress update on the CCTV project. CCTV money not spent yet. Half way through the tender process for replacing CCTV. Due for completion next year. Plus any remaining money will go on new cameras whose position will be determined by the Executive following recommendations from the Borough Council and the Police. The new suite should be operational by September 2012.

In response to a query about any parish involvement in the process so far, A Hill stated that current work was only around the tender and parishes would be involved in the second part concerned with potential placements.

Noted: The contents of the report.

Item 4. LSP Constitution. Information item from LSP Secretariat.

The Chairman stated that in his view the revised constitution was appropriate.

Noted: The contents of the report.

Item 5. LSP Annual Report 2011. Information item from LSP Secretariat.

Ian Grant commented that this was a good report, highlighting the work of the LSP and thanked Cath McNamara for her work. It would be beneficial for the topics to be presented more formally to the Exec, to allow 'drilling down' into the work. It was also suggested that an Executive Summary be compiled for the website and forwarded to the press.

Noted: the contents of the report; Secretariat to prepare an Executive Summary as above.

Item 6. Any Other Business - none

Integrated Transport Thematic Group Meeting

Wednesday 13th January 2011, 10am, Committee Room 1

Attendance

Chair: Cllr Martin Forshaw (WLBC), Ian Gill (WLBC), Gillian Whitfield (WLBC), Ashley Weir (LCC), Denise Nowell (LCC), Roger Bell (OPSTA), Steve Coveney (CLPCT), Dominic Carr (WLBC), Martin Trengove (CVS) Tim Gornall (LCC),

1. Apologies

Tony Moreton (LCC), Andrew Varley (LCC), Geoff Wilding (Southport and Ormskirk Hospital NHS Trust), , Francis Carragher (Edge Hill), Peter Blakey (WLBC), Richard Watts (LCC), Greg Swift (WLCVS)

2. Minutes of Previous Meeting

Minutes of the previous meeting on the 16 June 2010 were agreed as an accurate record

3. Matters Arising

- Skelmersdale rail link business case development.

Dominic Carr gave an update regarding the progress on the proposed rail link to Skelmersdale. He advised that since the last meeting Council officers had progressed work on the project. Consultants Steer Davies Gleave were appointed in June 2010 to conduct a feasibility study to investigate if there is a case for further investment. He also explained that the proposed rail link has been highlighted for the proposed Local Transport Plans for Lancashire, Merseyside and Greater Manchester due to be published in April. He explained that Council officers are awaiting the completion of the report by the consultants and when this work has been completed the Council will prepare a report to make all Members aware of the findings. Lancashire County Council and Merseytravel have agreed pay for additional work to be completed. This additional work known as a Guide to Rail Improvement Projects (GRIP) examines the costs of proposed routes in more detail. For any scheme to be taken forward by the DfT they must go through this GRIP process.

Action- When the Feasibility Study has been published a report be taken to Member's explaining the results of the report

4. New item- Community Rail Designation of the Preston to Ormskirk Line

Ian Gill gave an overview explaining that the DfT were looking to designate the Ormskirk to Preston line as a Community Rail Line but that due to a lack of support by some parties the DfT have withdrawn from the designation. Ian explained that this matter has gone on for some time and that the Borough Council remains very supportive. After initial concerns were raised by OPSTA and some Parish Council's, discussions have taken place which have been positive and hopefully will help move this forward. Ian explained that the DfT will reconsider the designation of the line if objections to the scheme are removed.

Roger Bell the chairman of OPSTA discussed the history of the designation explaining why OPSTA have objected. Roger also explained that OPSTA still do not believe that designation offers any real improvements and that West Lancashire Borough Council and Sefton Metropolitan Borough Council need to play a more engaging role in the future. He explained that OPSTA are planning to conduct a ballot of their members to consider removing their objection to the designation. He stressed that this is not an endorsement.

Ian Gill agreed that by removing their objection the designation is more likely to come forward, however this does not guarantee the designation will happen.

Roger Bell also expressed concern regarding LCC's commitment to West Lancashire and the Ormskirk to Preston and Southport to Manchester rail lines. Roger also said that until West Lancashire and Sefton are more vocal it will be difficult to get improvements on these lines.

Ian Gill strongly disagreed and said that he does not believe LCC are anti West Lancashire and that they have worked well with West Lancashire on several projects.

Roger Bell said that he supports the Council's detailed response to the Lancashire Local Transport Plan 3, although he is concerned that LCC do not prioritise rail in West Lancashire.

Ian Gill does not accept this view but accepts Rogers's comments.

Tim Gormall said that as he is not directly involved with rail provision and cannot comment on behalf of the County Council.

5. Action plan progress: review and update

As agreed at the last meeting Densie Nowell has been forwarding copies of Bus Service Changes to Dominic Carr who forwards them on to all Councillors.

Roger Bell explained that he would like to see a scheme set up on the Ormskirk-Preston line promoting Ormskirk as an attraction similar to the scheme on the Southport to Manchester line promoting Southport as a destination.

Tim Gormall explained that the public transport budget is under review. He advised of the withdrawal of the 315 service from Ormskirk to Southport. He explained that as the revenue to cost ratio is 18% it falls well below the 40% required. The main impact of this cut on residents will be in Downholland, Barton, Haskayne and Shirdley Hill travelling to Southport.

Chair confirmed that this is disappointing but that the Council will make required comments. However he understands that the service needs to meet the required criteria.

Roger Bell to attend meeting with Merseytravel to push for marketing strategy for rail info in West Lancs

6. Update on Phoenix Business Plan Development

Dominic Carr explained that following on from the last meeting a report was taken to Cabinet in November 2010 and it was agreed that WLBC officers would approach officers at LCC to investigate whether an alternative scheme was viable. County Council agreed to this request and officers originally looked at possible alternative schemes to the Phoenix Bus, however, it was decided that due to the high set up and running costs there was no scope to carry forward such a scheme. Therefore they are examining the possibility of a Demand Responsive Transport System. To date officers have contacted and obtained figures for the Skelmersdale Job Centre Plus who have agreed that they believe there is a real issue that local residents cannot access the industrial estates in Skelmersdale due a lack of suitable transport. He explained that this system would operate on a demand responsive basis involving the use of taxis/minibuses as appropriate and that as the system would not require permanent vehicles there would be reduced running costs. He explained that they were hoping to get a pilot scheme running by summer which would demonstrate whether this scheme was viable or not.

Action- Offices to continue to work with LCC to investigate the alternative Demand Responsive Transport System and that when a pilot scheme is ready to be up and running a report be taken to Cabinet to seek authorisation for funding

7. Information Exchange

Nothing to report

8. Any Other Business

Ian Gill explained that Council officers have been looking into the possibility of introducing a 'Wheels to Work' scheme within Skelmersdale. However after initial investigations officers have discovered that many schemes in the North West have failed due to a lack of available funding. Officers believe that operating the scheme with the use of scooters is unviable and may present specific operational problems within Skelmersdale. However they do believe that a scheme involving cycles may be viable.

Tim Gormall and Denise Nowell to look into wheels to work project and feed back to group.

9. Date and Time of Next Meeting

Meeting to be scheduled after summer.

Action- Dominic Carr to schedule the next meeting

WEST LANCASHIRE COMMUNITY SAFETY PARTNERSHIP

HELD: 12th October 2011

Commenced: 6.00 pm

Finished: 7.45 pm

PRESENT:

Andrew Hill	-	WLBC
David Tilleray	-	Chairman WLBC
Stuart Williams	-	Lancashire Constabulary
Geoff Hurst	-	Lancashire Constabulary
Steve Mahon	-	WLBC
Mel Ormesher	-	LCC
Mary Lyons	-	NHS Central Lancs.
Anthony Hewit	-	LF&RS
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
Anita Gibson	-	LDDAT
Mike Przybysz	-	LCC
William Cropper	-	Lancashire Police Authority
Jill Bradley	-	CVS
Sue Hogan	-	YPS
Gareth Dykes	-	WL PACT
Cllr Aldridge	-	LCC
Steve Wilson	-	LF&RS
David Gallagher	-	Aughton Parish Council
Teresa Fox	-	YPS

IN ATTENDANCE:

Cliff Owens	-	WLBC
Cllr Nolan	-	WLBC

1. WELCOME AND INTRODUCTIONS

The Chairman welcomed colleagues to the meeting

2. APOLOGIES

Apologies for absence were received from:

Bruce Jassi, Greg Mitten, Christine Coleman, Louisa Armitage-Parkinson, Mike Lock, Shirley Johnson, Eleanor Maddocks, Faye Kellet, Paul Malone

3. MINUTES OF LAST MEETING/MATTERS ARISING

The minutes of the last meeting were agreed as a true and accurate record with the following amendment. William Cropper advised that he attended the information exchange at the beginning of the previous CSP meeting on the proposed closure of police stations.

4. SAFER LANCASHIRE BOARD AND LOCAL STRATEGIC PARTNERSHIP UPDATE

Andrew Hill provided the group with an update from the most recent meeting of the West Lancashire LSP. Andrew advised that the key message from the LSP is that good work is being done but there is a real need to market their achievements better. All of the major projects commissioned were discussed including CCTV. Andrew advised that the Chairman of the LSP announced that £190,000 in funding is available and bids will be discussed in the January 2012 meeting. For further information colleagues should contact the LSP secretariat, Cath McNamara.

5. 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 there has been a recorded increase against the category serious acquisitive crime. This has included an increased recording of incidents against burglary none dwellings, metal thefts and shoplifting offences. Geoff advised that significant increases in SAC occurred during the period of national civil unrest when resources were stretched.

Geoff reassured the CSP that there are progressive discussions taking place with the management of ASDA in Skelmersdale to establish a Policing base within the store to help address the significant increase in shoplifting. Ongoing discussions with the management of the Concourse for investment in policing resources are also continuing.

Geoff advised that of the 97 Serious Acquisitive Crimes committed, 60 were committed by two brothers over a very short period of time and both of whom are now in the criminal justice system. Geoff added that quarter 2 was always going to be a challenging quarter compared with excellent figures from the same quarter 2010. Geoff stated that early indications are that performance is improving in quarter 3.

Geoff continued by advising the CSP that there have been good reductions against violence with injury and continued excellent performance against reductions in criminal damage and anti-social behaviour. Geoff reported significant improvements in detections figures for domestic violence offences which now stand at 70%. Geoff advised the partnership that there were good opportunities for reductions against crime categories in quarter 3 and provided

an overview of planned activity and funding resources which have been committed by the CSP.

Discussion took place on the role of CCTV in preventing shoplifting offences. The Chief Inspector advised that CCTV is an invaluable asset and proves a real deterrent in the Town Centre and helps deter offences and secure prosecutions.

Councillor Ashcroft thanked the Chief Inspector for the work carried out by Lancashire Constabulary in response to the potential demonstrations in Banks and added it was reassuring for the local community to see so many police officers in the area. Councillor Ashcroft advised the CSP that investment in CCTV in the Northern Parish areas would be a valuable asset, adding that even a standalone system monitoring local shopping areas would be valued.

Councillor Ashcroft continued by stating that more work should be done through the CSP to prevent the theft of metals adding that dealing for metal for cash should be stopped, with only authorised dealers using auditable accounts should be allowed to trade. Geoff responded that anything we can do to reduce the volume of crimes would be welcomed and continued by providing an overview of the current measures undertaken by Lancashire Constabulary to counteract this threat.

Councillor Cropper raised for discussion a recent incident in Scarisbrick involving 3 vehicles being broken into and asked how this type of incident can be dealt with within the current response policy. Geoff advised that the incidents were a result of crimes committed by cross border offenders who were pursued by the crime car. Geoff continued by adding that the police have in place an immediate response policy and numerous resources including a target team and CID. Geoff added that although we have Neighbourhood policing in place these types of incidents need a more appropriate response and the police have a host of resources to call upon.

Steve Mahon provided the Partnership with an overview of current performance on behalf of the ASB Team. Steve advised that the second quarter had seen 16 new referrals to the ASB Team. These cases were divided between the three new categories for reporting ASB with 6 assigned to personal, 8 to nuisance and 2 were environmental cases.

Steve provided the Partnership with an overview of the illegal use of properties being used for growing cannabis. Steve advised that the Local Priorities Group have agreed to establish a Task and Time Group to look at this issue in more detail from a multi-agency perspective. Steve added that he would report back at the next CSP on progress from this group.

Steve Wilson provided the Partnership with an overview of performance for the second quarter on behalf of Lancashire Fire and Rescue Service. Steve referred partners to the performance information enclosed within the meeting packs which demonstrated that all directions of travel for West Lancashire are showing significant reductions against all reporting criteria for the quarter. Steve added that West Lancashire is currently producing some of the best

performance within the area of Lancashire with many initiatives developed locally now recognised as examples of best practice.

Councillor Aldridge applauded the work of LF&RS and particular their engagement with local communities. The issue of wheelie bin fires was raised and Steve advised that through positive partnership working this issue hasn't transpired to be a major threat and the model of excellence developed locally through partnership working is being looked at by other authorities including Manchester. Councillor Ashcroft in his capacity as Chairman of the Community Cohesion group thanked Steve for the work undertaken in Skelmersdale and the progress made.

The Chairman of the CSP thanked Steve for the excellent performance from LF&RS and for the comments submitted by John Buck.

Dorothy Shields provided the Partnership with an overview of the performance information submitted by Lancashire Probation Service. Dorothy stated that NI 30 (PPO's) continues to show good performance with 54.3% decrease in reoffending. West Lancashire has an adult reoffending rate of 6.0% compare with 11.31% in Lancashire. Dorothy continued by adding that the adult reoffending rate is also one of the best in the County and she continued by providing an overview of performance information and an update against community payback work undertaken locally.

Anita Gibson provided the CSP with an update on behalf of the Lancashire Drug and Alcohol Team. Anita updated the Partnership on progress made during the first year of the new contract with Discover Services. Anita added that although the contract is now running smoothly there is a need to drive a lot more referrals through to drug services and welcomed partners ideas and support in developing local referral pathways. Anita referred partners to the enclosed exceptions summary contained within the LDAAT performance report.

Sue Hogan provided an overview of key performance issues on behalf of Young Peoples Services. Sue provided an overview of the NEET figures adding that the figures showed a significant reduction. Sue cautioned that we have seen significant reductions to staff in West Lancashire with further reductions planned. Sue provided an overview of the partnership working currently being undertaken with LF&RS for Brightsparx.

Louisa Armitage-Parkinson provided an overview of the IDVA performance information stating that the case load is currently right for one full time worker. Louisa added that the feedback on the service is overwhelmingly positive and the role of the IDVA is recognised as a key part of service delivery in response to domestic violence.

Teresa Fox provided an overview of the performance for the Youth Offending Team. Teresa stated that youth crime is lower nationally and across Lancashire. Teresa stated that in West Lancashire young people generally responded well as first time entrants into the criminal justice system. The few that do reoffend have a tendency to commit higher levels of crime. Teresa added that the YOT Team are working closely with the police in the

development of the Revolution service but cautioned that the YOT will acutely feel the cost of the reductions in YPS as they have historically worked very closely.

David Tilleray, Chairman of the CSP thanked all partners for the updates and continued good work.

6. FUNDED INTERVENTIONS UPDATE AND QUARTER TWO PROGRESS REPORT

Andrew advised the Partnership that a written progress report for funded interventions for quarter two was enclosed in members meeting packs. Andrew confirmed that all interventions are currently on track. Andrew reported on the success of the community Beatsweep intervention that was run by the CSP in partnership with the TMD Board and delivered in Digmaor, Tanouse and Moorside. The Beatsweep had excellent community participation and was supported by a host of partnership agencies. Andrew advised that the next Beatsweep is scheduled for October 2011 and will be delivered in Little Digmaor and again in partnership with local community groups.

7. FRESHERS WEEK

Andrew advised the group that having gathered the information back from partner agencies against agreed actions over Freshers Week it can be viewed as a success. Andrew added however that whilst Freshers Week itself is evidenced as being successful, there appears to be some growing evidence that the week following Freshers Week is potentially witnessing minor anti-social behaviour issues on the red routes back to the University, that are impacting on the quality of life of local residents.

Andrew stated that this will be considered as part of the evaluation process and in informing future planning but added that funding reductions to the CSP may impact on future provision.

The Chairman added that feedback against the planned Freshers Week activities has been very positive and thanked partner agencies and voluntary groups including the Street Pastors for their support.

8. BRIGHTSPARX

Steve Wilson provided the CSP with an overview of the plans for this years Go For It event which will be over the 3rd, 4th and 5th of November.

The run up to the event will be supported by LF&RS crews undertaking environmental audits and providing key messages around fire safety during the period and these will be delivered to schools throughout West Lancashire.

The Little Digmaor Beatsweep initiative will also be supported by LF&RS and the planned removal of significant amounts of detritus will support LF&RS outcomes and provide excellent opportunities for community engagement.

The event will be supported by the Young Peoples Services Team and Lancashire Constabulary who will have an enhanced presence during this period.

9. DOMESTIC VIOLENCE ISSUES

DV Task and Time Group

Andrew provided the CSP with an update on progress for the Domestic Violence Task and Time Group. Andrew advised that the group was set up in response to an increase in domestic violence incidents reported at the LPG. The group has a specific focus on Digmoor with the objective of broadening outcomes where possible. Andrew stated that to date the group has met five times and has had success in engaging the local University and College. The group continues to engage some of the big employers in Skelmersdale and has received an excellent response from the local employer 'Walkers' with ongoing discussions with other big employers.

Louisa advised that Freshers Week provided an opportunity to engage over 100 students with a short survey which provided evidence that a large proportion of young people have either been the victim of DV or know someone who has been a victim. Lou added that publicity information has been widely distributed and thanked the police and Street Pastors for their support. Lou provided the CSP with details of the upcoming Health Network event which will have a focus on domestic violence and is being run in conjunction with CVS and West Lancashire Domestic Violence Services.

10. POLICE AND CRIME COMMISSIONERS

David Tilleray, CSP Chairman, delivered a brief presentation to the partnership on the role of the Police and Crime Commissioners. The Chairman advised the CSP that the presentation was based upon the presentation delivered at the Safer Lancashire Board. The Chairman advised that a copy of the presentation would be sent out with the minutes (attached).

Mel Ormesher advised the CSP that with the introduction of the Police and Crime Commissioner funding streams that previously supported CSP work would be redirected to the Police and Crime Commissioner.

Stuart Williams provided the group with advice gained from his experience as a previous Chairman and deputy Chairman of the Chorley / South Ribble CSP, which operates on a service level agreement. Stuart cautioned that one size does not fit all and added that each area will have to establish what works for them. Stuart recommended that it would benefit West Lancashire CSP to continue to operate within its current structure and develop relationships that best benefit West Lancashire. Stuart added that there are different demographics across Lancashire and different ways of working and we should keep this theme moving forward.

A number of questions were raised on who could apply for the role of the elected police and crime commissioner. The Chairman provided responses

and added that the guidance which has been developed by Lancashire Police Authority will be distributed with the minutes.

11. STRATEGIC ASSESSMENT PROCESS

Cliff Owens provided the Partnership with an overview of the process for the development of this years Strategic Assessment. Cliff advised that contained within the meeting packs was a Gantt chart produced by the CSP analyst for this years Strategic Assessment. Cliff proceeded by providing a summary of this process to date.

- On the 14th September I wrote to partners requesting their assistance with answering key critical questions in support of this years strategic assessment.
- The answers to the critical questions were developed to help inform the development of the West Lancashire Strategic Assessment. To date we have received a good response to the questions
- The next stage will be for the partnership analyst to identify where the gaps are in knowledge and further research will be undertaken to help fill those gaps
- A series of meetings will then be arranged by the CSP team with relevant partners - with the aim of filling in the perceived gaps in knowledge.
- A Priority Matrix will then be completed and circulated to partners for their comments and input.
- Themed leads will then meet to discuss the scores and supporting evidence and assess if the priorities and scores accurately reflect their area of business.
- The final draft Strategic Assessment will be produced by the 19th December and will be submitted to the CSP at the January meeting for comments and endorsement.

12. CHILDRENS TRUST AND COMMUNITY SAFETY PARTNERSHIP LDDAT FUNDING

Cliff stated that partners will recall discussion at the last CSP meeting regarding the decision to set up a joint commissioning group of CSP and Children's Trust representatives. The aim of the group was to develop a mechanism for commissioning funding received from the Lancashire Drug and Alcohol Action Team. The funding is to support local commissioning against a number of outcomes. Example of the outcomes include: -

- Providing good quality education and advice so that young people and their parents to actively resist substance misuse

- Intervene early with young people and young adults
- Break intergenerational paths to dependency by supporting vulnerable families
- Supporting the reduction in the rate of proven re-offending by young offenders
- Support a Reduction in the underage sale of alcohol

It was agreed at the last CSP meeting that we would pool the funding which comes to a total of £37,000 to maximise the impact locally. A task and time group consisting of CSP and Children's Trust members was set up to oversee this commissioning project.

An advert and funding application was sent out via the CSP, Children's Trust and CVS on the 14th September with a closing date of the 6th October and a total of 13 completed applications were submitted against this funding opportunity. Four of the applications have made it through to the second stage pending some further analysis.

It was agreed that any under-spend against the allocation will offered to the CSP for further commissioning against LDAAT outcomes.

13. COMMUNITY SAFETY ISSUES

No issues raised.

14. ANY OTHER BUSINESS

The Chairman provided the Partnership with an overview of the issues concerning the commencement of the gas drilling operation by Cuadrilla and the issues that have impacted on the local community and statutory partners.

Chief Inspector Hurst advised that Cuadrilla are working positively in partnership with the police and the police had received good intelligence on potential trouble makers. A number of low key events were planned and the police position was to ensure peaceful and lawful protest was adhered to. Geoff stated that approximately 150 protesters were on site with a small majority who wanted to take direct action but the protest was well policed with strong community support. Geoff cautioned that further protests of this nature could have a significant impact on local policing resources and there is a recognised need to encourage these groups to sit around the table. Geoff added that the police would welcome partner support on this issue.

Gareth raised the issue of what plans were in place if we are once again faced with a difficult weather picture this winter. The Chairman assured the Partnership that appropriate plans are in place with high salt stocks secured and new priority and secondary routes identified for gritting.

Stuart Williams provided the Partnership with an update against the recent Police Front Counter and Estates consultation exercise. Stuart advised that the consultation period is now finished and stated a number of responses were received from West Lancashire. The feedback is currently being

assessed and the Police will report back in November 2011 when the Police and LPA have looked at it closely.

The Chairman congratulated Stuart Williams on his promotion and thanked him for his contribution to community safety in West Lancashire and wished him the very best of luck for the future.

Stuart responded by thanking the CSP for their support and adding that West Lancashire is a very vibrant and engaged CSP that makes a difference.

The Chairman also congratulated Mel Ormesher on her appointment as Lancashire County Council Community Safety Manager.

15. DATE OF NEXT MEETING

The next meeting will take place on the 18th January 2012 at 6pm in the Council Chamber, 52 Derby Street.



ARTICLE NO: 1C

**CORPORATE OVERVIEW &
SCRUTINY COMMITTEE**

**MEMBERS UPDATE 2011/12
ISSUE: 4**

Article of: Transformation Manager

Relevant Managing Director: Managing Director (Transformation)

Relevant Portfolio Holder: Councillor D. Westley

**Contact for further information: Mr Peter Blakey (Extn. 5054)
(E-mail: peter.blakey@oneconnectlimited.co.uk)**

SUBJECT: COUNCIL TAX DISCOUNT & EXEMPTION REFORMS

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

1.1 To update members on the Technical Reforms of Council Tax consultation paper which contains the Government's proposals to give billing authorities greater discretion over the reliefs from council tax available in respect of second homes and some empty properties and other potential reforms of the council tax system.

2.0 BACKGROUND

2.1 Discounts from Council Tax Bills

2.1.1 Since council tax was introduced in 1993, taxpayers have in certain circumstances been entitled to pay an amount of council tax which is reduced by a discount. In particular, different discounts are available where:

- only one adult occupies a chargeable dwelling as their sole or main residence (known as Single Person Discounts)
- no adult occupies a chargeable dwelling as their sole or main residence (known as Empty Property Discounts).

2.1.2 The rules on discounts where no adult occupies a dwelling as their sole or main residence have evolved since council tax was introduced in 1993. Originally, the discount was set at 50 per cent but, over the years, that has changed so that now, four contexts are recognised in practice:

- A furnished dwelling which is not the sole or main residence of any individual (known collectively as 'second homes') attracts a discount which

billing authorities can set at between 10 and 50 per cent. - *West Lancashire Borough Council's (WLBC) discount is currently 10%*

- A dwelling which is unoccupied and substantially unfurnished attracts a discount which the billing authority can be set at between 0 and 50 per cent, once any period of exemption has passed. Such dwellings are known collectively as 'long term empties'. - West Lancashire Borough Council's (WLBC) discount is currently 50%.
- A furnished dwelling which is not the sole or main residence of a council taxpayer attracts a discount of 50 per cent if the person liable for council tax necessarily occupies it and another dwelling, and one or other of the occupations is job-related.
- Any dwelling which consists of a pitch occupied by a caravan, or a mooring occupied by a boat attracts a discount of 50 per cent when unoccupied.

2.2 Exempt Dwellings

2.2.1 In a wide variety of circumstances (see table below), dwellings are exempt from council tax either for a period of time, or indefinitely while conditions are met. These proposals address possible changes to three of these exemptions, Classes A, C and L. In brief:

- Class A exemption is currently available for up to 12 months in respect of a vacant property which requires, is undergoing, or has recently undergone major repair work to render it habitable, or structural alteration
- Class C exemption is currently available for up to six months after a dwelling becomes vacant
- The practical effect of Class L exemption is to release mortgagors who have had their homes re-possessed by a bank or building society, from any liability to pay council tax (and therefore to relieve billing authorities of the obligation to collect the tax).

2.2.2 Current Council Tax Exemption Classes:-

Exemption Class	Description
Class A	Undergoing major structural work (exempt for up to 12 months)
Class B	Unoccupied, owned by a charity (exempt for up to 6 months)
Class C	Unoccupied and unfurnished (exempt for up to 6 months)
Class D	Unoccupied where a person is in prison
Class E	Unoccupied where a person is in a hospital or home
Class F	Unoccupied awaiting grant of probate
Class G	Occupation prohibited by law
Class H	Unoccupied, held available for a minister of religion
Class J	Unoccupied, liable person away providing care
Class K	Unoccupied, liable person is a student
Class L	Unoccupied, repossessed by the mortgagee
Class M	Occupied halls of residence
Class N	Occupied only by full-time students
Class R	Unoccupied pitch or mooring
Class S	Occupied by under-18-year-olds
Class T	Unoccupied granny annexe

2.3 Council Tax Instalments

2.3.1 Current legislation dictates that Council Tax payers must receive a minimum of 10 statutory instalments over which, they must pay their annual Council Tax liability. Councils have the discretion to offer special payment arrangements over and above that minimum. WLBC allows payment over 12 monthly instalments in exceptional cases, where personal circumstances are such that it is deemed this would help the customer meet their liability by the end of that financial year. The Council also allows its staff to have their Council Tax instalments deducted from their salary monthly, over 12 months.

2.4 Solar roof panels on domestic properties

2.4.1 Currently, domestic scale solar photovoltaic installations on domestic properties – generally the roofs of homes – are treated by the Valuation Office Agency as part of the dwelling and reflected in the council tax band. The Valuation Office Agency considers that these installations have no material impact on value: so they do not lead to any change in council tax bands. Moreover, the council tax system ensures that material improvements to a home never result in any banding re-assessment, unless the home is sold. This ensures that council tax is not a home improvement tax.

2.4.2 An alternative practice is now emerging in the renewables industry under which third party providers take part possession of the roof of homes and install solar photovoltaic at their own cost. The provider receives payments under the Feed-in Tariffs scheme for the electricity generated and the home owner receives the benefit of free electricity generated by the installation. These arrangements are known as ‘rent a roof’ schemes – *this practice has not yet impacted on WLBC properties.*

2.4.3 Depending upon the circumstances in each case, rent a roof installations may, under existing law, warrant their own business rates assessment separate from the council tax on the home. However, establishing whether a separate assessment is merited could require detailed case by case consideration by the Valuation Office Agency and the resulting rates bills would generally be very small in comparison to the cost of administration.

3.0 CURRENT POSITION

3.1 The Department for Communities and Local Government has published its Technical Reforms of Council Tax consultation document on 31 October, 2011 which proposes that reforms to the council tax system from 2013-14 will:

- Give billing authorities power to levy up to full council tax on second homes
- Replace existing Class A and C exemptions for vacant homes with discounts of up to 100%, the amount of which it would be for billing authorities to determine.
- Abolish the Class L exemption, and make mortgagees in possession of empty dwellings liable to council tax in respect of them.

- Allow billing authorities to levy an ‘empty homes premium’ over and above full council tax liability in respect of dwellings which have been left empty for two years or more .
- Set a default assumption that payment of council tax be by instalments over 12 months rather than 10 as is currently the case.
- Allowing authorities to publish online the ‘information to be supplied with demand notices’.
- Changes to eliminate potential tax complications from arrangements involving third party suppliers where solar panels are placed on the roof of dwellings without coming into the control of the resident.

3.2 The consultation lasted for 8 weeks and closed on 29 December, 2011.

3.3 We await the Government’s response to the outcome of this consultation.

4.0 ISSUES

4.1 Detailed consideration of how the Council should apply the proposed changes will be needed, as there a number of potentially significant impacts, both financially for the Council and local council tax payers. A further report will be provided when the results of the consultation process are published.

4.2 The programme plan for implementation will require the following work streams:

- Policy
- Financial modelling
- Consultation
- Publicity
- Process design
- Training
- ICT — specifically software changes

5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

5.1 As there are no recommendations within this report there are currently no significant sustainability impacts associated with this article and, in particular, no significant impact on crime and disorder. The article has no significant links with the Sustainable Community Strategy

6.0 FINANCIAL AND RESOURCE IMPLICATIONS

6.1 Dependent on the policy and financial modelling agreed, there maybe significant financial implications for the Authority and affected customers, as a result of these changes.

7.0 RISK ASSESSMENT

7.1 This item is for information only and makes no recommendations. It therefore does not require a formal risk assessment and no changes have been made to risk registers as a result of this report.

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 anticipated to be a significant direct impact on members of the public and stakeholders. Therefore an Equality Impact Assessment would be required as part of any future decision made in respect of this matter.

Appendices

None



ARTICLE NO: 1D

**CORPORATE OVERVIEW &
SCRUTINY COMMITTEE**

**MEMBERS UPDATE 2011/12
ISSUE: 4**

Report of: Transformation Manager

Relevant Managing Director: Managing Director (Transformation)

Relevant Portfolio Holder: Councillor D Westley

**Contact for further information: Mr Peter Blakey (Extn. 5064)
(E-mail: peter.blakey@oneconnectlimited.co.uk)**

SUBJECT: LOCALISATION OF COUNCIL TAX SUPPORT

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

1.1 To update Members on Central Government's proposed Localisation of Council Tax Support Scheme, due to be implemented from 1 April, 2013.

2.0 BACKGROUND

- 2.1 The Government announced its intention to abolish the current national scheme of Council Tax Benefit scheme in the Spending Review of 2010.
- 2.2 This forms part of the Government's wider 'localisation' agenda. The proposed replacement is intended to support public spending deficit reduction by reducing the amount available to local authorities to spend by 10% or circa £0.5 billion per annum nationally. This equates to approximately £903,000 per annum for this Council. However the methodology for distributing the grant has not yet been determined and will be the subject of a consultation in the Spring of 2012.
- 2.3 The existing scheme of Council Tax Benefit (CTB) will be abolished as part of the provisions of the Welfare Reform Bill that is currently before Parliament.
- 2.4 In late July 2011 the Government published a consultation document on the key elements of the proposed new scheme, which closed on 14 October 2011. The Government's response to the consultation was published in December 2011.
- 2.5 The Government intends that the new localised scheme will be operational from April 2013 and therefore it must be implemented in time for the Council Tax billing for 2013/14. The new scheme must be operational (and tested)

from no later than January 2013 to allow for preparation of rebated bills. However the detailed operation of scheme would need to be clear in October 2012 to allow for year-end planning.

- 2.6 The new scheme will be designed at a local level with certain national parameters. Initially it would be based around amending the existing Council Tax Benefit scheme. The Government has identified that there could be a range of benefits to billing and precepting authorities working jointly. The potential advantages highlighted include a consistent approach to promote shared priorities, reduced costs of administration and financial risk sharing. The paper went so far as to suggest that in two tier areas the County could coordinate the design of the scheme. This was a specific area of consultation.
- 2.7 The Government has indicated that certain policy priorities must be met within the new scheme. Specifically pension age customers (both current and future) must not suffer any reduction in their Council Tax rebate compared to the current scheme. This means that the reduction in available funding for Council Tax support to low income households will only affect working age households. Nationally around 50% of all customers receiving CTB are of pensionable age therefore the reduction in Council Tax support available for working age customers will be around 20%.
- 2.8 It now appears (subject to the relevant legislation) that local authorities may be allowed to use other funds to address the shortfall in benefit (and exceed the specific grant they will receive) should they decide to do so.
- 2.9 The Government has also indicated that the new scheme must align with the wider welfare reform agenda and support work adequate incentives by allowing customers to retain an adequate amount of earned income.
- 2.10 The implementation of the new scheme will require the development of local policies to determine awards.
- 2.11 The new scheme will be fundamentally different from the current demand led scheme in that it will be cash limited, requiring the authority to forecast and allocate limited expenditure based on anticipated demand and local priorities. It is likely that many low-income households will have to increase the amount of Council Tax they pay or have to pay Council Tax for the first time. This is likely to cause some hardship and the development of policy will need to be especially sensitive to the needs of the most vulnerable and the duty to prevent child poverty.
- 2.12 The requirement to collect additional Council Tax from low-income households will clearly result in additional recovery work for billing authorities and is likely to affect Council Tax collection. The potential implications of any reduction in collection rates (and impact on bad debt provision) on the authority's financial position will need to be estimated.
- 2.13 The Council will need to ratify a new scheme in adequate time to allow for publicity, staff training and configuration and testing of software. Prior to the ratification of the new scheme a period of public consultation will be required. Primary legislation will be passed in the Spring, secondary legislation in the Summer and consultation will need to take place in the 'early Autumn'

according to information provided by the Government. The legislation may prescribe how consultation should operate.

2.14 At present authorities responsible for the administration of Housing and Council Tax Benefits receive funding to support administrative costs of both Housing and Council Tax Benefits from the Department for Work and Pensions. The nature of the proposed future funding is yet to be determined.

3.0 OVERVIEW OF THE CURRENT COUNCIL TAX BENEFIT SCHEME

3.1 Entitlement Criteria

3.1.1 The current main Council Tax Benefit scheme determines entitlement based upon income and capital of the liable person and their household. It is generally only available to customers with savings of less than £16,000.

3.1.2 The amount of rebate is up to 100% where the customer is at or below a defined minimum income level. Typically these customers will be entitled to Income Support, Income based Job Seekers Allowance/ Employment Support Allowance or, if they are of pensionable age, Pension Credit Guarantee Credit.

3.1.3 In some cases entitlement is subject to 'non dependent deductions' ; where there is a financially independent adult in the household there is a deduction from entitlement that is intended to represent the contribution of the independent adult to these costs.

3.1.4 In addition there is also a much smaller scale scheme known as 'Second Adult Rebate'. This is available to single people who do not qualify for single person discount due to having another adult in their household, where the 'second adult' is on a low income.

3.2 Caseload

3.2.1 The existing caseload will inform the nature and availability of the new scheme of Council Tax support. Critical factors will include:

- The numbers of pension age households (who will suffer no reduction)
- The number of working households (i.e. those with earned income who should retain work incentives)
- The number of households with children (taking account of duties and requirements in relation to child poverty)
- Other groups that the authority may determine are vulnerable and therefore should receive some form of protection.

3.2.2 High-level approximate data (derived from DWP statistics from April and November 2011) shows the following number of claimants in West Lancashire:

Number of CTB Claimants	Percentage of Working Age Claimants	Reduction in CTS for Working Age
10,490	46%	22%

- 3.2.3 There will be complexity in developing a scheme that protects the vulnerable, avoids increasing child poverty and supports work incentives. Detailed financial modelling of alternative approaches will be required to determine the outcomes and costs.

4.0 OVERVIEW OF NEW LOCAL SUPPORT SCHEME

- 4.1 The new scheme will require that working age households receive less in benefits than is currently the case (as outlined above). However it is proposed that the Government will set the criteria, allowances and awards for pension age households. In practical terms this means that there are likely to be two schemes in operation; one for working age and separate arrangements for non working age customers. Initially both schemes will be based around the existing Council Tax Benefit scheme.

The Government has expressed a requirement that the local schemes:

- Support work incentives
- Identify and protect other vulnerable groups.

4.2 Impact on Local Households

- 4.2.1 Around 4,900 households in West Lancashire could experience a reduction in the level of support available to them.

- 4.2.2 Alternative approaches that could be considered in relation to application of the reduced funding include:

- Excluding certain groups from entitlement
- Applying reductions that affect all working age customers in a similar manner
- Applying a higher level of reduction to certain groups i.e. those deemed not to meet specific criteria such as, for example those without a disability or children.

4.3 Devising the Local Scheme

- 4.3.1 Clearly the design of the scheme will require the balancing of a number of policy objectives including:

- Maximising revenue collection and reducing financial risks
- Addressing poverty including duties in respect of child poverty
- The protection of the vulnerable including cushioning the impact of any changes
- Transparency and ease of administration
- Flexibility to meet the needs of the most vulnerable or to address extraordinary circumstances
- Ensuring the scheme meets equality objectives and does not disproportionately affect particular households or groups
- Alignment with discounts and exemptions.

- 4.3.2 Therefore any scheme will require detailed financial modelling and equality impact analysis. This will also require best estimates of demand and take up. Some form of contingency reserve may be required to support unexpected increases in demand.
- 4.3.3 Public consultation on the scheme will be required and could be undertaken jointly should councils enter into collaborative arrangements for devising (and possibly administering) the new scheme. There will clearly be a wide range of stakeholders who will participate in the consultation including advice agencies and organisations representing the interests of vulnerable groups.
- 4.3.4 A risk with schemes that include a high degree of discretion is that they become costly to administer due to lack of automation. In addition a high degree of discretion can result in a risk of inconsistent and subjective judgments, affecting the quality of administration. An overriding principle must therefore be to automate the decision making process where possible, whilst maintaining sufficient flexibility to meet particular needs of vulnerable customers.

4.4 Funding

- 4.4.1 As noted above the basis of allocating funds to support expenditure on Council Tax support remains to be confirmed. However it is clear that it will be based upon a fixed annual allocation.
- 4.4.2 Factors that the Government may wish to take account of in allocating funds are likely to include previous expenditure and the nature of the caseload (e.g. percentage of pension age). This could mean that the actual funding is reduced at a greater or lower level than 10% for an individual authority.
- 4.4.3 The grant will not be ring fenced meaning that the authority could in theory retain any under spend. However it is clear that the grant that replaces Council Tax Benefit will be paid to billing and precepting authorities in proportion to their share of the Council Tax.
- 4.4.4 The level of grant will need to be known in advance of the finalisation of any local scheme. The grant will be set annually in the first two years but the Government will consider setting the grant for longer periods in future years.

4.5 Support to the Costs of Administration

- 4.5.1 Authorities currently receive administration grant to support the costs of providing a Housing and Council Tax Benefit service.
- 4.5.2 In simplified terms, the amount of subsidy is determined based on the complexity of caseload and regional indices of business costs.
- 4.5.3 The manner in which future funding will be determined will be affected by planned phase out of Housing Benefit between 2014 and late 2017 (these dates may be altered in the coming months when further announcements are anticipated).
- 4.5.4 The Government has emphasised the need for councils to minimise the costs of administration and specifically refers to the potential for shared schemes and joint working in this context.

4.5.5 The level of funding for administration will be a financial risk to authorities administering the scheme.

5.0 ADMINISTRATION OF CASH LIMITED FUNDS

5.1 Administering a cash limited fund will require a range of new financial processes separate from the current scheme.

5.2 Each authority's proposed policy in relation to the new scheme will have to be underpinned by a financial model that identifies the proposed level of expenditure and associated contingency.

The model will be based upon a number of assumed variables including:

- The level of Council Tax charged
- The Council Tax base
- The caseload requiring support and the expenditure associated with it
- The assumed level of overpayments that will arise and be recovered in year
- The pensioner caseload (that will continue to be protected from reductions)
- Any monies set aside for exceptional cases and successful appeals
- The cost of any transitional arrangements
- The level of government grant (although this will be fixed in year).

5.3 With the exception of the level of grant each factor will need to be reviewed periodically to map projections against actuals and to adjust future estimates.

6.0 TRANSITION AND IMPLEMENTATION REQUIREMENTS

6.1 The details of how existing claimants (and their entitlements) will transition to the new scheme remain the subject of further work, however it has been confirmed that there will be a 'one-off' transition from April 2013 (i.e. it will not be staggered).

6.2 The programme plan for implementation will require the following work streams:

- Policy
- Financial modelling
- Consultation
- Publicity
- Process design
- Software
- Training
- Fraud
- ICT — specifically software

6.3 It would be prudent for the Authority to develop a draft programme plan for implementation during before the primary legislation is passed. A programme team will need to be established.

7.0 IMPACT ON COLLECTION RATE & RECOVERY

- 7.1 The introduction of the local scheme is likely to have a detrimental affect on collection rates as many customers who have in the past-received 100% entitlement to Council Tax Benefit (CTB), will have a liability to pay Council Tax for the first time. Indicative figures on the annual loss of CTB for the Council are £903,000.
- 7.3 Many customers will pay the amount outstanding through the statutory instalment scheme. Those customers who do not make payments in accordance with the scheme are subject to recovery action. Although customers should be given every opportunity to make an alternative arrangement, there are many customers who will not make contact or make regular payments and in those cases authorities apply to the Magistrates Court for a Liability Order. This course of action sees an additional costs and charges added to the overall liability (increasing the customer's debt). This course of action is necessary before the Service can apply for direct deductions to be made from Jobseeker's Allowance, Employment and Support Allowance and Income Support. It is not possible to apply for direct deductions from Incapacity Benefit, Disability Living Allowance and Attendance Allowance.
- 7.4 There will be an additional workload for the local authority recovery processes and customers subject to liability order will incur additional costs.

8.0 COSTS

- 8.1 Although it is too early to cost these changes (for example software suppliers have not begun to formulate their approach to pricing), the areas where costs may arise include:
- Software
 - Training
 - Consultation
 - Publicity and notifications
 - Additional recovery processes
 - Case re-assessment
 - Administration of new discretionary funds.

9.0 CHANGES TO COUNTER FRAUD WORK

- 9.1 As part of its wider Welfare Reform agenda, the Government intends to centralise counter fraud work for the proposed Universal Credit and other social security benefits into a single national entity known as the Single Fraud Investigation Service (SFIS).
- 9.2 This is a key part of the Government's approach to developing a new 'integrated strategy' to address and radically reduce the level of fraud and error.
- 9.3 The Government proposed four options in relation to the future position of Local Authority (LA) benefit fraud investigation services in a consultation with LA Chief Executives:

1. LA fraud investigation staff remain in the LA but operate under SFIS powers, processes and priorities.
2. Staff remain within the LA but second to DWP so would operate under SFIS management.
3. Staff transfer their employment to DWP but remain physically based in the LA.
4. Staff transfer their employment to DWP and move to DWP premises.

9.4 Following overwhelming support for option 1 above, it has been proposed that this will come into effect from April 2013 until at least 2015, at which point this position will be reviewed in light of progress of implementation of the Government's wider welfare reforms.

10.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

10.1 As there are no recommendations within this report there are currently no significant sustainability impacts associated with this article and, in particular, no significant impact on crime and disorder. The article has no significant links with the Sustainable Community Strategy

11.0 FINANCIAL AND RESOURCE IMPLICATIONS

11.1 Dependent on the financial modelling agreed as part of the new Scheme, there maybe significant financial implications for the Authority and affected customers, as a result of these changes.

12.0 RISK ASSESSMENT

12.1 This item is for information only and makes no recommendations. It therefore does not require a formal risk assessment and no changes have been made to risk registers as a result of this report.

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>
August 2011	Department of Communities & Local Government Localisation of Council Tax Support Consultation Paper	
16 th December, 2011	Localising support for council tax in England: Government's response to outcome of consultation	

Equality Impact Assessment

There is anticipated to be a significant direct impact on members of the public and stakeholders. Therefore an Equality Impact Assessment would be required as part of any future decision made in respect of this matter.

Appendices

None



ARTICLE NO: 1E

**CORPORATE OVERVIEW &
SCRUTINY COMMITTEE:**

**MEMBERS UPDATE 2011/12
ISSUE: 4**

Article of: Transformation Manager

Relevant Managing Director: Managing Director (Transformation)

Relevant Portfolio Holder: Councillor I Grant

**Contact for further information: Mrs H Morrison (Extn. 5091)
(E-mail: helen.morrison@westlancs.gov.uk)**

SUBJECT: SERVICE DELIVERY - LOW LEVEL CONCERNS

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

- 1.1 To provide an update to Members on how low level concerns about service delivery are captured and reviewed.
-

2.0 BACKGROUND

- 2.1 Following the Corporate Complaints Monitoring report in November 2011, which reported on the number of formal complaints received by the Council. Members requested further information about low-level concerns (including how they are captured and reviewed by officers).

3.0 CURRENT POSITION

- 3.1 Following research with Heads of Service, it has been established that low-level concerns reported by customers are not recorded as a complaint, and instead are dealt with as part of normal service delivery.
- 3.2 The exception to this approach exists within the Street Scene section, whereby information is captured and reported to Members separately in terms of the number of missed bins that have been reported and how they have responded to these as part of Performance Monitoring.
- 3.3 From a corporate perspective, the Council has had in place for a number of years now a "Comments & Compliments" procedure, which enables customers to express concerns or make suggestions regarding service delivery and also give

compliments regarding a service they have received. Customers can do this in a number of ways, for example by completing a web form; by telephoning Customer Services; by visiting a Customer Service Point; or by putting it in writing.

- 3.4 Any Comments & Compliments received by Customer Services are logged through the Customer Relationship Management (CRM) system and then sent to the relevant Head of Service. The Head of Service will then deal with these appropriately and where necessary respond to the customer directly.

4.0 ISSUES

- 4.1 Whilst the CRM system enables Customer Services staff to log comments and compliments, currently it only reports on the combined number received.

- 4.2 If Members wanted this information to be broken down into the two categories, Customer Services in conjunction with One Connect Limited ICT Services, would need to change the current form and develop another Service Request Form within the CRM system. This would enable separate reports to be generated for comments and compliments. However, this would only capture those comments or compliments that were logged by Customer Services and would not log any that were raised directly with back office staff.

- 4.3 There are currently no formal procedures in place for back office staff to log/report on the number of comments or compliments received. However, Landlord Services are adopting a different approach. This was agreed as part of the Landlord Service Self Improvement Action Plan, which was produced to address the concerns of the Audit Commission and the Tenant Services Authority. Landlord Services are expected to use complaints and feedback to improve service delivery, to evidence this to the regulator and provide feedback to tenants. To achieve this, they have developed “workflow” within the new Housing Management system, which will enable them to capture, record and monitor complaints at all levels.

5.0 CONCLUSION

- 5.1 Whilst there is no formal way of monitoring low-level feedback/complaints, each individual team/section is acutely aware of, and indeed uses valuable feedback from customers on a daily basis, as a means of improving service delivery.

6.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

- 6.1 There are no significant sustainability impacts associated with this article and, in particular, no significant impact on crime and disorder. The article has no significant links with the Sustainable Community Strategy.

7.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 7.1 There are no significant financial or resource implications arising from this article.

8.0 RISK ASSESSMENT

8.1 This item is for information only and makes no recommendations. It therefore does not require a formal risk assessment and no changes have been made to risk registers as a result of this report.

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

The Article does not have any direct impact on members of the public, employees, elected members and / or stakeholders. Therefore no Equality Impact Assessment is required.

Appendices

None



ARTICLE NO: 2A

CORPORATE OVERVIEW & SCRUTINY

**MEMBERS UPDATE 2011/12
ISSUE: 8**

Article of: Borough Planner

Relevant Managing Director: Managing Director (Transformation)

Relevant Portfolio Holder: Councillor M Forshaw

**Contact for further information: Miss Tina Iball (Extn. 5197)
(E-mail: christina.iball@westlancs.gov.uk)**

SUBJECT: CARBON FOOTPRINT OF COUNCIL OPERATIONS

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

- 1.1 To present gas and electricity consumption data from 1st April 2010 to 31st March 2011.
 - 1.2 To present carbon footprint data for 2010/11 and report progress against carbon reduction targets.
-

2.0 BACKGROUND

- 2.1 In 2008 the Council adopted a Climate Change Strategy with an overall aim to reduce greenhouse gas emissions directly associated with Council operations by at least 25% by 2020, against a 2006/07 baseline.
- 2.2 The carbon footprint calculations include gas and electricity consumption in corporate buildings, fleet transport, and private car mileage on Council business. Consumption of gas for space heating has been weather corrected using the recognised degree day procedure. This offsets seasonal variations in consumption due to one period being generally colder than another and allows comparison of performance year on year.

3.0 ENERGY CONSUMPTION

- 3.1 The total annual electricity use in corporate buildings has seen a 4% reduction in 2010/11, in comparison with 2009/10. Electricity usage has seen year on year reductions since the baseline year, as illustrated in Figure 1 below, and consumption is now achieving a 19% reduction on the 2006/07 baseline.
- 3.3 The total annual gas use in corporate buildings has seen an 8% increase in 2010/11, in comparison with 2009/10. As illustrated in Figure 1 below, there has been a small increase in consumption over the last two years. Notwithstanding this, we are still achieving a 15% reduction on baseline levels.
- 3.4 The biggest savings have been achieved at Digmoor and Birch Green community centres. The largest increases have occurred at 52 Derby Street, Stanley Depot and Tanhouse and West Skelmersdale Community Centres. The increases at Stanley Depot were to be expected with the construction and operation of the new waste transfer station. Boiler problems at Derby Street and West Skelmersdale community centre are also thought to have been responsible. Usage of the community centres may also have been a contributory factor.

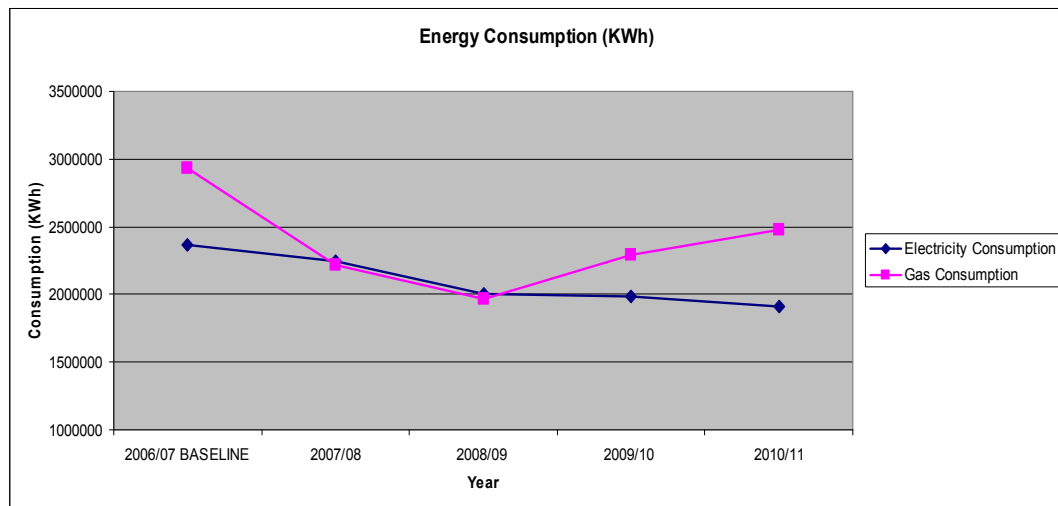


Figure 1: Electricity and gas consumption in corporate buildings

4.0 FUTURE ACTION

- 4.1 The annual increases in gas consumption have been investigated and where possible rectified to ensure savings in the future. Consumption at these properties has been closely monitored over the last six months and found to have decreased significantly at all sites. Monitoring will continue over the coming winter months to ensure any problems are identified early and promptly rectified.

- 4.2 An energy audit conducted at Digmoor Community Centre has also highlighted a number of energy efficiency measures that could be implemented, many of which are relevant to all the centres. These include heating pipework insulation, insulation of suspended ceilings, draught proofing and energy efficient lighting. These will be investigated further, working in partnership with the Property Services team. Community centre staff will receive awareness raising and promotional materials to encourage efficient energy use. Thermal imaging will also be undertaken during the winter months to identify any areas of heat loss.
- 4.3 The Council is currently refurbishing 52 Derby Street and additional roof insulation is being provided, together with double glazed windows and energy efficient lighting. This will improve the energy efficiency of this building. The Council's intention is to review the use of Westec House and a report is to be prepared for Council in December on this. A full option appraisal needs to be carried out but at this stage it is likely that Westec House will be demolished in financial year 2012/13. The building is very poor from an energy perspective and this will further improve the Council's carbon footprint.

5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

- 5.1 The Council's carbon footprint has been calculated in accordance with guidance produced by the Department of Energy and Climate Change (DECC). In line with guidance, our leisure and other outsourced services have not been included in these calculations. Emissions are reported in tonnes of carbon dioxide (CO₂) equivalent. This is the universal unit of measurement used to indicate the global warming potential of a greenhouse gas, expressed in terms of the global warming potential of one unit of CO₂.
- 5.2 Our corporate carbon footprint is presented in Figure 2 below. Overall, we have achieved an 11% reduction on baseline emissions to date. This is excellent progress but further savings will need to be made if we are to meet our 25% reduction target by 2020 and further reduce running costs. It's therefore imperative that we continue this work to ensure further improvement in the energy efficiency of our buildings. At DECC's request, this information has been made available on the Council website.

West Lancashire Corporate Carbon Footprint*			
GHG emission data for period 1st April 2010 to 31st March 2011**			
	Tonnes of CO ₂ e		
	2010/11	2009/10	Base year 2006/07
Scope 1	1911	1874	2015
Scope 2	1042	1082	1281
Scope 3	113	123	157
Total gross emissions	3066	3079	3453
Carbon offsets	-	-	-
Green tariff	-	-	-
Total annual net emissions	3066	3079	3453

Figure 2: WLBC Carbon Footprint

6.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 6.1 There are no direct financial or resource implications arising from this report. Investment in energy efficiency usually requires initial capital investment but, depending on the type of measure, has a payback period of just a few years. The costs of the efficiency measures suggested for the community centres and the savings they could provide will be investigated prior to any action being taken. The payback period on renewable energy solutions has also reduced since the implementation of the feed in tariff and renewable heat incentive.
- 6.2 There are obvious financial savings associated with reducing energy and fuel consumption and this will only increase with the predicted rise in energy prices over the next few years. The 4% reduction in electricity consumption over the last year will provide savings of around £7,000.

7.0 RISK ASSESSMENT

- 7.1 This item is for information only and makes no recommendations. It therefore does not require a formal risk assessment and no changes have been made to risk registers as a result of this report.
- 7.2 At the current time, the Councils energy consumption falls well below the threshold requiring participation in the national Carbon Reduction Commitment Energy Efficiency Scheme. Penalties would therefore not be incurred should we fail to achieve our targets. However, should national consumption thresholds be lowered, this may not always be the case.

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

The Article does not have any direct impact on members of the public, employees, elected members and / or stakeholders. Therefore no Equality Impact Assessment is required.

Appendices

None.



ARTICLE NO: 2B

**CORPORATE OVERVIEW AND
SCRUTINY COMMITTEE**

**MEMBERS' UPDATE: 2011/12
ISSUE 4. FEBRUARY 2012**

–
Article of: Transformation Manager

Relevant Managing Director: Managing Director (Transformation) / Managing Director (People and Places)

Relevant Portfolio Holder: Councillor David Westley

**Contact for further information: Ms C McNamara (Extn. 5380)
(E-mail: cath.mcnamara@westlancs.gov.uk)**

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SUBJECT: BUSINESS PLAN 2011-15 – DELIVERY PLAN MONITORING REPORT

–
Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To apprise of the progress that has been made towards the implementation of the Business Plan Delivery Plan, highlight any areas of concern, where action may need to be taken or commentary provided.

2.0 RECOMMENDATIONS

2.1 That the content of Appendix A be noted.

3.0 BACKGROUND AND CURRENT POSITION

3.1 In April 2011, the Council formally adopted a Business Plan 2011-15. The purpose of this plan is to deliver the Council's priorities whilst realising the efficiencies and savings that will be necessary for the effective financial and operational management of the Council. The action that will be taken to achieve this goal is detailed in the Business Plan Delivery Plan.

3.2 In order to ensure that the Council achieves its goal, progress against the Business Plan Delivery plan must be monitored to ensure the effective management of its implementation. Through the Business Plan decision-making process, it was agreed that the Cabinet should receive 6-monthly monitoring reports against the Delivery Plan.

- 3.3 Appendix A shows that excellent progress is being made in most areas. This monitoring process enables action to be taken or explanations to be provided at the earliest opportunity, ensuring the most effective performance management of the Council's Business Plan.
- 3.4 One of the most significant aspects of the Business Plan is the Major Service Review Programme, as this will deliver significant savings for the Council. The process that was undertaken in 2011 was successful in identifying a significant proportion of the savings that are likely to be needed in 2012/13. In order to continue to achieve savings for the subsequent two years, work needs to begin now to develop policy options.
- 3.5 It is also important to review and refine the Business Plan on an annual basis and the timetable for doing so is reflected below.

4.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

- 4.1 There are no direct implications arising from this report.

5.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 5.1 There are no direct financial implications arising from this report.

6.0 RISK ASSESSMENT

- 6.1 It is essential to the effective management of the Council that sufficient time and consideration is given to the business planning process. The risk of non-achievement of the aims of the Business Plan is mitigated through strong and effective performance management arrangements.

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: Business Plan Delivery Plan Monitoring Report

Business Plan: Workstream Delivery Plan

Priority Delivery Projects

Service	Housing & Regeneration: Regeneration			Senior manager	Jayne Traverse
Action	Description	Milestones	Due Date	Completed	Milestone Note
PDP_01	Regional Growth Fund / Local Enterprise Partnerships / Local Investment Plans	Round 1 RGF bid submitted	21-Jan-2011	Yes	£6.8M bid submitted by St Modwen supported by WLBC, LCC, HCA
		LEP in place	31-Mar-2011	Yes	Government sign off of a Lancashire LEP was delayed due to the ongoing negotiations with all relevant partners. The Lancashire LEP was signed off by HM Government on 13.04.11.
		LIP in place (subject to LEP being in place)	31-Dec-2011	No	Original due date of 31.08.11 brought forward to 30.06.11. Ongoing negotiations with all LEP partners and the delay in LEP sign off by Government had a knock on effect on developing a LIP. Mid Lanc's partners were working towards completing by August 2011. 06.09.11 - Previous due date of 31.08.11 changed to 31.12.11. LIP currently at draft stage
		Further RGF bids with Lancashire Authorities (future submission dates tbc by Government)	31-Mar-2014	No	June 2011: Private sector developer partner for Skelmersdale Town Centre confirmed it did not wish to pursue a Regional Growth Fund bid at the current time.

Service	Corporate Services: Transformation			Senior manager	Peter Blakey
Action	Description	Milestones	Due Date	Completed	Milestone Note
PDP_02	Changes to Revenues & Benefits System following Government White Paper <i>Universal Credit: Welfare that Works</i>	Review detail of Welfare Reform Bill	29-Apr-2011	Yes	Initial report considered by Cabinet 19.01.11. Work on the implications of the Bill is ongoing. No further action required at this stage.
		Produce Action Plan to implement changes	30-Dec-2011	No	As of 3/10/11, responsibility for this area of work transferred to OCL who will be bringing forward further reports to DSH and Members accordingly. Future progress will be monitored through Quality of Service meetings and reports to Cabinet as appropriate. The action is therefore "cancelled" for WLBC workload although the area of work remains current through OCL.
		Report update as Members Update article	31-Dec-2012	No	Ibid

Service	Corporate			Senior manager	John Ryding
Action	Description	Milestones	Due Date	Completed	Milestone Note

PDP_03	Skelmersdale Vision	Round 1 RGF bid submitted	21-Jan-2011	Yes	£6.8M bid submitted by St Modwen supported by WLBC, LCC, HCA
		Employment / Skills Initiative commences		No	Original due date 29.04.11. Revised due date pending formal agreement to construct new offices and subsequent discussions.

Service	Housing & Regeneration: Housing		Senior manager	Bob Livermore	
Action	Description	Milestones	Due Date	Completed	Milestone Note
PDP_04	Self-financing Business Plan	Assess financial impact	28-Feb-2011	Yes	
		Establish monitoring group	29-Apr-2011	Yes	
		Prepare detailed implementation timetable	31-May-2011	Yes	Implementation on track with timetable as at Oct 2011
		Complete implementation	30-Apr-2012	No	
Service	Planning - John Harrison		Senior manager	John Harrison	
Action	Description	Milestones	Due Date	Completed	Milestone Note
PDP_05	Local Plan	End of consultation on Core Strategy Preferred Options	30-Jun-2011	Yes	Consultation period 12 May - 24 June
		End of consultation on Local Plan Preferred Options	17-Feb-2012	No	
		End of Consultation on Local Plan Publication	31-Aug-2012	No	
		Submission of Local Plan	31-Oct-2012	No	

Service	Housing & Regeneration: Housing			Senior manager	Bob Livermore
Action	Description	Milestones	Due Date	Completed	Milestone Note
PDP_06	Housing Service Improvement Plan	Housing Service Improvement Plan agreed by Council	19-Jan-2011	Yes	
		Plan monitored by Overview & Scrutiny (and future meetings tbc)	26-Apr-2011	Yes	Report to Cabinet on 14.06 and then Overview & Scrutiny Committee 23.06.11
		Update to be sent to TSA	08-Jun-2011	Yes	Awaiting comments from TSA
		Progress considered by Cabinet	14-Jun-2011	Yes	No adverse comments
		Plan monitored by Tenants & Residents Forum (and future meetings tbc)	23-Jun-2011	No	Report to Cabinet will be monitored by the Landlord Services Committee W/C 06.06.11 and then reported to the Tenant and Resident Forum.
		Progress considered by Corporate Overview & Scrutiny Committee	23-Jun-2011	Yes	No adverse comments
		Progress considered by Landlord Services Committee/Cabinet and Overview and Scrutiny Committee	September 2011	Yes	No adverse comments.
		Progress reported to TSA	October 2011	Yes	Outcome awaited

Resource Management

Service	Housing & Regeneration: Regeneration			Senior manager	Paula Huber; Rachel Kneale
Action	Description	Milestones	Due Date	Completed	Milestone Note
		Annual Business plan in place	31-Mar-2011	Yes	Annual Business Plan not now appropriate due to the need to have a medium/long-term strategy to address future housing priorities, maximise use of assets and appropriate disposals and to allow external funders 'ring-fenced' income to be committed for the next 10 years, e.g. Langtree. Revised due date for 10year Draft Business Plan of December 2011
		Burscough West ward pilot project completed	31-Mar-2011	Yes	
		Full project commences (subject to March Cabinet approval)	29-Apr-2011	Yes	Approved by Cabinet 15.03.11 and Council 13.04.11
		Knowsley Ward completed	30-Sep-2011	Yes	Approved by Cabinet 13.09.11 and Executive O&S Committee 29.09.11
		Subsequent Ward identified	30-Sep-2011	Yes	Wrightington and Birch Green Wards identified to proceed with

		10 year draft business plan	31 Dec-2011	No	
		Collect economic data associated with commercial property portfolio every two years. Commencing September 2011.	31-Dec-2011	No	
		Develop a new Regeneration Strategy for the Borough	01-Apr-2012	No	
		Develop Asset Disposal Strategy for the Borough	01-Apr-2012	No	
		Increase commercial property income and reduce Empty Property Rates liabilities by £150,000	31-Mar-2015	No	

Service	Housing & Regeneration: Housing		Senior manager	Phil Holland	
Action	Description	Milestones	Due Date	Completed	Milestone Note
RM_02	52 Derby Street Project	Planning approval granted	13-Jan-2011	Yes	Refurbishment programme agreed Council 15 Dec 2010
		Quotations/prepare tenders & send out for phase 1	28-Feb-2011	Yes	Tenders to be returned 18 March
		Work starts on site	31-May-2011	Yes	
		Work completed	18 Nov 2011	No	Overall project delayed from October until November by poor weather conditions. Work on registrars' office now underway and expected to be completed by January 2012. Single story extension work timetabled to be finalised by August 2012

Service	Corporate Services: Transformation		Senior manager	Shaun Walsh	
Action	Description	Milestones	Due Date	Completed	Milestone Note
RM_03	HR Partnership Development & Delivery	Cabinet report to Members	tbc	No	Original DD 29.07.11
		Develop partnership proposals/options for future delivery	15-Dec-2011	No	Preferred option of transferring the service to the JVC currently being explored, together with other options for service delivery w.e.f April 2012, including the possibility of tender exercise if necessary. Original DD 31.5.11
		Revise/negotiate service schedule	15-Dec-2011	No	Awaiting final schedule from LCC/OCL regarding 12 month extension to current arrangements via the JVC contract.

Service	Corporate Services: Treasurer		Senior manager	Marc Taylor	
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Action	Description	Milestones	Due Date	Completed	Milestone Note
RM_04	Income Generation, Fees & Charges Strategy	Review existing fees and charges and consider potential for new, extended or increased charges	01-Sep-2011	Yes	A number of changes to fees and charges were agreed through the Major Service Review process, and all fees and charges have been reviewed as part of the budget setting process for 2012-13.
		Report detailed findings from project work to Council including proposals for change	19-Oct-2011	No	A new fees and charges policy was reported to Cabinet in January 2012 for approval. Proposals for further changes to fees and charges will be reported to Council in February
		Implement fees and charges strategy with consultation where appropriate	01-Apr-2012	No	It is intended that any changes to fees and charges agreed by Council in February will be implemented for the start of the 2012-13 financial year.

Shared Services Programme

Service	Corporate Services: Transformation		Senior manager	Shaun Walsh	
Action	Description	Milestones	Due Date	Completed	Milestone Note
ShS_01	Shared Services with LCC/the LCC Strategic Partnership / JVC	Explore scope for partnership agreements in relation to ICT, Revenues and Benefits, Finance, Estates, Member Services.	30-Dec-2010	Yes	Target of 10% plus saving on each arrangement
		Develop business case	23-Feb-2011	Yes	
		Member decision on MoU (Council)	23-Feb-2011	Yes	
		Final Member decision	13-Apr-2011	Yes	Members noted that the Memorandum of Understanding has been signed, that Legal documentation is being worked on.
		Prepare legal documentation for ICT, Revenues & Benefits	06-May-2011	Yes	
		Contract commencement date approved	20-Jul-2011	Yes	
		Go live on early projects (contract commencement)	01-Oct-2011	Yes	Original DD 01.07.11

Service	Community Services - Dave Tilleray		Senior manager	David Tilleray	
Action	Description	Milestones	Due Date	Completed	Milestone Note
ShS_02	Whole Leisure Trust	Options/recommendations report to Cabinet	15-Mar-2011	Yes	Consideration of a Whole Leisure Trust option is being taken forward as part of the MSR process.

		Completion of feasibility appraisal for a new leisure facility in Skelmersdale	T.B.C.	No	Initial appraisal information was undertaken as part of the town centre regeneration project; this element of the town centre regeneration scheme is on hold and subject to finance being made available in the future.
		Partnership delivery arrangements/documentation agreed	31-Dec-2012	No	Original due date 31.12.11. The Whole Leisure Trust option was not taken forward as part of the 2011 MSR process, this option will be considered again as part of the 2012 MSR review.

Service	Directorate of Transformation		Senior manager	Shaun Walsh	
Action	Description	Milestones	Due Date	Completed	Milestone Note
ShS_03	Locality Working with LCC	Produce Borough Proposal	31-Aug-2010	Yes	
		Hold Leadership Discussions	30-Nov-2010	Yes	
		Produce Cabinet Briefing Report	05 Sep 2011	Yes	
		Consultation on areas for Locality Working	30-Nov-2011	Yes	Cabinet to suggest priority areas for Heads of Service to pursue with LCC.
		Identify Locality Working projects	30-Nov-2011	Yes	
		Establish three-tier forum with LCC	28 Feb 2012	Yes	Original DD of 31.03.11 revised due to MSR work viz shared services/locality working, together with organisational postponement of Locality Plan and structure/personnel changes at LCC./Policy Team. These areas to be agreed before the end of this financial year and in conjunction with Three Tier Forums moving forward
		Formally agree areas for Locality Working	29-Feb-2012	No	

Service	Corporate Services: Solicitor		Senior manager	Gill Rowe	
Action	Description	Milestones	Due Date	Completed	Milestone Note
ShS_04	Partnership working with Sefton MBC on elections	Discussions held with Sefton MBC	01-Sep-2011	Yes	Elections teams at Sefton and West Lancashire to work more closely together to increase resilience and capacity.

Value for Money

Service	Corporate		Senior manager	Kim Webber/Gill Rowe	
Action	Description	Milestones	Due Date	Completed	Milestone Note
VfM_01i	Major Service Reviews 12/13	Develop / consult on methodology	31 Mar 2011	Yes	Methodology reviewed at CMB and BPWG. Briefings with staff groups taking place from w/b 28.03

		Reviews: commence	01 Apr 2011	Yes	Service Heads briefed on methodology by the end of March
		Reviews: complete	30 Jun 2011	Yes	Initial draft submitted to BPWG on 27.06.11
		Report findings to July Council	29 Jul 2011	Yes	Following Council, consultation with key stakeholders July 29-Sept 23. New management restructure in place from 1 August. Managing Director Structure from 1 Nov.
		Consultation following Council report with staff/unions	23 Sept 11	Yes	Consultation period during July-October
		Rework structures	31 Oct 2011	Yes	Work carried out July-October
		Fill structures	30 Dec 2011	No	Work ongoing Nov-Dec
		New structures operational	29 Feb 2012	No	
Service	Corporate		Senior manager	Gill Rowe/Kim Webber	
Action	Description	Milestones	Due Date	Completed	Milestone Note
VfM_01ii	Implement MSR Work Programme 12/13	Incorporate MSR savings into budget for 12/13	Feb 12	Yes	The draft estimates reported to Cabinet in January 2012 incorporated the agreed MSR savings.
		Incorporate into budget preparations a streamlining/tightening of budgets	Feb 12	No	
		Produce quarterly budget reports for Cabinet, highlighting any significant issues.	Sep 12	No	
		Agree policy for fees and charges	Nov 11	Yes	A new fees and charges policy was reported to Cabinet in January 2012.
		Implement PM_04	Apr 12	No	
		Implement VfM_02	Mar 12	No	
Service	Corporate		Senior manager	Kim Webber/Gill Rowe	
Action	Description	Milestones	Due Date	Completed	Milestone Note
VfM_01iii	Major Service Reviews 13/14	Revise methodology	31 Dec 11	No	
		Heads of Service provide MDs with new or emerging policy options	31 Mar 12	No	
		MDs report to BPWG	30 Jun 2012	No	
		Report findings to Council	Jul 2012	No	
		Council to adjust Policy Options as per consultation.	Oct 12	No	

Rework structures	31 Oct 2012	No	
Fill structures	30 Dec 2012	No	
New structures operational	28 Feb 2013	No	

Service	Corporate Services: Transformation			Senior manager	Shaun Walsh
Action	Description	Milestones	Due Date	Completed	Milestone Note
VfM_02	Organisational Re-engineering / LEAN Programme	Draw up tender documents	17-Dec-2010	Yes	
		Tender for Partner / delivery	17-Dec-2010	Yes	
		Tender close	14-Feb-2011	Yes	
		Complete tender evaluations	15-Apr-2011	Yes	Evaluation period 14.02.11 - 15.04.11
		Framework contract award	30-Jun-2011	Yes	Original DD revised from 29.04.11 due to high number of tenders received.
		Pilot project process start	31-Mar-2012	No	Agreed area of work to be Sheltered Housing Provision followed by Planning Services.
		Implementation		No	Original DD 30.03.12 under revision and new DD yet to be set (see earlier milestones). Discussions to commence with tenants groups w/c 7/11/11.
		Pilot project concluded		No	Original DD 31.03.12 under revision (see earlier milestones).

Service	Community Services			Senior manager	John Nelson
Action	Description	Milestones	Due Date	Completed	Milestone Note
VfM_03i	Effective Procurement: HomeCare Link	Tender return	28-Jan-2011	Yes	Delay due to requirement of additional clarification on TUPE transfer data, which extended the tender submission by 2 weeks to 11.02.11. Tenders opened 16.02.11. Seeking to have a meeting with the evaluation panel week commencing 14.03.11.
		Tender evaluation	31-Mar-2011	Yes	Tender Evaluation Panel meeting 03.06.11. Cabinet Report 14.06.11
		Contract award / begin mobilisation period	31-Jul-2011	No	Agreed not to take the tender process forward and to review the services in line with the MSR process, Services transferred to Community Services for review and production of a business plan
		Mobilisation period concluded / Contract commencement	01-Sep-2011	No	See above.

Service	Street Scene			Senior manager	Graham Concannon
Action	Description	Milestones	Due Date	Completed	Milestone Note

VfM_03ii	Effective Procurement: Garage Tender	1. Tender return	14-Jan-2011	Yes	Four tenders received
		2. Tender evaluation	10-Feb-2011	Yes	
		3. Contract award / begin 7 week mobilisation period		No	Original due date 11.02.11. Following extensive discussions it is hoped that the contract award can be made before the end of December 2011 for a April 2012 start date. This will be confirmed by the end of November 2011 following meetings taking place over the next two weeks.
		4. Mobilisation period concluded / Contract commencement		No	Original due date 01.04.11

Service	Community Services		Senior manager	David Tilleray	
Action	Description	Milestones	Due Date	Completed	Milestone Note
VfM_03ii i	Effective Procurement: CCTV	Committee approval for project (Council)	15-Dec-2010	Yes	Report to extraordinary council in January. Further report to Cabinet in June 2011.
		Commence tender	31-Jul-2011	Yes	Original due date of 31.01.11 postponed. Tender documentation now progressing.
		Appoint builder / commence works	30-Nov-2011	No	
		Appoint partner	31-Dec-2011	No	Original due date 31.5.11 postponed due to delay in tender.
		Complete building works	01-Apr-2012	No	Original due date 31.01.12 postponed due to delay in tender.
		Go live	01-Jul-2012	No	Original due date 30.4.12 postponed due to delay in tender.

Service	Corporate Services: Transformation		Senior manager	Chris Isherwood	
Action	Description	Milestones	Due Date	Completed	Milestone Note
VfM_04	ICT Development Programme	Installation of Wireless Network	31-May-2010	Yes	
		Server virtualisation: start implementation	15-Oct-2010	Yes	
		CRM/EDM/Back office integration	31-Mar-2011	No	This work is ongoing as an integral part of the OR development programme
		Government Connect / Infrastructure Security	31-Mar-2011	Yes	Planned work complete. Work ongoing to ensure future compliance.
		Installation of Voicemail; start implementation	31-Mar-2011	Yes	System installed. Training and testing underway. Ongoing work to rollout to service areas during 2011/12
		Web improvement programme	31-Mar-2011	Yes	
		Server virtualisation: completion	30-Mar-2012	No	Transfer of servers to the virtualised environment continues, with completion planned by the due date.

		Voicemail completion	31-Mar-2012	No	Installation of Voicemail into all areas that have requested it
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