



**ARTICLE NO: 1A**

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE:**

**MEMBERS UPDATE 2014/15  
ISSUE: 1**

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**Article of: Borough Solicitor**

**Relevant Managing Director: Managing Director (People and Places)**

**Relevant Portfolio Holder: Councillor Sudworth**

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

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Wards affected: Borough wide

## **1.0 PURPOSE OF ARTICLE**

- 1.1** To keep Members apprised of developments in relation to Health Overview and Scrutiny in Lancashire.

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## **2.0 BACKGROUND AND CURRENT POSITION**

- 2.1** The Health and Social Care Act (2001), subsequently superseded by the National Health Service Act 2006 and the Health and Social Care Act 2012, extended the powers of Overview and Scrutiny Committees of local authorities responsible for social services functions to include the power to review and scrutinise matters relating to the health service in their areas.
- 2.2** The Health Scrutiny Committee at Lancashire County Council exercises the statutory functions of a health overview and scrutiny committee. The Membership of the Committee includes twelve non-voting Co-opted district council Members, West Lancashire's representative is Councillor Mrs Stephenson.
- 2.3** To ensure that Members receive regular updates on the work being undertaken by the Committee and to provide an opportunity to feed back

any comments via the Council's representative, a copy of the County Council's Health Scrutiny Committee minutes are attached.

### **3.0 SUSTAINABILITY IMPLICATIONS**

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

### **4.0 FINANCIAL AND RESOURCE IMPLICATIONS**

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

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### **Background Documents**

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

### **Equality Impact Assessment**

The decision 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

1. 4 March 2014
2. 22 April 2014

## **Lancashire County Council**

### **Health Scrutiny Committee**

**Minutes of the Meeting held on Tuesday, 4 March, 2014 at 10.30 am in Cabinet Room 'C' - The Duke of Lancaster Room, County Hall, Preston**

#### **Present:**

County Councillor Steven Holgate (Chair)

#### **County Councillors**

M Brindle	A Kay
Mrs F Craig-Wilson	Y Motala
G Dowding	B Murray
N Hennessy	M Otter
M Iqbal	N Penney
A James	B Yates

#### **Co-opted members**

Councillor Julia Berry, (Chorley Borough Council Representative)  
Councillor Paul Gardner, (Lancaster City Council Representative)  
Councillor Bridget Hilton, (Ribble Valley Borough Council Representative)  
Councillor Tim O'Kane, (Hyndburn Borough Council Representative)  
Councillor Julie Robinson, (Wyre Borough Council Representative)  
Councillor Mrs D Stephenson, (West Lancashire Borough Council Representative)  
Councillor Betsy Stringer, (Burnley Borough Council Representative)  
Councillor M J Titherington, (South Ribble Borough Council Representative)  
Councillor Dave Wilson, (Preston City Council Representative)

#### **1. Apologies**

Apologies for absence were presented on behalf of Councillors Brenda Ackers (Fylde Borough Council), Liz McInnes (Rossendale Borough Council), and David Whalley (Pendle Borough Council).

## **2. Disclosure of Pecuniary and Non-Pecuniary Interests**

None disclosed

## **3. Minutes of the Meeting Held on 14 January 2014**

The Minutes of the Health Scrutiny Committee meeting held on the 14 January 2014 were presented

**Resolved:** That the Minutes of the Health Scrutiny Committee held on the 14 January 2014 be confirmed and signed by the Chair.

## **4. Lancashire Teaching Hospitals Trust**

The Chair welcomed officers from Lancashire Teaching Hospitals Trust (the Trust):

- Karen Partington, Chief Executive
- Carole Spencer, Strategy & Development Director
- Suzanne Hargreaves, Operations Director

They had been invited to attend Committee to provide members with information on:

- Performance
- Winter pressures
- Challenges facing the Trust

Officers from the Trust had previously met with the Health Scrutiny Committee Steering Group on 8 November last year. A copy of the notes of that meeting were attached at Appendix A to the report now presented.

The Care Quality Commission (CQC) had also recently carried out an inspection of the Trust looking at the following standards:

- Care and welfare of people who use services
- Cleanliness and infection control
- Staffing
- Assessing and monitoring the quality of service provision
- Complaints

A copy of their report, which was produced in January, was attached at Appendix B to the report now presented. It identified that 3 out of the 5 inspection areas indicated 'action needed'. These areas were:

- Care and welfare of people who use services
- Staffing
- Complaints

In addition, on 9 December, Monitor (the sector regulator that ensures Trusts are well led and are run efficiently) had written to the Trust notifying them of their



decision to open a formal investigation due to governance concerns. A copy of the letter was at Appendix C to the report now presented.

The Trust had not provided the Committee with any documentation to support the topics to be scrutinised, but delivered a PowerPoint presentation which set out the context, and included actions taken, quarter four (2013/14) key statistics and ongoing challenges. A copy of the presentation is appended to these minutes.

As part of the presentation it was explained that the Trust had a good track record, over a number of years, of sustaining delivery against performance. There were challenges and risks as a health economy and recognition that there were currently few alternatives to hospital admission. Only the Accident and Emergency department offered a 24 hour service, and there were no walk-in centres or urgent care units.

Over the last 18 months the Trust had been working with a 'Clinical Senate' comprising the Trust, the Chorley & South Ribble and Greater Preston Clinical Commissioning Groups, Lancashire Care Foundation Trust and Lancashire County Council to examine how those partners could work better together to develop health and social care services for the people of Lancashire.

It was explained that events last winter leading to missed targets and cancelled surgery had been somewhat predictable and therefore the Trust had brought in external facilitators to review the situation and to help the Trust do things differently in the future. The facilitators were ECIST (Emergency Care Intensive Support Team); NWUMT (North West Utilisation Management Team); and KPMG (a private company providing advice to organisations about regulatory requirements, relationships, risk and service delivery to improve performance).

The Chair thanked officers from the Trust for the presentation, but made the point that it would have been most helpful for the Committee to receive information from them in advance of the meeting in order to enable members to properly prepare and consider appropriate questions.

In response Karen Partington said that LTHT was one of only a few Trusts that published its performance reports on its website each month, including information about quality, safety, workforce etc, and members could access much information that way. The link to the website is provided below:

<http://www.lancsteachinghospitals.nhs.uk/performance>

She assured the Chair that the Trust would endeavour to provide any information requested.

The Chair then invited members to raise comments and questions. The main points arising from the discussion are summarised below:

- In response to a question about the cost of engaging the facilitators referred to above, it was confirmed that the Trust had paid only for the services

provided by KPMG; all partners within the health service economy had paid an equal amount – the Trust, the relevant Clinical Commissioning Groups, Lancashire Care Foundation Trust and the County Council. Details of the actual amount paid were not to hand and would be provided to members outside the meeting. Karen Partington made the point that it had been important for them to have support from a neutral, external organisation.

- It was explained that the Clinical Senate, which brought together partners delivering health and social care had brought clarity around what needed to be done; there was a better understanding of the pressures on CCGs and social services, and the Senate had allowed for a proper conversation about the challenging times ahead. The Senate continued to evolve moving forward.
- When the Trust had met with the Health Scrutiny Steering Group in November they had been struggling to meet some of their targets. In response to a question now about progress since that meeting it was explained that the Trust was still failing to meet its 18 week target, but plans were in place to bring the Trust back into compliance for April. The way in which 'breaches' were attributed was part of the reason why targets were not being met and focus was now on those patients who were already in 'breach' and urgent cases. The point was made that it was most important to focus on how the care pathway could be improved.
- It was explained that there were various different mortality targets; a team of clinicians from different specialisms met every week to review every death and, if there was a need to investigate further, a separate process would be undertaken.
- The Committee was informed that there had been a meeting with LCFT, the CCGs and the County Council at the end of February following considerable pressure on urgent care services. It had been agreed that there would be a strong focus on making the local health and social care system work effectively and efficiently. Some of the principles were to be tested during March – 'The Perfect Month'. Partners would be working together to make sure patients were accessing the most appropriate care first time, and moving through the health and social care system safely and effectively. There would be a need to ensure no patient who did not need acute care was admitted to hospital, and that patients were discharged as soon as they are medically fit to leave hospital.
- One member suggested that a reduction in the number of nursing staff was causing pressure on the wards – he requested statistics detailing the number of nursing staff employed now and the number employed twelve months ago. The Committee was informed that there had not been a reduction and that the Trust had invested £3m into recruiting nursing staff with the necessary mix of skills. It was acknowledged, however, that staffing was a fluid situation and under constant review to ensure that staffing was maintained at the right levels – there was a huge emphasis on quality and safety.
- Recruitment of suitable, skilled staff presented a real challenge, and this was a national problem. The Trust therefore had to look at ways of supplementing and supporting nurses. Staffing at every level was taken very seriously and the Trust was also looking to recruit overseas from countries such as Spain, Portugal and Ireland.

- The Committee was directed to Board papers on the Trust's website for more information about staffing issues. Board meetings were open to the public and documents would be provided on request.
- The Committee asked that more information be provided to them about issues surrounding recruitment.
- In response to a question about the coding of deaths and whether there had been a 'shifting of goalposts', Karen Partington emphasised that the Trust's coding was 'second to none' and had won awards; it was clinical records that were more important – the Trust was working hard to ensure that all information was consistently and accurately recorded.
- The Committee recognised that it was important to try to keep people out of hospital by providing alternative approaches to prevent hospital admission and to improve discharge arrangements. This would inevitably result in a requirement to re-direct funding. The Trust acknowledged that this was a complex dilemma, not just locally, but nationally too.
- Reference was made to the recently introduced 'Better Care Fund' (formerly Integration Transformation Fund) - a single pooled budget to support health and social care services to work more closely together in local areas. It provided a real opportunity to improve services and value for money by shifting resources from acute services into community and preventative settings. Implementation would be a challenge.
- It was important to build relationships and understand how the pathways would work and ensure that 'gaps' in the pathway were filled, for example there were currently insufficient GPs. The Committee was assured that the Trust was committed to reducing its size.
- One member drew attention to page 29 of the agenda papers (CQC Inspection Report) in which it stated that, at the time of the inspection, only 66% of requests by a ward for additional staff for enhanced care had been met in the previous quarter. She asked if the Trust was now anywhere near meeting the target. Karen Partington said they would be if there wasn't the current need for escalated beds (more people in the hospital than normal bed capacity). There was a lot of pressure on staffing and it wasn't always possible to provide additional staff; much effort was put into providing safe care. She referred again to the importance of getting the pathway right and keeping people out of hospital who didn't need to be there, which would reduce pressure on staff.
- Karen Partington said that she was proud of the CQC reports for Preston and Chorley hospitals because, in the main, both reports were very good – it was her view that the areas in which targets were not being met were minor.
- In response to a question about whether and how the Trust shared good practice with others, it was explained that there were a number of ways, for example, team to team meetings with other Trusts, clinicians working in different hospitals - learning went on across hospitals in many ways. There was still a long way to go, but the Trust was well on its way to understanding how other organisations work.
- It was noted from the Trust's website that the Trust was falling short of its target for appraisals and also its target for mandatory training. Karen Partington acknowledged that both were important issues for the Board. Much

effort had been put into getting appraisal rates up and 'special measures' had been introduced. Regarding the training target, the Board was reviewing whether it was appropriate for some types of training to be treated as mandatory.

- The Chair asked how many outpatient appointments had been cancelled between December and February and how many had been re-arranged to fall in the new financial year. It was explained that, as providers, there was no incentive for the Trust to re-arrange appointments for the new financial year, in fact, as soon as a referral was made the clock started ticking toward the 18 week target and a deferral would increase the risk of not meeting that target. The Trust offered to provide a separate session to explain how commissioners and providers work (differently).
- It was noted that Monitor had raised concerns about governance and a request was made for more information about how the Trust was responding to those concerns.
- It had been noted that the presentation contained many acronyms which made it difficult for people not within the NHS to understand. Assurance was sought that the Trust's website did not similarly contain acronyms.
- It was noted that the CQC report contained several references to 'confused' and 'disorientated' and clarification was sought as to whether 'confused' in this context meant in the clinical sense or as a result of being in unfamiliar surroundings.

**Resolved:** That,

- i. The Lancashire Teaching Hospitals Trust be asked to identify how it would engage with Scrutiny in a more meaningful way;
- ii. The additional information requested by the Committee during the course of this meeting be provided by the Trust;
- iii. The Committee be provided with a copy of the Trust's response to the Care Quality Commission.

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

On 20 December the Steering Group had received an update on the Health & Care Strategy from Fylde & Wyre CCG and an update on the Domiciliary Care Review from the Adult, Community Services and Public Health Directorate. A summary of the meeting was set out at Appendix A to the report now presented.

It was noted that whilst the county council could not specify a 'living wage' hourly rate for domiciliary care, it was suggested that the county council's own procurement terms might provide for contracts to be entered into with only those providers who pay a living wage. It was agreed that this possibility be explored further.

On 31 January the Steering Group had met with East Lancashire CCG to discuss their system to gather soft intelligence. A summary of the meeting was set out at Appendix B to the report now presented.

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

## **6. Recent and Forthcoming Decisions**

The Committee's attention was drawn to forthcoming decisions and decisions recently made by the Cabinet and individual Cabinet Members in areas relevant to the remit of the committee, in order that this could inform possible future areas of work.

Recent and forthcoming decisions taken by Cabinet Members or the Cabinet can be accessed here:

<http://council.lancashire.gov.uk/mgDelegatedDecisions.aspx?bcr=1>

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

## **7. Minutes of the Joint Lancashire Health Scrutiny Committee**

The Joint Lancashire Health Scrutiny Committee had last met on 28 January 2014. The agenda and minutes of that and previous meetings were available via the following link for information.

<http://council.lancashire.gov.uk/mgCommitteeDetails.aspx?ID=684>

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

## **8. Urgent Business**

No urgent business was reported.

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

It was noted that the next meeting of the Committee would be held on Tuesday 4 March 2014 at 10.30am at County Hall, Preston.

I M Fisher  
County Secretary and Solicitor

County Hall  
Preston



# Health Scrutiny Committee

4<sup>th</sup> March 2014



Minute Annex

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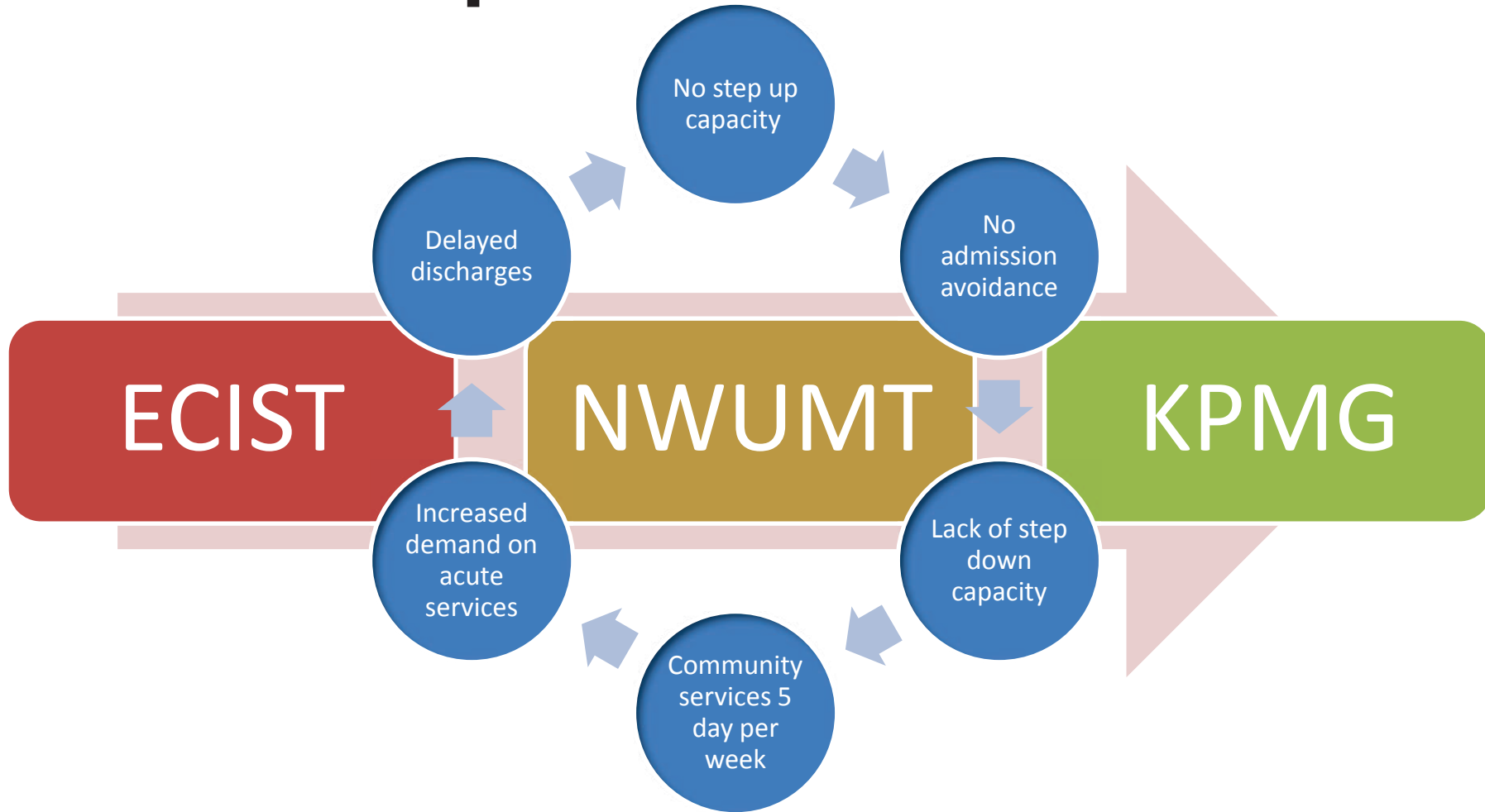
# Context

- LTH track record for sustained delivery of performance – though recognised risk due to limitations of health economy
- Working in partnership with the health economy through the ‘Clinical Senate’ towards a strategy of reducing acute beds
- No evidence of admission avoidance; alternatives to ED or early supported discharge schemes



# What Happened?

– what we predicted.....



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# Action & Solution Focussed

ECIST

- Trust invited team in Dec 10 to undertake a diagnostic review following pressures across the urgent care pathway
- Internal action plan implemented following report
- ECIST facilitated a health & social care economy event in March 11 to address the delays to the discharge process

LTH

- Forged partnership with Care Home Selection to support reduction in LOS for patients waiting Home of Choice. Commenced April 12
- Trust launched "Change for Future" Programme June 12
- Launched "Better 4 Patients Programme supported by Right Place consultancy – June 12 – focussed on improving Patient Flow
- Rapid Assessment Unit implemented Aug 12
- Implementation of Pro-active Elderly Care team – Oct 12

UM

- Trust invited the NW Utilisation Management Review team to undertake a point prevalence review on the RPH site in Feb 13 – following sustained pressures within the acute bed capacity
- UM fed back to all the CEO's and senior execs of LTH, CCG, LCFT and LCC
- Findings suggested that 50% of patients did not require the support of an acute trust setting
- Commitment to commission a Whole System Urgent Care Review – April 13

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# Quarter 4 12/13

- No changes had been made to the urgent care system – external to LTH
- Usual ad hoc winter pressure schemes in place
- 19% increase in admissions 81yrs +
- 19% increase in ambulance conveyance to ED
- LOS for elderly increased by 2.95
- LOS for general medicine increased by 0.65
  - Resulting in a reliance of an additional 45 beds / day

# Impact

High occupancy rates in acute trust

Cancellation of electives

High levels of escalation in Acute Trust

Significant growth to the waiting list

Failure of access targets

High number of delayed discharges

Increase in patient moves

High number of outliers

Poor patient experience

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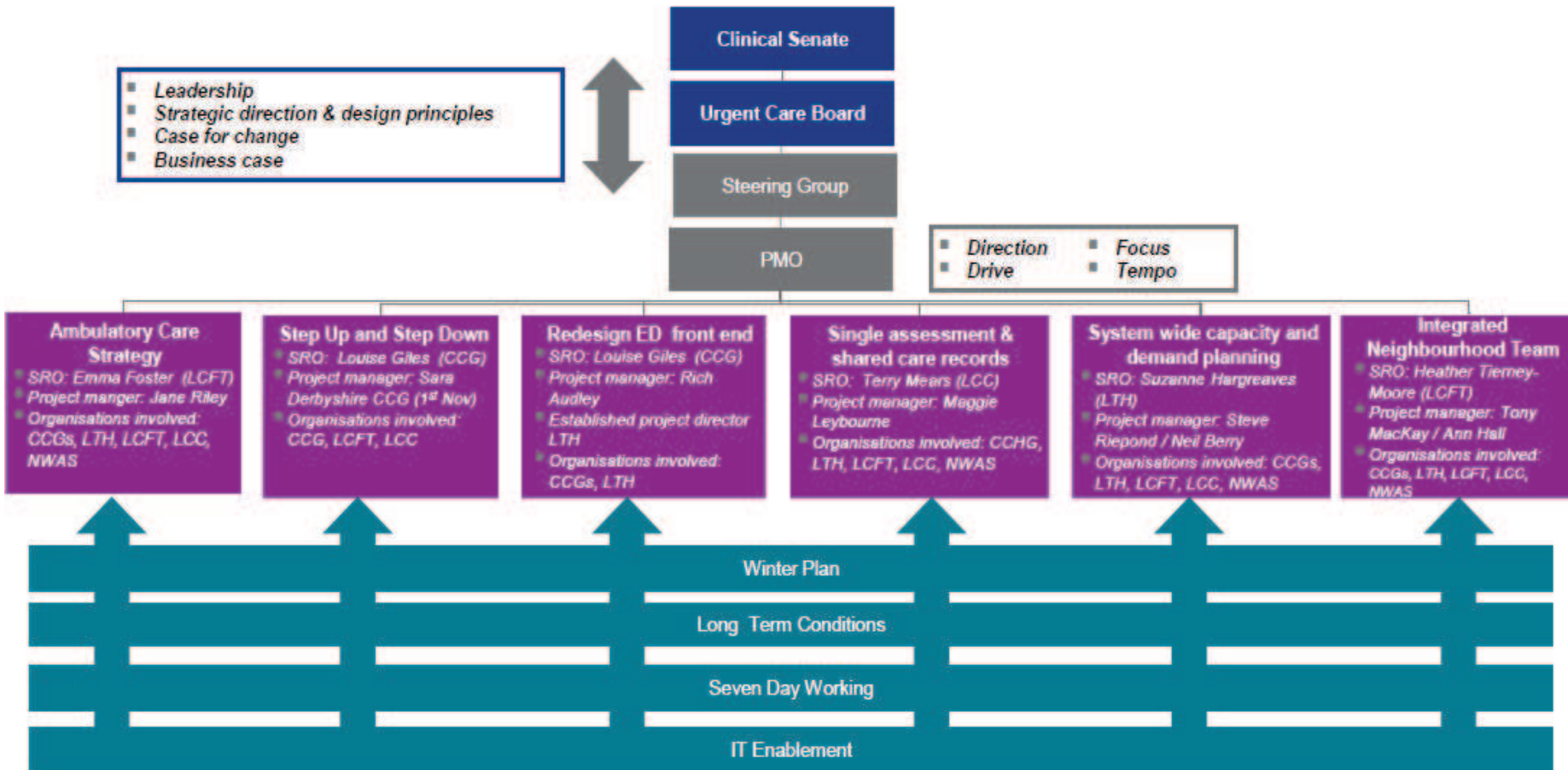


# Immediate & Sustained Actions

- Engagement with CEO's across the health and social care economy
- Engagement with clinical leads
- Joint clinical and management meeting to determine actions
- Cancellation of all electives for 2 day period except life threatening
- Staff, patient and public engagement
- Recovery actions commenced immediately

# Whole System Urgent Care Review – supported by KPMG

## Six High Impact Changes



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# What did we do?



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# And.....

**Specialty Specific recovery plans – understanding capacity and demand.**  
**Liaising with NHS and private providers to seek additional capacity.**  
**Working with GP’s on direct to test pathways**

**Theatre and Outpatient Efficiency Programmes – maximising efficient use of theatre and outpatient resource.**  
**Patient Flow Programme – reduction in LOS**

## Recovery

**Continued attempts to source additional capacity – internal and external:**  
**Recruitment of theatre staff**  
**Recruitment to 6 day – day case**  
**Implementation of high observation unit**  
**Approval to increase critical care capacity**  
**Implementation of DOSSA**

**Work with external bodies:**  
**KPMG – urgent care programme**  
**PWC – review of job plans and productivity**  
**IST – capacity and demand modelling**  
**McKesson – implementation of bed management system**

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# Challenges

- Ageing population
- Public expectation
- Delivery of 7 day services
- Workforce
- Finance



## **Lancashire County Council**

### **Health Scrutiny Committee**

**Minutes of the Meeting held on Tuesday, 22 April, 2014 at 10.30 am in Cabinet Room 'C' - The Duke of Lancaster Room, County Hall, Preston**

#### **Present:**

County Councillor Steven Holgate (Chair)

#### **County Councillors**

M Brindle	A James
Mrs F Craig-Wilson	M Otter
G Dowding	N Penney
N Hennessy	B Yates
M Iqbal	

#### **Co-opted members**

Councillor Brenda Ackers, (Fylde Borough Council Representative)  
Councillor Paul Gardner, (Lancaster City Council Representative)  
Councillor Bridget Hilton, (Ribble Valley Borough Council Representative)  
Councillor Liz McInnes, (Rossendale Borough Council Representative)  
Councillor Julie Robinson, (Wyre Borough Council Representative)  
Councillor Mrs D Stephenson, (West Lancashire Borough Council Representative)  
Councillor M J Titherington, (South Ribble Borough Council Representative)  
Councillor Dave Wilson, (Preston City Council Representative)

#### **1. Apologies**

Apologies for absence were presented on behalf of County Councillors Andrea Kay, Yousuf Motala and Bev Murray, and Councillors Julia Berry (Chorley Borough Council), Tim O'Kane (Hyndburn Borough Council), Betsy Stringer (Burnley Borough Council) and David Whalley (Pendle Borough Council).

#### **2. Disclosure of Pecuniary and Non-Pecuniary Interests**

None disclosed.

### **3. Minutes of the Meeting Held on 4 March 2014**

The Minutes of the Health Scrutiny Committee meeting held on the 4 March 2014 were presented

**Resolved:** That the Minutes of the Health Scrutiny Committee held on the 4 March 2014 be confirmed and signed by the Chair.

### **4. Cabinet Member Response to the Care Complaints Task Group**

The Chair welcomed County Councillor Tony Martin, Cabinet Member for Adult and Community Services, and Mike Banks, Interim Director of Commissioning to present the final response to the recommendations of the Care Complaints Task Group. He also welcomed to the table County Councillor Chris Henig who had chaired the Task Group.

The recommendations of the Care Complaints Task Group report had been accepted in full. The Adult Services, Health and Wellbeing Directorate had produced an action plan, endorsed by County Councillor Martin, which was included in Appendix A to the report now presented.

The report of the Task Group can be accessed via the following link:

<http://council.lancashire.gov.uk/documents/s31896/Appendix%20A.pdf>

One of the recommendations of the Task Group was that:

- **The Cabinet Member for Adult & Community Services consider having a 'single point of access' for people who wish to complain as a means of simplifying the procedure.**

County Councillor Martin explained that the creation of a single point of access locally was proving to be more difficult than had first been envisaged. He suggested that a copy of the Task Group report be sent to the relevant Secretary of State asking him to look at how the reporting of complaints could be streamlined nationally.

Locally, there were currently many access points in what was a multi-agency service involving the county council, the NHS, care homes, Healthwatch etc.

Different agencies needed their own access points and the view being applied was that 'no door should be the wrong door'; it was recognised as important to ensure that any complaint was passed to the correct point and that all concerns were addressed in an appropriate way.

Members were most disappointed and emphasised that current government thinking appeared to support the view that a single point of access was the way forward.

The point was made that there was an increased chance of human and/or systemic failures if there were multiple points of access and the Cabinet Member and the Directorate were asked to pursue the recommended single point of access and report back to the Steering Group in six month's time.

The point was made that there could be many people dissatisfied with the service they were receiving who did not actually make a complaint and it was important therefore to ensure that information was available, at the point of registration, to ensure that staff and residents at care homes were aware how to make a complaint. The Chair explained that this suggestion fell outside the remit of the task group but it would be looked at along with other issues by the Steering Group of the Health Scrutiny Committee.

**Resolved:** That,

- i. The response from the Cabinet Member for Adult and Community Services to the issues raised in the Task Group Report be received;
- ii. The action plan to the issues raised and the progress made to date be noted; and
- iii. An update on progress towards achieving a single point of access for people who wish to complain be provided to the Steering Group in six month's time.

## **5. Report of the NHS Health Check Task Group**

The report explained that in summer 2013, the Centre for Public Scrutiny (CFPS) had been commissioned by NHS England to work with six scrutiny development areas to pilot a review on how the NHS Health Check Scheme was working at a local level. The pilot was to use the Return on Investment Model designed by the Centre for Public Scrutiny.

Following expressions of interest Lancashire County Council and South Ribble Borough Council's Scrutiny Committees had been invited to carry out a joint review as part of the pilot.

A joint scrutiny task group was created with four councillors from each scrutiny committee. The Centre for Public Scrutiny appointed an Expert Advisor to work with the Joint Task Group.

Councillor Mick Titherington, South Ribble Borough Council, had chaired the task group and now presented the report, including the recommendations, which would be considered by the Cabinet Member for Health and Wellbeing.

The Chair invited members to comment on the task group report and a summary of the main points arising is set out below:

- It was suggested that if health checks were available through pharmacies and supermarkets this could capture busy, working people who find it difficult to get to their GP, and also those people who are reluctant to see their GP perhaps because they are fearful.
- Or surgeries should be held later and/or at weekends to enable people to more easily access the service; there was a need for the NHS to adapt its approach in order to maximise take-up of health checks.
- Also people whose family history put them at higher risk should be identified at an early stage.
- One member cautioned against unnecessary tests, which in turn can cause stress and anxiety.
- It was recognised that there was no single solution and the recommendations therefore were asking that further studies be undertaken to ultimately increase the uptake and effectiveness of health checks.
- The report acknowledged concern about the availability and reliability of data and this was welcomed given some concerns raised previously about discrepancies in population figures locally. It was noted, however, that data collection teams within the NHS were reducing.
- It was considered very important for those people who are identified to be 'at risk' following a health check to then be properly signposted to obtain appropriate help and advice.
- As Public Health England had commissioned the work, there was optimism that the report produced by the Centre for Public Scrutiny would lead to changes in the approach to health checks nationally; six separate reports had been produced and, whilst different authorities approached the issues in different ways, their conclusions were very similar and there were real concerns about the way in which health checks were progressing. The local report would be considered by the Cabinet Member for Health and Wellbeing who would decide what action would be taken in response.

**Resolved:** That,

- i. The recommendations of the Task Group, as set out in the report at Appendix A be supported; and
- ii. The Cabinet Member for Health and Wellbeing be asked to provide an interim response to the task group's report within three months.

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

On 21 February the Steering Group had received an update from Debs Harkins, Director of Health Protection and Policy, on Public Health issues. A summary of the meeting was at Appendix A to the report now presented.

On 14 March the Steering Group had met with Dr Jay Chillala from Central Manchester University Hospitals and Julian Blackhouse from the Institute of Diabetes to discuss the issue of diabetes. A summary of the meeting was at Appendix B to the report now presented.

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

## **7. Recent and Forthcoming Decisions**

The Committee's attention was drawn to forthcoming decisions and decisions recently made by the Cabinet and individual Cabinet Members in areas relevant to the remit of the committee, in order that this could inform possible future areas of work.

Recent and forthcoming decisions taken by Cabinet Members or the Cabinet can be accessed here:

<http://council.lancashire.gov.uk/mgDelegatedDecisions.aspx?bcr=1>

It was reported that a task group was currently being established to look at the future distribution of Disabled Facilities Grants in Lancashire. It was to be carried out in partnership with Chorley Borough Council. There was to be a one day event to which district councillors would be invited to discuss related issues.

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

## **8. Urgent Business**

The Chair invited Councillor Paul Gardner to raise a matter at this point.

Councillor Gardner was most concerned about recent articles in the local media concerning reports from the Care Quality Commission (CQC) without any prior notification to the local elected member(s). It was confirmed that the Health Scrutiny Committee receives a few days advance notice from the CQC of reports to be published; Wendy Broadley, Overview and Scrutiny Officer undertook to forward on a filtered list of forthcoming CQC reports to members of the Health Scrutiny Committee. She explained that it was hoped that the Committee could begin to develop a more meaningful relationship with the CQC over the coming months which would allow more input from the Committee about forthcoming inspections.

**Resolved:** That Members of this Committee would receive information provided to the Health Scrutiny Officer by the CQC about forthcoming reports.

**9. Date of Next Meeting**

It was noted that the next meeting of the Committee would be held on Tuesday 10 June 2014 at 10.30am at County Hall, Preston.

I M Fisher  
County Secretary and Solicitor

County Hall  
Preston





**ARTICLE NO: 1B**

**CORPORATE AND  
ENVIRONMENTAL OVERVIEW  
AND SCRUTINY COMMITTEE:**

**MEMBERS UPDATE 2014/15  
ISSUE: 1**

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**Article of:** Borough Solicitor

**Relevant Managing Director:** Managing Director (People and Places)

**Contact for further information:** Mrs. J Brown (Extn 5065)  
(E-mail: [julia.brown@westlancs.gov.uk](mailto:julia.brown@westlancs.gov.uk))

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**SUBJECT: MINUTES OF ONE WEST LANCASHIRE BOARD – THEMATIC GROUPS**

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Wards affected: Borough wide

**1.0 PURPOSE OF ARTICLE**

1.1 To notify Members of the latest notes/minutes of meetings of One West Lancashire Board - Thematic Groups available on the Board's website.

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**2.0 BACKGROUND**

2.1 The West Lancashire Local Strategic Partnership was dissolved on 31 March 2013 and its successor partnership arrangement 'One West Lancashire' was established. Minutes of the Thematic Groups will continue to be received by the One West Lancashire Board and reported to Members via future issues of this Members' Update.

2.2 The following notes/minutes have been included since the last edition of this Members Update:

- Skills, Training and Employment Partnership (STEP) – 11 June 2013, 17 September 2013 and 10 December 2013
- Community Safety Partnership – 24 April 2013, 10 July 2013, 9 October 2013, 29 January 2014
- Health and Well Being Partnership – 17 July 2013, 11 September 2013 and 13 November 2013
- Ageing Well Partnership – 17 October 2013
- People and Communities – March 2013, June 2013, October 2013 and December 2013

- Children’s and Young People’s Board – 21 May 2013, 16 July 2013, 15 October 2013, 21 January 2014 and 19 March 2014

They can be accessed on the One West Lancashire Board’s web page at:  
<http://www.onewestlancs.org/thematic-groups.html>

### **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 Thematic Groups were established in order to achieve the objectives of 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 article.

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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**

None.



**ARTICLE NO: 1C**

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE:**

**MEMBERS UPDATE 2014/2015  
ISSUE: 1**

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**Article of: Borough Solicitor**

**Relevant Managing Director: Managing Director (People and Places)**

**Relevant Portfolio Holder: Councillor Sudworth**

**Contact for further information: Mrs. J.A. Ryan (Extn 5017)  
(E-mail: [jill.ryan@westlancs.gov.uk](mailto:jill.ryan@westlancs.gov.uk))**

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**SUBJECT: MINUTES OF THE LANCASHIRE POLICE AND CRIME PANEL**

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Wards affected: Borough wide

#### **1.0 PURPOSE OF ARTICLE**

**1.1** To advise Members of the Minutes in connection with the Lancashire Police and Crime Panel held on 15 October 2013 and 27 January 2014 for information purposes.

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#### **2.0 BACKGROUND AND CURRENT POSITION**

**2.1** To keep Members apprised of developments in relation to the Lancashire Police and Crime Panel in Lancashire.

#### **3.0 SUSTAINABILITY IMPLICATIONS**

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

#### **4.0 FINANCIAL AND RESOURCE IMPLICATIONS**

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

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## **Background Documents**

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

## **Equality Impact Assessment**

The decision 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 Lancashire Police and Crime Panel – 15 October 2013 -

Appendix A

Minutes of the Lancashire Police and Crime Panel 27 January 2014 –

Appendix B

## **Police and Crime Panel for Lancashire**

**Minutes of the Meeting held on Tuesday, 15th October, 2013 at 10.00 am in Meeting Room A, Town Hall, Blackburn**

### **Present:**

#### **Chair**

Councillor Kate Hollern, Blackburn with Darwen Borough Council

#### **Committee Members**

Councillor Alyson Barnes, Rossendale Borough Council  
Councillor Pam Barton, Hyndburn Borough Council  
Councillor Simon Blackburn, Blackpool Council  
Councillor Alistair Bradley, Chorley Borough Council  
Councillor Margaret Brindle, Burnley Borough Council  
Councillor Robert Boswell, Preston City Council  
Councillor Margaret Foxley, Pendle Borough Council  
Councillor Peter Gibson, Wyre Borough Council  
Councillor Ian Grant, West Lancs Borough Council  
Councillor Stuart Hirst, Ribble Valley Borough Council  
County Councillor Jennifer Mein, Lancashire County Council  
County Councillor Liz Oades, Flyde Borough Council  
Councillor David Smith, Lancaster City Council  
Councillor Malcolm Thomas, Lancaster City Council  
Paul Richardson, Independent co-opted member  
Shiraj Vali, Independent co-opted member

#### **Also in attendance**

- Ms Sian Roxborough, Secretary to the Police and Crime Panel.
- Mr S Finnegan, Chief Constable, Lancashire Constabulary.
- Ms Karen Edwards, Lancashire Chief Inspector, Lancashire Constabulary
- Mr C Grunshaw, Police and Crime Commissioner for Lancashire.
- Ms M Carruthers-Watt, Chief Executive - Office of the PCC.
- Ms Lisa Kitto, Chief Finance Officer, Office of the Police and Crime Panel.
- Mr Mark Aspin, Community Safety Manager, Blackburn with Darwen Borough Council
- Mr Phil Llewellyn, Executive and Councillor Support Manager, Blackburn with Darwen Borough Council.

### **1. Welcome and Apologies**

The Chair, Councillor Kate Hollern, welcomed all present to the meeting.

Apologies were received from Councillors David Eaves, (Fylde Borough Council), Margaret Smith, (South Ribble Borough Council) and Julie Cooper, (Burnley Borough Council).

## **2. Minutes of the Meeting**

**Resolved:** That the minutes of the meeting held on 8<sup>th</sup> July 2013 be confirmed as an accurate record and signed by the Chair.

In response to a question on the closure of the Police Station in Accrington, the Commissioner advised that a replacement Police Station on the edge of Accrington town centre was on track and in the budget.

It was also reported that decisions had now been taken on the location of the divisional headquarters, with the headquarters for Western Division in Blackpool, East Division in Blackburn and South Division in Preston.

## **3. Declarations of Interest**

No Declarations of Interest were submitted.

## **4. Appointment of Secretary of the Panel**

Further to the decision taken at the meeting on 8<sup>th</sup> July that Blackburn with Darwen would act as host authority for the Panel, a report was submitted which recommended that Sian Roxborough, Council Solicitor/Head of Legal Services for Blackburn with Darwen Council be appointed as Secretary to the Lancashire Police and Crime Panel.

**Resolved:** That the appointment of Sian Roxborough, Council Solicitor/Head of Legal Services for Blackburn with Darwen Council as Secretary to the Lancashire Police and Crime Panel, be approved.

## **5. Terms of Reference and Administrative Update for the Police and Crime Panel**

An update was provided on the terms of reference and administration arrangements following the report to panel at the last meeting on the 8<sup>th</sup> July 2013 relating to Constitution, Terms of Reference, Panel Arrangements and Operational Procedures for the Panel.

Following discussions on proportionality at the last meeting, the Secretary to the Panel had written to the Home Secretary on the 6<sup>th</sup> September 2013 to notify his office of the revised Panel arrangements to satisfy political balance requirements. The Secretary updated the Home Office on developments regarding a change in calculation of the political balance and to the hosting of the Police and Crime Panel for Lancashire, including support from the Secretary and dealing with administrative costs.

Following the change to hosting arrangements agreed at the last meeting, it was confirmed the Terms of Reference of the Panel remained unchanged.

In terms of the Panel Arrangements and Operational Procedure, it was reported that the Panel Arrangements had been revised as highlighted in italics within the report, to reflect the change to hosting and political balance.

The Operational Procedure at Appendix C had been altered at paragraph 9 to include sub committees as well as task groups, in accordance with the regulations and guidance.

The amendment agreed at the last meeting to the Operational Procedure in order that the County Councils Standing Orders regarding the rules of debate at Committees be adopted in relation to future meetings of the Panel had been made and highlighted in the appendices to the report.

With regards to Allowances, Lancashire County Council would be making arrangements as the former Host Authority to make payments for 2012/13, to members of the PCP.

For 2013/14 Blackburn with Darwen Council would arrange to claim the payments from the Home Office and pay the PCP the payments in February 2014.

In response to a query on the costs of the Panel referred to in Appendix A of the report submitted, the Chair indicated that the advice received was that the costs of the Panel would not be borne by the Constituent Councils, but would be met from the funding received from the Home Office.

**Resolved:** That the Police and Crime Panel:

- i. Note the Home Secretary's office had been notified of the revised constitution of the Police and Crime Panel for Lancashire on the basis set out in the report and the appointments to the Panel which have been made by constituent authorities;
- ii. Note the Terms of reference of the Panel remain unchanged;
- iii. Approve the amended Panel arrangements;
- iv. Note the minor alteration to the Operational procedure to include reference to sub committees as well as task groups.
- v. Note the Panel will continue to adopt the standing orders of Lancashire County Council, as set out in their Constitution and that the Operational Procedure had been updated to confirm the Panel had adopted Lancashire County Council's Standing Orders, insofar as they related to the rules of debate at Committees; and
- vi. Note the arrangements for payment of allowances.

## **6. Monitoring of Complaints**

The Police and Crime Panel received a report which set out the current position with regard to complaints received to date in relation to the Police and Crime Commissioner and confirmed approval of the nomination to fill the vacant position on the Complaints Sub Committee.

Since the last report there have been four complaints made against the Police and Crime Commissioner, a summary of which were set out in the appendix.

The Panel were asked to note the current position regarding the complaints.

A vacancy had arisen on the Complaints Sub Committee, following which a nomination was received and agreed by the Secretary to the Panel. Accordingly, the Panel was requested to note that the Complaints Sub Committee currently had full membership confirmed.

### **Resolved:**

1. That the updates in relation to the complaints be noted; and
2. That the nomination to fill the vacancy on the Complaints Sub Committee as agreed by the Secretary be noted.

## **7. Public Questions Procedure**

A report was submitted which contained a proposed procedure to enable members of the public to submit questions to the Lancashire Police and Crime Panel.

**Resolved:** That the procedure for Public Questions attached at Appendix 1 of the report be approved and implemented with effect from the next meeting of the Police and Crime Panel.

## **8. Update from the Police and Crime Commissioner**

The Commissioner verbally updated the Panel on various ongoing areas of work.

A particular current focus was the need to make savings, and to date savings of nearly £40m had been realised with a similar amount still to be saved which would inevitably lead to less Police Officers on duty. There was a need to work in partnership with local authorities in tackling key issues and ensuring that the residents of Lancashire were kept safe.

Chief Constable Steve Finnegan gave further details of the impact of the cuts, and the loss of significant numbers of Police Officers and staff which had led to the erosion of Neighbourhood Policing. In spite of this, the focus was still on delivering quality services and keeping people safe. There was now an emphasis on high victim impact crimes, rather than focusing on statistics.



The Commissioner in response to a question on the use of Specials, outlined the three strands of an approach involving Cadets, Volunteers and Specials, and the good links that existed with Uclan in terms of students getting involved. Some reservations were raised during discussion on this matter about increased expectations of Specials as a result of the cuts.

There was a discussion on how residents who paid Council Tax, the majority of whom did not enter into town centres at night were effectively funding the deployment of large numbers of Police resources to deal with alcohol related issues. It was suggested that the alcohol industry and licensing authorities would need to do more to address alcohol related crime, which could often lead to other crimes such as domestic violence, and that the Commissioner would need to be proactive in working with local authorities on this issue.

In response to a question on intelligence and modern technology, the Chief Constable confirmed that the cuts had affected this area and that analysts would be lost in an area that Lancashire was at the forefront nationally, in terms of the use of the National Intelligence Model.

Following discussions on health and the minimum pricing of alcohol, the Commissioner advised that it was essential that Health were involved in any approach to tackling alcohol related issues. It was suggested that the Commissioner should work with other Commissioners throughout the County to lobby the Government on licensing hours and the price of alcohol and the Commissioner confirmed that this was already happening, as other areas faced the same issues.

There was further discussion on the impact of the cuts and in particular the fear of crime and the need for expectations be realigned and of the need for greater collective working and innovation. The Commissioner confirmed that fear of crime was a crucial target and would remain so in spite of reduced police numbers.

In response to a question on the location of the headquarters in Blackpool for the West Division, it was confirmed that the existing headquarters would be used until a new building was constructed.

The Chief Constable confirmed that whilst crime had been on a downward trajectory since 1995, issues such as alcohol, violence and mental health all consumed a large amount of police time and as referred to in a recent presentation by Assistant Chief Constable Andy Rhodes crime such as international crime, exploitation and cyber crime were increasingly taking up police resources.

The Commissioner advised that in recognition the 12 month anniversary of PCC, a number of announcements would be forthcoming on what had been achieved in the first year of operation and he gave a brief overview of these to the Panel.

**Resolved:** That the updates provided by the Commissioner and Chief Constable be noted.

## 9. Financial Outlook for the Police and Crime Budget 2014/15-2017/18

The Commissioner submitted a report that looked ahead over the next four years and considered the potential scale of the financial challenge facing the Police and Crime Commissioner (PCC) for Lancashire over the period 2014/15 – 2017/18.

Police and Crime budgets had already been reduced significantly over recent years and in Lancashire savings of £35.8m had already been delivered over the last 3 years. The level of the financial challenge over the next four years was driven by a reduction in resources and an increase in cost. Costs were forecast to increase by £18.8m or 6.8% whilst at the same time, funding was expected to fall. In discussing this item, there was a significant debate on the potential 2% Council Tax increase referred to in the report and the fact that this would be against several Councils stated position – ie no increase on Council Tax. The Commissioner advised that the 2% figure quoted was a guide only, and that any potential increase may be less than this and that he would be guided by consultation and the budget demands being looked at.

The Chair in summarising the debate indicated that the Commissioner needed to discuss this matter with the Panel and prioritise accordingly.

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

#### **10. Police and Crime Commissioner Funding and Commissioning Framework**

The Commissioner reported on a Funding and Commissioning Framework document, which sets out the principles and standards that the Commissioner would apply to the commissioning of services and projects that supported the delivery of policing and community safety priorities as detailed in the Police and Crime Plan. To assist the Commissioner in the allocation of this resource a funding and commissioning framework had been developed, establishing the key principles to be followed and outlining the approach to be taken to the commissioning of services.

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

#### **11. Lancashire Police and Crime Commissioner Forward Plan**

A report was submitted on a structure for the Commissioner to make decisions and to hold the Chief Constable to account for the delivery of efficient and effective policing services in Lancashire. The Forward Plan was driven by the PCCs Police & Crime Plan and Strategic Planning Sessions with the Constabulary, the LCJB and Community Safety Partners including the Commissioner's PCC Forum with leads from Community Safety partnerships from all Authorities in Lancashire.

The introduction of a single directly elected Police and Crime Commissioner necessitated a shift away from the Committee structure model of decision making previously utilised by the Police Authority.

In preparing for transition, the Transition Board considered and approved the governance arrangements and a structure had been now developed and approved by the Police and Crime Commissioner. All decisions of the Commissioner were made at a Decision Meeting.

It was reported that in order to provide the public with transparency regarding decisions to be taken and work which was due to be undertaken by the Police and Crime Commissioner to support the Police and Crime Panel, these decisions and a forward plan were published on the Commissioner's website.

A copy of the current forward plan was attached as an appendix to the report.

In discussing the report, there was debate on the Lockside Office Park Lease item and possible future locations for the Commissioner's office.

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

Sian Roxborough  
Secretary to the Police and Crime Panel

Blackburn with Darwen Borough Council  
Town Hall  
Blackburn



## **Police and Crime Panel for Lancashire**

**Minutes of the Meeting held on Monday 27<sup>th</sup> January 2014 at 10.00 am in Meeting Room A, Town Hall, Blackburn**

### **Present:**

#### **Chair**

Councillor Kate Hollern, Blackburn with Darwen Borough Council

#### **Committee Members**

Councillor Pam Barton, Hyndburn Borough Council  
Councillor Simon Blackburn, Blackpool Council  
Councillor Alistair Bradley, Chorley Borough Council  
Councillor Margaret Brindle, Burnley Borough Council  
Councillor Maxine Chew, Flyde Borough Council  
Councillor Robert Boswell, Preston City Council  
Councillor Margaret Smith, South Ribble Borough Council  
Councillor Peter Gibson, Wyre Borough Council  
Councillor Sean Serridge, Rossendale Borough Council  
Councillor Ian Grant, West Lancs Borough Council  
Councillor Stuart Hirst, Ribble Valley Borough Council  
County Councillor Jennifer Mein, Lancashire County Council  
Councillor David Smith, Lancaster City Council  
Councillor Malcolm Thomas, Lancaster City Council  
Councillor Julie Cooper, Burnley Borough Council  
Paul Richardson, Independent co-opted member

#### **Also in attendance**

- Ms Sian Roxborough, Secretary to the Police and Crime Panel.
- Mr C Grunshaw, Police and Crime Commissioner for Lancashire.
- Ms M Carruthers-Watt, Chief Executive - Office of the PCC.
- Ms Lisa Kitto, Chief Finance Officer, Office of the Police and Crime Commissioner for Lancashire
- Mr Sayyed Osman, Director of Environment, Housing Blackburn with Darwen Borough Council
- Mr Phil Llewellyn, Executive and Councillor Support Manager, Blackburn with Darwen Borough Council.

### **1. Welcome and Apologies**

The Chair, Councillor Kate Hollern, welcomed all present to the meeting.

Apologies were received from Councillors David Eaves, (Fylde Borough Council), Liz Oades, (Flyde Borough Council), Margaret Foxley, (Pendle Borough Council), Alyson Barnes, Rossendale Borough Council, and Shiraj Vali, (Independent co-opted Member).

## **2. Minutes of the Meeting**

**Resolved:** That the minutes of the meeting held on 15<sup>th</sup> October 2013 be confirmed as an accurate record and signed by the Chair.

## **3. Declarations of Interest**

No Declarations of Interest were submitted.

## **4. Public Questions**

No public questions had been received.

## **5. Monitoring of Complaints**

The Police and Crime Panel received a report which set out the current position with regard to complaints received to date in relation to the Police and Crime Commissioner.

Since the last report there had been one complaint made against the Police and Crime Commissioner, which was set out in the appendix of the report.

The Panel were asked to note the current position regarding the complaints received to date.

The Chair indicated that she was concerned about the amount of complaints that were being received, and of the time taken to deal with them. There was a need to look at the procedure again and focus more on serious complaints.

Miranda Carruthers Watt also expressed her concerns over some complaints which could be considered as vexatious and whilst there was no intention to stop complaints the complaint process needed to be looked at again, and she suggested that a joint report from the Police Crime Commissioner Office and Host Authority may be appropriate.

**Resolved:** That the update in relation to complaints be noted and that a joint report be submitted to the panel on the proposed changes to the complaints procedure.

## **6. Update from the Police and Crime Commissioner**

The Commissioner presented a report to update the panel in relation to various ongoing areas of work including the Precursor Police Innovation Fund, Community Safety and Partnership Fund, Community Action Fund, Working with Communities as well as providing an update on performance.

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In terms of the Precursor Police Innovation Fund, funding of approximately £216,000 had been secured from the first round of the innovation fund for a joint initiative with the County Council to create an early action response service. This would focus on mainstream resources into preventative work for vulnerable people and people with mental health issues.

It was reported that the full amount of Home Officer Community Safety grant of £1,794,000 for 2013/14 had been allocated (less £62) and of the £180,000 budget for Community Safety & Partnership £105,000 had been allocated.

In terms of the Community Action Fund, in November 2013 the Commissioner made a number of revisions to the Fund's Terms and Conditions to ensure that the focus was small, local community based groups to deliver projects at a local level. Following this a further press release was provided to media and local partners to promote and publicise the Fund. As at the end of December just under £35,000 has been allocated between 24 applications, leaving £15,000 still available in the fund. Approved applications have come from groups across the whole Lancashire- except for Pendle and Rossendale. The Commissioner had asked that these areas have additional information provided to their CSP's so that they could make sure local communities were aware of the opportunities.

Under the update on Performance the Commissioner reference was made to Partners concerns that the Constabulary was not dealing with volume crime and was focussed on more high risk matters. The Constabulary had not stopped dealing with the volume crime. There had been however, a shift in emphasis in that resources were directed towards risk in a far more effective manner. Rather than reacting to year on year and the year to date performance data, the Commissioner had agreed with the Chief Constable that the Constabulary now examined data which highlighted exception reporting and notable crime trends. This allowed more effective tasking process, where officers were able to deal with matters that really affected the community rather than reactively to localised crime spikes.

Work was currently ongoing in relation to an effective neighbourhood's initiative with the Constabulary to deliver targeted local policing in order to endure best use of resources and public reassurance.

The Commissioner was extremely concerned that the cuts imposed on police spending were having an adverse impact on the ability of the Constabulary to respond proactively to community concerns. Generally, performance was being sustained, although the Commissioner's Working Group identified a number of 'exception' reports relating to specific areas of crime which were outlined in the report submitted. The Commissioner had asked the Chief Constable to account for his actions in relation to these crime types. The Commissioner was satisfied with the Constabulary's direction of travel and was confident that the Chief Constable provided a thorough briefing in relation to each area of concern. The Commissioner had paid particular attention to areas where force performance in Lancashire appeared to be significantly different from that in other similar forces, a measurement used as a comparator.

The Commissioner would continue to monitor performance in line with the agreed framework and in support of the delivery of his Police & Crime Plan and discuss any deviations with the Chief Constable.



Various initiatives were underway in terms of working with communities, which included touring Lancashire in January gaining views from local people about the precept decision, visiting libraries, community centres, supermarkets and PACT meetings. In addition a 1400 strong telephone survey was undertaken supported by an online survey and a dedicated budget area on the website.

In November, the Commissioner supported Lancashire's aspiration to become a White Ribbon county by standing alongside the Chief Constable, Blackburn with Darwen Borough Council and Lancashire County Council to sign the pledge. Other events included working with BME communities on engagement with the Commissioner and raising awareness of Child Sexual Exploitation across the County.

The Commissioner discussed his report with Panel members and agreed to forward on a recent process release on the Community Action Fund. There was a discussion on red markers highlighted in performance data on crime types and which had been raised at Scrutiny meetings in September and December 2013 and the Commission reassured the Panel that these were being addressed and he would update the Panel on the progress of action identified to target these issues.

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

## **7. PCC Budget 2014 /15**

The Commissioner submitted a report which set out the latest financial position for the Police and Crime budgets in Lancashire and proposals in relation to the precept. The Police and Crime Commissioner had a statutory requirement to set an annual Police Crime budget and, as part of that process, to consult with the Police and Crime Panel regarding any proposals in relation to the council tax precept.

Included in the report was the current financial position including the changes in the level of resources, additional cost pressures reductions in the cost base and the identification of additional savings. The report set out:

- Strategic forecast for the revenue budget 2015/16 – 2017/18
- The revenue budget for 2014 /15
- Council tax proposal for 2014/15
- Capital Investment programme 2014/15

In addition the report set out the advice of the Commissioners Chief Finance Officer on the robustness of the budget and the adequacy of the level of reserves as required by section 25 of the Local Government Act 2003.

Over recent months the Commissioner, in consultation with the Chief Constable, had developed a 4 year financial strategy. The strategy has been based on information provided from central government regarding funding in future years together with assumptions on cost pressures including inflation and demand for services. From this the level of savings required to deliver a balanced budget had been identified and Commissioner and the Chief Constable had been working together to develop options to drive out further efficiencies and deliver more savings in future years. In October 2013, a



package of options that would deliver savings of £20.5m over the next 4 years was agreed by the Commissioner and steps were currently underway to implement these.

In developing options the Commissioner and the Chief Constable had looked to protect front line services as much as possible and drive out efficiencies wherever possible whilst maintaining service delivery. In total, £60.8m of savings have been agreed to date.

The savings identified to date, whilst significant, were still not sufficient to cover the current funding gap over the next 4 years and further options totalling £19.7m would need to be developed before 2017/18. With this scale of reductions still to come it was inevitable that some future options would impact on frontline service budgets. The actual level of savings required was dependent upon funding announcements and financial settlements. The Home Secretary had already announced that there would be further top slicing of police budgets in 2015/16 onwards for the IPCC and Police Innovation Fund and therefore the actual level of savings required was likely to be greater than that currently forecast.

The provisional police settlement was announced on 18 December. The settlement set out a funding of 4.8% compared to the anticipated 3.3% in recognition of the fact that police budgets were to be top-sliced to fund national developments. This announcement added a further £2.7m to the funding gap in Lancashire for 2014/15. The final settlement was expected to be announced in early February.

The report also set out cost pressures, savings proposals and reductions in costs. The cumulative impact of both an increase in costs and a reduction in funding meant that overall there remained a funding gap of £19.7m over the next 4 years. This is after savings of £20.8m had been achieved from the current budget process and £40m in previous years bringing the total level of savings required between 2011/12 and 2017/18 to £80.8m.

There were however a number of risks and uncertainties that would impact on the final position; which were the lateness of the Finalisation of the settlement, Counter Terrorism Grant Allocations and with several partners indicating that the funding may not be available from 2014/15 and therefore the final PCSO budget available would not be known until all partners had set their budgets.

As part of the budget setting process the Commissioner was required to consider whether or not to propose any changes to council tax. Limits on council tax increases were set by the Chancellor and were usually announced before or with provisional settlement. Any proposal to increase council tax in excess of the limit set by the Chancellor would require a public referendum the costs of which would need to be met by the Commissioner. No final announcement for 2014/15 has been made although it had previously been set provisionally at 2%. A final announcement was expected in February which was after the statutory deadline for Police and Crime Commissioners to consult with their Police and Crime Panels.

There was also the possibility that the Council Tax referendum level may be set at a lower level than that previously announced and therefore any final decision on council tax would need to take account of any final announcements from the Chancellor. The Government had also offered a council tax freeze grant equivalent to a 1% increase in council tax to those police bodies that freeze their council tax in 2014/15. For Lancashire this is equivalent to £0.722m. Increasing council tax by the provisional limit of 1.99% would

generate an additional £1.228m and was £0.506m more than was available from freezing council tax and accepting the freeze grant.

A series of roadshows had been held across the county to seek the views of residents on funding and council tax. Respondents were asked what level of council tax they would be willing to pay towards policing for 2014/15 and were provided with 3 options based on a cash freeze, a 2% increase and 5% increase. Overall results from the telephone survey show that three quarters (75%) of respondents were willing to pay an increased level of council tax overall with 37% willing to pay with 2% increase and 38% willing to pay the 5% increase. A quarter (25%) of respondents were not willing to pay an increased amount.

Given the strength of public support for a precept increase and the considerable gap in 2015/16 and future years it was recommended that council tax be increased up to the maximum that the referendum levels permit. Based on the current information this would mean a recommended increase in council tax 1.99% for 2014/15 and would generate income of £1.228m which would be used to bridge the funding gap in future years.

The Police and Crime Panel had the power to veto the proposed precept if at least two-thirds of the persons who were members of the panel at the time when the decision was made vote in favour of making that decision. If the panel vetoed the proposed precept, the report made to the Commissioner must include a statement that the panel had vetoed it.

There followed a discussion on the report where panel members debated the proposed precept, with views being expressed for and against the proposed precept.

Councillor Peter Gibson proposed an amendment that the precept should be frozen resulting in no increase, which was seconded by Councillor Ian Grant. Following a vote this amendment was lost.

Councillor Alistair Bradley proposed that the recommendation relating to the precept be amended to give the Commissioner authorisation to adjust the % increase to the limit set by the Government when announced. This was seconded by the Chair and following a vote this amendment was carried.

**Resolved:** That the Lancashire Police and Crime Panel:

- Noted the details of the 2014/15 police finance settlement and the overall impact on Lancashire's budget;
- Agreed the Commissioners precept proposal to increase the council tax precept up to the maximum allowed as part of the referendum limits to be announced by the Government in February, and noted that based on provisional limits this would see an increase of 1.99%, however the Commissioner is authorised to adjust this % increase to the limit set by the Government when announced.
- Would make arrangements to ensure that a formal written response to the proposals was sent to the Commissioner by 8 February 2014;

- Noted the availability of one resources and these be held in an Investment Fund and used to fund invest to save projects that will;
  - Improve productivity and visibility on the frontline;
  - Invest in IT equipment for officers to improve efficiency and reduce costs in the longer term; and
- Noted the level of uncertainty around some key strands of funding for 2014/15 and that the final information will be incorporated in the budget setting report that will be presented to the Commissioner in February in order to formally set the 2014/15 budget and council tax precept.

**8. Urgent Business**

There were no items of urgent business for discussion at the meeting.

**9. Date of Next Meeting**

The next scheduled meeting of the panel was scheduled for 11<sup>th</sup> February however as a result of decisions made in relation to the Budget, this meeting was no longer required.

The next scheduled meeting would take place on 7<sup>th</sup> April 2014 at County Hall, Preston, time and meeting room to be confirmed.

Signed .....Chair  
27<sup>th</sup> January 2014

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**ARTICLE NO: 1D**

**CORPORATE AND  
ENVIRONMENTAL OVERVIEW &  
SCRUTINY COMMITTEE**

**MEMBERS UPDATE 2014/15  
ISSUE: 1**

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**Article of: Borough Solicitor**

**Relevant Managing Director: Managing Director (People and Places)**

**Contact for further information: Mr S Tinsley (Extn. 5426)**

**(E-mail: [Stephen.tinsley@westlancs.gov.uk](mailto:Stephen.tinsley@westlancs.gov.uk))**

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**SUBJECT: LOCAL LAND CHARGES - HM LAND REGISTRY PROPOSALS**

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Wards affected: Borough wide

## **1.0 PURPOSE OF ARTICLE**

1.1 To provide Members with information relating to the HM Land Registry (HMLR) proposals for the Local Land Charges Service and the Council's response to a related consultation exercise.

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## **2.0 BACKGROUND**

2.1 Members will be aware that the HMLR is a government department responsible for Land Registration services and the management of land and property data relating to land ownership.

2.2 In 2010 HMLR approved a diversification strategy to investigate further income streams.

2.3 One area identified was the Local Search Service. Members will be aware that local authorities historically have always been keepers of local search information which is most usually released as part of the conveyancing process upon sale etc. of land. Most of the data is created by local authorities through their statutory functions (e.g. Planning and Environmental Health) with the data being managed locally by the Local Land Charges Team. It has always been seen as logical that data created by a local authority for use by local residents within that local authority's catchment area should be managed by the relevant local authority.

- 2.4 Relevant authorities have a statutory duty to maintain a Land Charges Register which is a record of all properties within the Borough, including their planning history (which includes Section 106 agreements, Listed Building and Tree Preservation Orders) as well as numerous other charges i.e. information relevant to the properties, including environmental charges, such as Smoke Control Orders and Grants.
- 2.5 This information can be accessed by various means including personal inspection carried out by individuals or companies free of charge or by submitting the Official searches - LLC1 ( a search of the Register) and Con29R (search enquiries which are answered by local authority departments). The LLC1 and Con29R are usually submitted together and the response is managed and provided by the local authority for a fee. The fees are used to cover the cost of the service.

### **3.0 CURRENT POSITION**

- 3.1 Following a consultation exercise it appears HMLR are pushing ahead with proposals to part manage the Local Search service. This is a change to their original aim of providing a full service. Instead, HMLR has now proposed taking over the management of the Land Charges Register element whilst leaving the enquiries and personal inspections with local authorities. Under the current proposals local authorities would have responsibility for the data that is transferred and the picture is unclear as to who would fund any costs of transferring local authority data into the format required by HMLR. Local authorities will have to update HMLR with new data and provide the replies to enquiries. The HMLR proposal will add another tier to the process with HMLR retaining the search income. There have been no detailed proposals on how the local authorities will fund the remnants of the service going forward. HMLR has also proposed that it intends to supply 15 years history only on a search with the presumption that local authorities will process all other enquiries.
- 3.2 As previously advised the Council's response to the consultation was issued under delegated arrangements, in consultation with the Leader. The response was balanced but expressed concern about the following areas of the proposals;
- If HMLR are proposing to get involved in delivery of the search service they should be seeking to provide the whole service not just parts of it. Concern was raised about the loss of income, who would fund the works necessary to prepare the data for transfer and how local authorities would fund the remaining areas of work once the income had been removed. Concerns were also raised that reduction of the search data to a 15 years' time span will lead to additional enquiries being placed with local authorities.
  - Concern was also expressed about the benefit of adding another tier to the search process and the inevitable delays that will occur as a result. This could in turn slow the housing market down and lead to delays and frustrations for potential buyers. This proposal would create a fragmented service. It is believed that HMLR appears not to have properly assessed

the impact of the proposals on business and the public and demonstrates no alternative plan if problems were experienced.

3.3 The Council's consultation response was submitted in March 2014, and it was believed that HMLR would publish the results of the consultation in April. However, nothing has yet been published. HMLR proposals have been the subject of widely voiced concern amongst conveyancers and solicitors' firms, as well as the search providers themselves (local authorities and personal search companies) It has been suggested in some media circles that HMLR is seeking to add further income streams to its portfolio to make it a more attractive proposition for privatisation.

3.4 A copy of the consultation can be viewed at:  
[http://consultations.landregistry.gov.uk/gf2.ti/f/391970/11444965.1/PDF/-/Land Registry Wider Powers and Local Land Charges Consultation FINAL .pdf](http://consultations.landregistry.gov.uk/gf2.ti/f/391970/11444965.1/PDF/-/Land%20Registry%20Wider%20Powers%20and%20Local%20Land%20Charges%20Consultation%20FINAL.pdf)

#### **4.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

4.1 There are no significant issues other than those matters highlighted elsewhere in this update.

#### **5.0 FINANCIAL AND RESOURCE IMPLICATIONS**

5.1 The loss of the search income would result in additional resources being needed to fund the remnants of the search service that the Council would be expected to provide. As local authorities operate many different electronic search systems there would be costs in converting the data into the format that HMLR would need along with data capture costs. It is not clear under the current HMLR proposals as to who would fund this.

#### **6.0 RISK ASSESSMENT**

6.1 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 decision 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: 1E**

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE**

**MEMBERS UPDATE 2014/15  
ISSUE: 1**

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**Article of: Assistant Director Housing and Regeneration**

**Relevant Managing Director: Managing Director (Transformation)**

**Contact for further information: Mr Dominic Carr (Extn. 5122)  
(E-mail: [dominic.carr@westlancs.gov.uk](mailto:dominic.carr@westlancs.gov.uk))**

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**SUBJECT: AN ANALYSIS OF THE SUPPLY OF, AND DEMAND FOR,  
DISTRIBUTION SPACE WITHIN THE LIVERPOOL CITY REGION (LCR)**

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Wards affected: Borough wide

## **1.0 PURPOSE OF ARTICLE**

1.1 To inform Members of the recently published Liverpool City Region (LCR) report 'Analysing the supply of, and demand for, distribution space within the Liverpool City Region (LCR)' and to provide Members with an overview of the conclusions contained within the report.

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## **2.0 BACKGROUND**

2.1 Superport is the name given to the cluster of projects, investment and activity across the Liverpool City Region to develop a multimodal freight hub to rival other international port locations. The vision of Superport is "... to bring together and integrate the strengths of the Ports, Airports and Freight Community to create a Superport for freight and passenger operations within the Liverpool City Region that will become a key driver of its economy. It will create the most effective and cost efficient environment for freight cargo logistics and passenger transit in the UK".

2.2 The Liverpool City Region Local Enterprise Partnership (LCR LEP) co-ordinates the Superport proposals on behalf of its stakeholders. West Lancashire Borough Council recently became a Corporate Member of the LCR LEP. The stakeholders include local authorities, Peel Ports, Liverpool John Lennon Airport, Stobart Group, Mersey Maritime, Merseytravel, as well as a number of maritime, manufacturing, logistics and professional service organisations. The area of Superport includes the City Region's six local authorities of Halton, Knowsley,

Liverpool, Sefton, St Helens and Wirral - plus the immediate natural hinterland to Merseyside of West Lancashire, Warrington and Cheshire.

- 2.3 Approximately £1 billion of investment in Liverpool City Region's port and logistics assets is underway. This includes the £300 million investment in Liverpool 2 (a new deep water container terminal), the Mersey Gateway Bridge and the Mersey Multi Modal Gateway (3MG) in Halton, amongst others. This investment will deliver a transformation of the sector and significantly enhance the whole region's attractiveness for retail and manufacturing logistics operations.
- 2.4 In 2013, the LCR LEP commissioned consultants MAI Haywards to provide a report examining the ability of the City Region to provide the required amount of retail warehousing and other logistical space to support the Superport development. The study takes a broad look at the factors that will drive demand and also goes on to examine the current and planned supply of sites in the City Region that can meet this demand. These sites have been evaluated looking at a number of factors including size and quality against the demand profile. For this study Superport has been defined as sites that are one hour's drive time from the Port of Liverpool and as such includes parts of West Lancashire.
- 2.5 Council officers were consulted as this study was developed and alerted the consultants to a number of sites within West Lancashire which are suitable for port related business use. These sites have availability, appropriate planning designations and excellent access to the motorway network.

### **3.0 CURRENT POSITION**

- 3.1 In March 2014, the report was published and is available to view on the link below: <http://liverpoollep.org/PDF/SUPERPORTlowres.pdf>
- 3.2 In general, the report is positive regarding the future development of the Superport, with the proposed developments anticipated to create between 30,000 and 50,000 jobs across the City Region. However, the study also shows that there is an effective shortfall in the availability of high quality, accessible sites for logistics use in the medium to long term (5-20 years). The study also highlights that although there is a great deal of industrial land in the City Region, only a proportion of it is suitable to meet demand. In total the study identifies 12 sites currently available, and of a suitable size and quality, which contain 232.76 hectares of land to meet an estimated demand of 158 hectares of land over the next 5 years. However, the study also highlights that demand may rise if there is a higher take up in manufacturing. The study also recommends that, in order to provide choice for clients, the supply of an additional 25% on top of the 158ha of land would be sensible.
- 3.3 When looking at overall demand for employment land within 1 hour's drive time of the port, this study says that over the next 20 years there will be a requirement for 415 additional hectares for logistics and 216 additional hectares for manufacturing (excluding port based uses).
- 3.4 In relation to West Lancashire the study identifies 12 sites as offering potential to meet required need (being of a suitable size and location). This includes sites

which are available now and sites which may be available to come forward in the future. These sites are all allocated as B1 (Business), B2 (General Industrial) and B8 (Storage & Distribution) use within the recently adopted West Lancashire Local Plan. Most of the locations are on the existing industrial estates located within Skelmersdale; however, the study also highlights that 10ha of land at Yew Tree Farm in Burscough and 6.79ha of land at Simonswood industrial estate which were recently allocated in the West Lancashire Local Plan also offer potential to meet need. Of the sites considered within West Lancashire, 5 were identified as being over 5 hectares in size, offering good potential to provide larger logistics opportunities. In particular, the report highlights that XL Business Park in Stanley (Appendix A) has approximately 13ha of undeveloped land which can be used for B8 use (storage and distribution) and that the Comet site on XL Business Park (4.38ha building size) is currently available as a purpose built logistics warehouse.

#### **4.0 FUTURE ACTION**

- 4.1 West Lancashire is well situated to help provide some of the required distribution and other industrial space as part of the Superport proposals. West Lancashire has the ability to deliver sites in both the short, medium and long term. Council officers will continue to liaise with the LCR LEP to promote sites within West Lancashire which could be used as part of the Superport proposals and, where appropriate, will also integrate Superport proposals as economic strategies are being developed. The results of this report have already been fed through to consultants developing the West Lancashire Economic Development Strategy.
- 4.2 Council officers also work closely with the agents currently marketing the XL Business Park to explore all opportunities, share enquiries and investigate funding opportunities where appropriate. Officers actively market the site on the Council's online sites and premises database, and XL Business Park was recently featured within the business newsletter.

#### **5.0 SUSTAINABILITY IMPLICATIONS / COMMUNITY STRATEGY**

- 5.1 If sites within West Lancashire do come forward as part of the Superport proposals, there may be job creation opportunities, helping to raise employment levels across the Borough. There is also potential to help assist with the regeneration of Skelmersdale and other parts of the Borough and to help reduce deprivation within some of our local communities.

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

- 6.1 There are no significant financial or resource implications arising from this report.

#### **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 the risk register 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 Article.

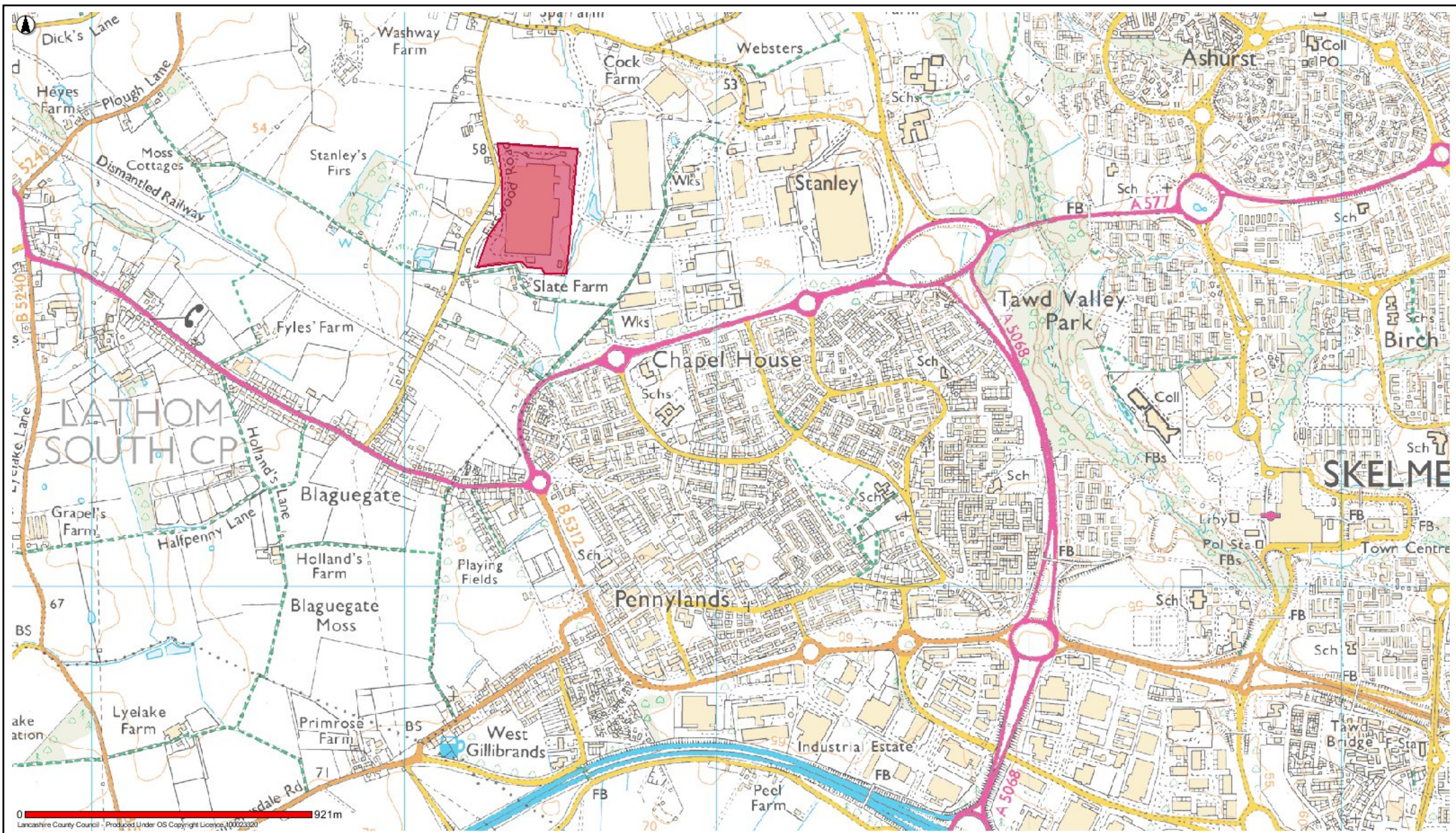
### **Equality Impact Assessment**

The Article is for information only. Therefore no Equality Impact Assessment is required.

### **Appendices**

Appendix A: Map showing location of XL Business Park





Appendix A: Map Showing Location of XL Business Park







**ARTICLE NO: 1F**

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE**

**MEMBERS UPDATE 2014/15  
ISSUE: 1**

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<b>Article of:</b>	<b>Assistant Director Planning</b>
<b>Relevant Managing Director:</b>	<b>Managing Director (Transformation)</b>
<b>Contact for further information:</b>	<b>Mr D Carr (Extn. 5194) (E-mail: <a href="mailto:dominic.carr@westlancs.gov.uk">dominic.carr@westlancs.gov.uk</a>)</b>

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**SUBJECT: PROPOSED CHANGES TO BUS SERVICES ACROSS WEST LANCASHIRE**

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Wards affected: Borough wide

## **1.0 PURPOSE OF ARTICLE**

- 1.1 To provide Members with a copy of the Council's official response to Lancashire County Council's consultation to remove subsidised bus services across Lancashire, including services in West Lancashire and to update Members regarding the current position of this proposal.

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## **2.0 BACKGROUND**

- 2.1 On the 20<sup>th</sup> December 2013 Lancashire County Council contacted West Lancashire Borough Council to inform us that due to local government finance settlement and existing budget pressures, the County Council had to consider making changes to the way services are delivered. We were also informed that as part of proposals being considered they were considering reducing the amount of money being spent to subsidise bus services by withdrawing the funding to subsidised bus services during the evening and on Sundays. They also said that they were considering proposals for non-replacement of future deregistered commercial services. As part of this consultation exercise, the Council were asked to provide views regarding these proposals by the 10<sup>th</sup> January. This deadline was later extended to the 17<sup>th</sup> January due to the Christmas break.
- 2.2 In relation to services in West Lancashire, the proposed changes included the removal of a number evening and weekend services. A full list of the services to be removed has been provided within Appendix A (attached).. Following notification of this consultation an email was sent out to all Members on the 23<sup>rd</sup> December seeking their views regarding the proposed service cuts and informing them that due to the relatively short response period and being over the Christmas break, a response would be agreed with the Planning Portfolio Holder and reported back via a Members Update.

2.3 Comments were received back from Members which were incorporated into the Council's official response which can be seen within Appendix B. Although the Council acknowledged the budgetary pressures being faced by the County Council, we raised a number of concerns regarding the proposed removal of these services.

2.4 The main areas of concern we raised included:

- The effect removing evening services from Skelmersdale, Burscough and Ormskirk would have upon the night time economy of the towns.
- How the proposals may make West Lancashire less attractive than neighbouring authorities to attracting investment
- How the proposals could reduce access to employment and education for many residents
- How the proposals could impact upon further educational establishments in West Lancashire
- How the proposals could impact upon the Council's proposals to redevelop Skelmersdale Town Centre
- How the proposals could limit access to the main adult and children's hospitals in West Lancashire and further afield
- How the removal of services in rural areas could increase rural isolation, particularly amongst elderly and disabled people.

### **3.0 CURRENT POSITION**

3.1 On the 10<sup>th</sup> February the Council received a letter from Lancashire County Council thanking us for our consultation response and informing us that the *"Cabinet Member for Highways and Transport has listened carefully to the many views expressed in support of retaining the evening, Sunday and Bank Holiday services subsidised by LCC. As a result of the consultation process, the removal of subsidies to these services will not be going ahead. It is now intended to review each route when individual contracts are considered for renewal over the next few years"*.

### **4.0 FUTURE ACTION**

4.1 Officers will continue to liaise with officers at Lancashire County Council and where appropriate make further consultation responses when individual contracts for bus services are considered for renewal.

### **5.0 SUSTAINABILITY IMPLICATIONS / COMMUNITY STRATEGY**

5.1 Given the outcome of the consultation, there are no significant sustainability impacts associated with this report, in particular, no significant impacts on crime and disorder.

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

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

### **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 the risk register 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 Article.

### **Equality Impact Assessment**

The Article is for information only and 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**

Appendix A: Copy of document sent by Lancashire County Council showing which bus services in West Lancashire may be under review.

Appendix B: Copy of the Council's official response to the consultation exercise.



## WEST LANCASHIRE DISTRICT - APPENDIX 8

### SUBSIDISED LOCAL BUS SERVICE EVENING AND SUNDAY JOURNEYS PROPOSED TO BE WITHDRAWN FROM 18 MAY 2014

**PRESTON - NEW LONGTON - LONGTON - TARLETON - ORMSKIRK**  
via Broadgate - Lower Penwortham - Middleforth Green - Whitestake - Rufford - Burscough  
MONDAY TO SATURDAY

12A

Service Number	12A \$	12A \$	12A \$	12A \$
			NFS	FS
PRESTON Bus Station	1850	2100	2330	2330
PRESTON Fishergate Centre	1854	2104	2334	2334
BROADGATE Meadow Court	1857	2107	2337	2337
LOWER PENWORTHAM Bridge Inn	1902	2112	2342	2342
MIDDLEFORTH GREEN The Maltings	1905	2115	2345	2345
PENWORTHAM Pope Lane	1907	2117	2347	2347
WHITESTAKE Corner	1909	2119	2349	2349
NEW LONGTON School	1910	2120	2350	2350
LONGTON Booths (Franklands)	1917	2127	2357	2357
WALMER BRIDGE Inn	1921	2131	-----	0001
MUCH HOOLE Smithy Inn	1924	2134	-----	0004
TARLETON Cock & Bottle	1930	2140	-----	0010
RUFFORD opp. Hesketh Arms	1936	2146	-----	0016
BURSCOUGH BRIDGE Tesco	1944	2154	-----	0024
BURSCOUGH Stanley Club	1946	2156	-----	0026
ORMSKIRK Bus Station	1958	2208	-----	0038

\$ - Operated on behalf of Lancashire County Council

FS - Fridays and Saturdays Only

NFS - Not Fridays and Saturdays

**ORMSKIRK - TARLETON - LONGTON - NEW LONGTON - PRESTON**  
via Burscough - Rufford - Whitestake - Middleforth Green - Lower Penwortham - Broadgate  
MONDAY TO SATURDAY

12A

Service Number	12A \$	12A \$	12A \$
			FS
ORMSKIRK Bus Station	2005	2215	0040
BURSCOUGH Stanley Club	2016	2226	0051
BURSCOUGH BRIDGE Tesco	2018	2228	0053
RUFFORD Hesketh Arms	2025	2235	0100
TARLETON Cock & Bottle	2033	2243	0108
MUCH HOOLE Liverpool Old Road	2039	2249	-----
WALMER BRIDGE Inn	2042	2252	-----
LONGTON Booths (Franklands)	2047	2257	-----
NEW LONGTON School	2053	2303	-----
WHITESTAKE Corner	2055	2305	-----
PENWORTHAM Pope Lane	2057	2307	-----
MIDDLEFORTH GREEN The Maltings	2059	2309	-----
LOWER PENWORTHAM Bridge Inn	2102	2312	-----
BROADGATE Meadow Court	2107	2317	-----
PRESTON Bus Station	2115	2325	0133

\$ - Operated on behalf of Lancashire County Council

FS - Fridays and Saturdays Only

#### LIST OF ALTERNATIVE TRANSPORT SERVICES AVAILABLE –

**Stagecoach Service 2 between Preston and Tarleton**

**Stagecoach Service 3 between Preston and Penwortham**

**Fishwicks Service 111 between Preston and Lower Penwortham/Middleforth**

## WEST LANCASHIRE DISTRICT - APPENDIX 8

### SUBSIDISED LOCAL BUS SERVICE EVENING AND SUNDAY JOURNEYS PROPOSED TO BE WITHDRAWN FROM 18 MAY 2014

**PRESTON - NEW LONGTON - LONGTON - TARLETON - ORMSKIRK**  
via Broadgate - Lower Penwortham - Middleforth Green - Whitestake - Rufford - Burscough  
**SUNDAY & BANK HOLIDAYS**

12A

Service Number	12A \$	12A \$	12A \$	12A \$	12A \$	12A \$
PRESTON Bus Station	0805	05	1805	1850	2100	2330
PRESTON Fishergate Centre	0810	10	1810	1854	2104	2334
BROADGATE Meadow Court	0813	13	1813	1857	2107	2337
LOWER PENWORTHAM Bridge Inn	0818	18	1818	1902	2112	2342
MIDDLEFORTH GREEN The Maltings	0821	21	1821	1905	2115	2345
PENWORTHAM Pope Lane	0823	then 23	1823	1907	2117	2347
WHITESTAKE Corner	0825	at 25	1825	1909	2119	2349
NEW LONGTON School	0827	these 27	1827	1910	2120	2350
LONGTON Booths (Franklands)	0834	mins. 34	until 1834	1917	2127	2357
HALL CARR Walmer Bridge Inn	0838	past 38	1838	1921	2131	-----
MUCH HOOLE Smithy Inn	0841	each 41	1841	1924	2134	-----
TARLETON Cock & Bottle	0848	hour 48	1848	1930	2140	-----
RUFFORD opp. Hesketh Arms	0855	55	1855	1936	2146	-----
BURSCOUGH BRIDGE Tesco	0904	04	1904	1944	2154	-----
BURSCOUGH Stanley Club	0906	06	1906	1946	2156	-----
ORMSKIRK Bus Station	0918	18	1918	1958	2208	-----

**ORMSKIRK - TARLETON - LONGTON - NEW LONGTON - PRESTON**  
via Burscough - Rufford - Whitestake - Middleforth Green - Lower Penwortham - Broadgate  
**SUNDAY & BANK HOLIDAYS**

12A

Service Number	12A \$	12A \$	12A \$	12A \$	12A \$
ORMSKIRK Bus Station	0925	25	1925	2005	2215
BURSCOUGH Stanley Club	0938	38	1938	2016	2226
BURSCOUGH BRIDGE Tesco	0940	40	1940	2018	2228
RUFFORD Hesketh Arms	0947	then 47	1947	2025	2235
TARLETON Cock & Bottle	0956	at 56	1956	2033	2243
MUCH HOOLE Liverpool Old Road	1002	these 02	2002	2039	2249
WALMER BRIDGE Inn	1005	mins. 05	until 2005	2042	2252
LONGTON Booths (Franklands)	1010	past 10	2010	2047	2257
NEW LONGTON School	1016	each 16	2016	2053	2303
WHITESTAKE Corner	1018	hour 18	2018	2055	2305
PENWORTHAM Pope Lane	1020	20	2020	2057	2307
MIDDLEFORTH GREEN The Maltings	1022	22	2022	2059	2309
LOWER PENWORTHAM Bridge Inn	1025	25	2025	2102	2312
BROADGATE Meadow Court	1030	30	2030	2107	2317
PRESTON Bus Station	1040	40	2040	2115	2325

\$ - Operated on behalf of Lancashire County Council

#### LIST OF ALTERNATIVE TRANSPORT SERVICES AVAILABLE –

**Stagecoach Service 2 between Preston and Tarleton**

**Stagecoach Service 3 between Preston and Penwortham**

**Fishwicks Service 111 between Preston and Lower Penwortham/Middleforth**

## WEST LANCASHIRE DISTRICT - APPENDIX 8

### SUBSIDISED LOCAL BUS SERVICE EVENING AND SUNDAY JOURNEYS PROPOSED TO BE WITHDRAWN FROM 18 MAY 2014

#### PRESTON - BAMBER BRIDGE - LEYLAND - WIGAN

113

via Lostock Hall - Eccleston - Standish  
MONDAY TO SATURDAY

Service Number	113 \$ C	113 \$	113 \$	113 \$	113 \$	113 \$
PRESTON Bus Station	-----	1845	2015	2130	2300	0015
BAMBER BRIDGE Brindle Rd	-----	1856	2026	2141	2311	0026
BAMBER BRIDGE St.Mary's Church	-----	1858	2028	2143	2313	0028
LOSTOCK HALL Four Lane Ends P.O.	-----	1900	2030	2145	2315	0030
LOSTOCK HALL Jubilee Road	-----	1903	2033	2148	2318	0032
FARINGTON Jubilee House	-----	1907	2037	2152	2322	0035
LEYLAND The Gables	-----	1914	2044	2159	2329	0039
LEYLAND Tesco	1804	1916	2046	2201	2331	0043
LEYLAND Seven Stars	1807	1919	2049	2204	2334	0046
LYDIATE Lane End	1812	1924	2054	2209	2339	0051
ECCLESTON Institute	1817	1928	2058	2213	2343	0055
HESKIN GREEN The Warings	1820	1931	2101	2216	2346	0058
WRIGHTINGTON BAR Church Lane	1823	1934	2104	2219	2349	0101
WRIGHTINGTON Hospital	-----	1942	2112	2227	2357	-----
ALMOND BROOK White Acre	1830	1946	2116	2231	0001	-----
STANDISH Pepper Lane P.O.	1834	1949	2119	2234	0004	-----
STANDISH Somerfield	1838	1953	2123	2238	0008	-----
WIGAN Mesnes Rd/Whitley Cres	1844	1959	2129	2244	0014	-----
WIGAN BUS STATION	1850	2005	2135	2250	0020	-----

\$ - Operated on behalf of Lancashire County Council

C - Await arrival of Stagecoach Commercial Service 113 journey from Preston and accept passengers holding through tickets.

#### LIST OF ALTERNATIVE TRANSPORT SERVICES AVAILABLE –

**Rail Service between Preston and Bamber Bridge**

**Rail Service between Preston, Leyland and Wigan**

**Fishwicks Service 111 between Preston and Leyland**

**Stagecoach Service 125 between Preston, Bamber Bridge and Chorley**

## WEST LANCASHIRE DISTRICT - APPENDIX 8

### SUBSIDISED LOCAL BUS SERVICE EVENING AND SUNDAY JOURNEYS PROPOSED TO BE WITHDRAWN FROM 18 MAY 2014

#### WIGAN - LEYLAND - BAMBER BRIDGE – PRESTON

113

via Standish - Eccleston - Lostock Hall  
MONDAY TO SATURDAY

Service Number	113	113	113	113	113
	\$	\$	\$	\$	\$
WIGAN BUS STATION	1855	2010	2140	2255	0022
WIGAN Mesnes Rd/Whitley Cres	1900	2015	2145	2300	0027
STANDISH Somerfield	1906	2021	2151	2306	0033
STANDISH Pepper Lane P.O.	1909	2024	2154	2309	0036
ALMOND BROOK White Acre	1912	2027	2157	2312	0039
WRIGHTINGTON Hospital	1917	2032	2202	2317	-----
WRIGHTINGTON BAR Church Lane	1923	2038	2208	2323	-----
HESKIN GREEN The Warings	1926	2041	2211	2326	-----
ECCLESTON Institute	1929	2044	2214	2329	-----
LYDIATE Lane End	1933	2048	2218	2333	-----
LEYLAND Seven Stars	1937	2052	2222	2337	-----
LEYLAND Tesco	1941	2056	2226	2341	-----
LEYLAND The Gables	1944	2059	2229	2344	-----
FARINGTON Jubilee House	1948	2103	2233	2348	-----
LOSTOCK HALL Pleasant Retreat	1953	2108	2238	2353	-----
LOSTOCK HALL Four Lane Ends P.O.	1956	2111	2241	2356	-----
BAMBER BRIDGE St.Mary's Church	1958	2113	2243	2358	-----
BAMBER BRIDGE Brindle Rd	2001	2116	2246	0001	-----
PRESTON Bus Station	2011	2126	2256	0011	-----

\$ - Operated on behalf of Lancashire County Council

#### LIST OF ALTERNATIVE TRANSPORT SERVICES AVAILABLE –

**Rail Service between Preston and Bamber Bridge**

**Rail Service between Preston, Leyland and Wigan**

**Fishwicks Service 111 between Preston and Leyland**

**Stagecoach Service 125 between Preston, Bamber Bridge and Chorley**

## WEST LANCASHIRE DISTRICT - APPENDIX 8

### SUBSIDISED LOCAL BUS SERVICE EVENING AND SUNDAY JOURNEYS PROPOSED TO BE WITHDRAWN FROM 18 MAY 2014

**SOUTHPORT - HALSALL - HASKAYNE - LIVERPOOL** 300  
via Lydiate - Maghull - Bootle  
MONDAY TO SATURDAY

Service Number	300
	\$\$
SOUTHPORT London Street	1955
KEW Hythe Close	2004
HASKAYNE Post Office	2019
<b>LYDIATE Weld Blundell Arms</b>	<b>2028</b>
<b>AINTREE Racecourse</b>	<b>2042</b>
<b>BOOTLE Stanley Road</b>	<b>2055</b>

\$\$ - Operated in partnership with Lancashire County Council, journeys between Liverpool and Lydiate commercial

**LIVERPOOL - HASKAYNE - HALSALL - SOUTHPORT** 300  
via Bootle - Maghull - Lydiate  
MONDAY TO SATURDAY

Service Number	300
	\$\$
<b>LIVERPOOL Sir Thomas St</b>	<b>1932</b>
<b>BOOTLE Balliol Road</b>	<b>1944</b>
<b>ORRELL Fernhill Road</b>	<b>1948</b>
<b>AINTREE Racecourse</b>	<b>1959</b>
<b>LYDIATE Weld Blundell Arms</b>	<b>2013</b>
HASKAYNE Post Office	2021
SOUTHPORT Folkstone Road	2034
SOUTHPORT London Street	2043

\$\$ - Operated in partnership with Lancashire County Council, journeys between Liverpool and Lydiate commercial

**NO ALTERNATIVE TRANSPORT SERVICES AVAILABLE**

## WEST LANCASHIRE DISTRICT - APPENDIX 8

### SUBSIDISED LOCAL BUS SERVICE EVENING AND SUNDAY JOURNEYS PROPOSED TO BE WITHDRAWN FROM 18 MAY 2014

#### SOUTHPORT - HALSALL - HASKAYNE - LIVERPOOL

300

via Lydiate - Maghull - Bootle  
SUNDAY & BANK HOLIDAYS

Service Number	300	300	300	300	300	300	300	300	300	300
	\$\$	\$\$	\$\$	\$\$	\$\$	\$\$	\$\$	\$\$	\$\$	\$\$
<b>SOUTHPORT London Street</b>	<b>0853</b>	<b>0953</b>	<b>1053</b>	<b>1153</b>	<b>1253</b>	<b>1353</b>	<b>1453</b>	<b>1553</b>	<b>1653</b>	<b>1753</b>
<b>KEW Hythe Close</b>	<b>0902</b>	<b>1002</b>	<b>1102</b>	<b>1202</b>	<b>1302</b>	<b>1402</b>	<b>1502</b>	<b>1602</b>	<b>1702</b>	<b>1802</b>
<b>HASKAYNE Post Office</b>	<b>0917</b>	<b>1017</b>	<b>1117</b>	<b>1217</b>	<b>1317</b>	<b>1417</b>	<b>1517</b>	<b>1617</b>	<b>1717</b>	<b>1817</b>
<b>LYDIATE Weld Blundell Arms</b>	<b>0926</b>	<b>1026</b>	<b>1126</b>	<b>1226</b>	<b>1326</b>	<b>1426</b>	<b>1526</b>	<b>1626</b>	<b>1726</b>	<b>1826</b>
<b>AINTREE Racecourse</b>	<b>0940</b>	<b>1040</b>	<b>1140</b>	<b>1240</b>	<b>1340</b>	<b>1440</b>	<b>1540</b>	<b>1640</b>	<b>1740</b>	<b>1840</b>
<b>BOOTLE Fernhill Road</b>	<b>0950</b>	<b>1050</b>	<b>1150</b>	<b>1250</b>	<b>1350</b>	<b>1450</b>	<b>1550</b>	<b>1650</b>	<b>1750</b>	<b>1850</b>
<b>BOOTLE Balliol Road</b>	<b>1001</b>	<b>1101</b>	<b>1201</b>	<b>1301</b>	<b>1401</b>	<b>1501</b>	<b>1601</b>	<b>1701</b>	<b>1801</b>	<b>1901</b>
<b>LIVERPOOL Queen Square</b>	<b>1015</b>	<b>1115</b>	<b>1215</b>	<b>1315</b>	<b>1415</b>	<b>1515</b>	<b>1615</b>	<b>1715</b>	<b>1815</b>	<b>1915</b>

\$\$ - Operated in partnership with Lancashire County Council, journeys between Liverpool and Lydiate commercial

#### LIVERPOOL - HASKAYNE - HALSALL - SOUTHPORT

300

via Bootle - Maghull - Lydiate  
SUNDAY & BANK HOLIDAYS

Service Number	300	300	300	300	300	300	300	300	300	300
	\$\$	\$\$	\$\$	\$\$	\$\$	\$\$	\$\$	\$\$	\$\$	\$\$
<b>LIVERPOOL Sir Thomas St</b>	<b>1021</b>	<b>1121</b>	<b>1221</b>	<b>1321</b>	<b>1421</b>	<b>1521</b>	<b>1621</b>	<b>1721</b>	<b>1821</b>	<b>1921</b>
<b>BOOTLE Balliol Road</b>	<b>1034</b>	<b>1134</b>	<b>1234</b>	<b>1334</b>	<b>1434</b>	<b>1534</b>	<b>1634</b>	<b>1734</b>	<b>1834</b>	<b>1934</b>
<b>ORRELL Fernhill Road</b>	<b>1039</b>	<b>1139</b>	<b>1239</b>	<b>1339</b>	<b>1439</b>	<b>1539</b>	<b>1639</b>	<b>1739</b>	<b>1839</b>	<b>1939</b>
<b>AINTREE Racecourse</b>	<b>1054</b>	<b>1154</b>	<b>1254</b>	<b>1354</b>	<b>1454</b>	<b>1554</b>	<b>1654</b>	<b>1754</b>	<b>1854</b>	<b>1954</b>
<b>LYDIATE Weld Blundell Arms</b>	<b>1108</b>	<b>1208</b>	<b>1308</b>	<b>1408</b>	<b>1508</b>	<b>1608</b>	<b>1708</b>	<b>1808</b>	<b>1908</b>	<b>2008</b>
<b>HASKAYNE Post Office</b>	<b>1116</b>	<b>1216</b>	<b>1316</b>	<b>1416</b>	<b>1516</b>	<b>1616</b>	<b>1716</b>	<b>1816</b>	<b>1916</b>	<b>2016</b>
<b>KEW Hythe Close</b>	<b>1131</b>	<b>1231</b>	<b>1331</b>	<b>1431</b>	<b>1531</b>	<b>1631</b>	<b>1731</b>	<b>1831</b>	<b>1931</b>	<b>2031</b>
<b>SOUTHPORT London Street</b>	<b>1143</b>	<b>1243</b>	<b>1343</b>	<b>1443</b>	<b>1543</b>	<b>1643</b>	<b>1743</b>	<b>1843</b>	<b>1943</b>	<b>2043</b>

\$\$ - Operated in partnership with Lancashire County Council, journeys between Liverpool and Lydiate commercial

**NO ALTERNATIVE TRANSPORT SERVICES AVAILABLE**



## WEST LANCASHIRE DISTRICT - APPENDIX 8

### SUBSIDISED LOCAL BUS SERVICE EVENING AND SUNDAY JOURNEYS PROPOSED TO BE WITHDRAWN FROM 18 MAY 2014

#### WIGAN - SKELMERSDALE - ORMSKIRK - SOUTHPORT

375

via Hall Green - Bescar  
MONDAY TO SATURDAY

Service Number	375	375	375	375
	\$\$	\$\$	\$\$	
<b>WIGAN Bus Station</b>	<b>2010</b>	<b>2110</b>	<b>2210</b>	<b>2315</b>
<b>ORRELL POST Council Offices</b>	<b>2024</b>	<b>2124</b>	<b>2224</b>	<b>2329</b>
<b>HALL GREEN Victoria Hotel</b>	<b>2029</b>	<b>2129</b>	<b>2229</b>	<b>2334</b>
<b>SKELMERSDALE Concourse arr</b>	<b>2042</b>	<b>2142</b>	<b>2242</b>	<b>2347</b>
SKELMERSDALE Concourse dep	2045	2145	2245	-----
SKELMERSDALE Neverstitch Rd Depot	2056	2156	2256	-----
ORMSKIRK Bus Station arr	2106	2206	2306	-----
ORMSKIRK Bus Station dep	2108	2208	2308	-----
CARR CROSS	2122	2222	2322	-----
SOUTHPORT Hospital Kew	2129	2229	2329	-----
SOUTHPORT Wellington Inn	2138	2238	2338	-----

\$\$ - Operated in partnership with Lancashire County Council, journeys between Wigan and Skelmersdale commercial

#### SOUTHPORT - ORMSKIRK - SKELMERSDALE - WIGAN

375

via Bescar - Hall Green  
MONDAY TO SATURDAY

Service Number	375	375
	\$\$	\$\$
SOUTHPORT Eastbank St/Chapel St	2140	2240
SOUTHPORT Hospital Kew	2149	2249
CARR CROSS	2156	2256
ORMSKIRK Bus Station arr	2212	2312
ORMSKIRK Bus Station dep	2212	2312
SKELMERSDALE Neverstitch Rd Depot	2222	2322
SKELMERSDALE Concourse arr	2233	2333
<b>SKELMERSDALE Concourse dep</b>	<b>2236</b>	<b>-----</b>
<b>HALL GREEN Victoria Hotel</b>	<b>2249</b>	<b>-----</b>
<b>ORRELL POST Council Offices</b>	<b>2254</b>	<b>-----</b>
<b>WIGAN Bus Station</b>	<b>2308</b>	<b>-----</b>

\$\$ - Operated in partnership with Lancashire County Council, journeys between Wigan and Skelmersdale commercial

**NO ALTERNATIVE TRANSPORT SERVICES AVAILABLE**

## WEST LANCASHIRE DISTRICT - APPENDIX 8

### SUBSIDISED LOCAL BUS SERVICE EVENING AND SUNDAY JOURNEYS PROPOSED TO BE WITHDRAWN FROM 18 MAY 2014

#### WIGAN - WRIGHTINGTON - WIGAN MONDAY TO SATURDAY

612

Service Number	612	612	612	612	612
	GM\$	GM\$	GM\$	GM\$	GM\$
WIGAN BUS STATION	1905	2005	2105	2205	2305
Evan House Farm	1913	2013	2113	2213	2313
SHEVINGTON Plough and Harrow	1920	2020	2120	2220	2320
RANDALLS CORNER	1924	2024	2124	2224	2324
WRIGHTINGTON Hospital	1929	2029	2129	2229	2329
RANDALLS CORNER	1935	2035	2135	2235	2335
SHEVINGTON Plough and Harrow	1938	2038	2138	2238	2338
Evan House Farm	1944	2044	2144	2244	2344
WIGAN BUS STATION	1958	2053	2153	2253	2353

GM\$ - Operated on behalf of Transport for Greater Manchester with Lancashire County Council support

#### WIGAN - WRIGHTINGTON - WIGAN WIGAN - WRIGHTINGTON - WIGAN SUNDAY & BANK HOLIDAYS

611

612

Service Number	612	611	612	611	612	611	612	611	612	611	612	611	612
	GM\$	GM\$	GM\$	GM\$	GM\$	GM\$	GM\$	GM\$	GM\$	GM\$	GM\$	GM\$	GM\$
WIGAN BUS STATION	1005	1035	1105	1135	1205	1235	1305	1335	1405	1435	1505	1535	1605
Evan House Farm	1013	1043	1113	1143	1213	1243	1313	1343	1413	1443	1513	1543	1613
SHEVINGTON Plough and Harrow	1020	1050	1120	1150	1220	1250	1320	1350	1420	1450	1520	1550	1620
RANDALLS CORNER	1024	1054	1124	1154	1224	1254	1324	1354	1424	1454	1524	1554	1624
WRIGHTINGTON Hospital	1029	1059	1129	1159	1229	1259	1329	1359	1429	1459	1529	1559	1629
RANDALLS CORNER	1035	1105	1135	1205	1235	1305	1335	1405	1435	1505	1535	1605	1635
SHEVINGTON Plough and Harrow	1038	1108	1138	1208	1238	1308	1338	1408	1438	1508	1538	1608	1638
Evan House Farm	1044	1114	1144	1214	1244	1314	1344	1414	1444	1514	1544	1614	1644
WIGAN BUS STATION	1053	1123	1153	1223	1253	1323	1353	1423	1453	1523	1553	1623	1653

Service Number	611	612	611	612	611	612	612	612	612	612
	GM\$	GM\$	GM\$	GM\$	GM\$	GM\$	GM\$	GM\$	GM\$	GM\$
WIGAN BUS STATION	1635	1705	1735	1805	1835	1905	2005	2105	2205	2305
Evan House Farm	1643	1713	1743	1813	1843	1913	2013	2113	2213	2313
SHEVINGTON Plough and Harrow	1650	1720	1750	1820	1850	1920	2020	2120	2220	2320
RANDALLS CORNER	1654	1724	1754	1824	1854	1924	2024	2124	2224	2324
WRIGHTINGTON Hospital	1659	1729	1759	1829	1859	1929	2029	2129	2229	2329
RANDALLS CORNER	1705	1735	1805	1835	1905	1935	2035	2135	2235	2335
SHEVINGTON Plough and Harrow	1708	1738	1808	1838	1908	1938	2038	2138	2238	2338
Evan House Farm	1714	1744	1814	1844	1914	1944	2044	2144	2244	2344
WIGAN BUS STATION	1723	1753	1823	1853	1923	1953	2053	2153	2253	2353

GM\$ - Operated on behalf of Transport for Greater Manchester with Lancashire County Council support

**THIS SERVICE OPERATES ON BEHALF OF TRANSPORT FOR GREATER MANCHESTER WITH LANCASHIRE COUNTY COUNCIL SUPPORT FOR THE SECTION OF ROUTE WITHIN LANCASHIRE**

**IT IS PROPOSED THE FINANCIAL SUPPORT FROM LANCASHIRE COUNTY COUNCIL WILL BE WITHDRAWN**

**IT WILL BE FOR TRANSPORT FOR GREATER MANCHESTER TO DETERMINE IF THE WHOLE SERVICE WILL CONTINUE TO OPERATE - NO ALTERNATIVE TRANSPORT SERVICE WOULD BE AVAILABLE ON THE SECTION OF ROUTE WITHIN LANCASHIRE**

## WEST LANCASHIRE DISTRICT - APPENDIX 8

### SUBSIDISED LOCAL BUS SERVICE EVENING AND SUNDAY JOURNEYS PROPOSED TO BE WITHDRAWN FROM 18 MAY 2014

Wigan - Pemberton - Orrell - Digmoor  
SATURDAY & SUNDAY ONLY

695

Service Number	695	695	695	695
	GM\$	GM\$	GM\$	GM\$
WIGAN NW Railway Station	0030	0130	0230	0330
PEMBERTON Enfield Street	0036	0136	0236	0336
ORRELL Orrell Post	0039	0139	0239	0339
UP HOLLAND Abbey Lakes	0041	0141	0241	0341
HALL GREEN Victoria Hotel	0045	0145	0245	0345
UP HOLLAND Labour Club	0053	0153	0253	0353

GM\$ - Operated on behalf of Transport for Greater Manchester with Lancashire County Council support

**THIS SERVICE OPERATES ON BEHALF OF TRANSPORT FOR GREATER MANCHESTER WITH LANCASHIRE COUNTY COUNCIL SUPPORT FOR THE SECTION OF ROUTE WITHIN LANCASHIRE**

**IT IS PROPOSED THE FINANCIAL SUPPORT FROM LANCASHIRE COUNTY COUNCIL WILL BE WITHDRAWN**

**IT WILL BE FOR TRANSPORT FOR GREATER MANCHESTER TO DETERMINE IF THE WHOLE SERVICE WILL CONTINUE TO OPERATE - NO ALTERNATIVE TRANSPORT SERVICE WOULD BE AVAILABLE ON THE SECTION OF ROUTE WITHIN LANCASHIRE**





Mr Tim Gornall  
Bus & Supported Transport Manager  
Lancashire County Council  
Room D3  
PO Box 100  
County Hall  
Preston  
PR1 0LD

**Directorate of Transformation**

**John R. Harrison DipEnvP MRTPI**  
Assistant Director Planning

**PO Box 16 · 52 Derby Street**  
**Ormskirk · West Lancashire L39 2DF**  
Telephone: 01695 577177  
Website: [www.westlancls.gov.uk](http://www.westlancls.gov.uk)

Fax:  
Email: [john.harrison@westlancls.gov.uk](mailto:john.harrison@westlancls.gov.uk)

*Date:* 16<sup>th</sup> January 2014

*Your ref:* WS010003

*Our ref:* M2/1/2

*Please ask for:* Mr. J.R. Harrison

*Direct dial no:* 01695 585132

*Extension:* 5132

Dear Mr Gornall,

**Subsidised Bus Services - Budget Proposals**

Thank you for your email received on the 20<sup>th</sup> December 2013 making West Lancashire Borough Council aware of Lancashire County Council's proposals to reduce the amount of money being spent to subsidise bus services by withdrawing subsidies to bus services operating of an evening and at weekends.

Whilst the Borough Council understands the budgetary pressures currently experienced by the County Council, it has significant concerns regarding the proposed reduction to subsidised bus services. In particular, the Borough Council considers that some of the proposed reductions in bus services in West Lancashire would undermine existing major regeneration proposals and severely restrict the ability of the Boroughs residents to access jobs and services including healthcare.

In some parts of the Borough a lack of transport already acts as a barrier to residents gaining employment and the Council would not like to see this situation worsened. The Council also has concern over the lack of detail in the current consultation and feels that usage figures for the proposed services to be cut, as well as an understanding of the level of subsidy would be beneficial to allowing the Council to make a more informed decision.

I note that with the withdrawal of the evening services for the 12A and the 375, evening services to Skelmersdale, Burscough and Ormskirk will no longer exist. The Council has significant concerns regarding this proposal as it believes that this lack of service has the potential to have a detrimental effect upon the local economy in these areas. As well as reducing opportunities for late night shopping/evening markets, this proposal will have a major impact upon the night time economy of all three towns and compromise access to services, such as health care, for local residents. West Lancashire also has two large, successful educational establishments (West Lancashire College and Edge Hill University) who both run evening courses. The Council has a concern that by removing evening services the competitiveness of these establishments may be affected, as well as reducing access to education and training to those who may require it most.

**Gill Rowe LL.B (Hons) Solicitor**  
Managing Director (People and Places)

**Kim Webber B.Sc., M.Sc.**  
Managing Director (Transformation)

Skelmersdale is the largest town within the West Lancashire and has relatively low car ownership levels. The proposal to cease late night buses raises two primary concerns. Firstly, the proposal is at odds with the Councils regeneration proposals for Skelmersdale Town Centre which include the provision of bars, restaurants as well as a cinema, providing a much needed night time economy in the town. Our concern is that the proposal would undermine the work currently being undertaken by the Council and its partners (which include the County Council) to market the site to the leisure industry.

Secondly, the Council is working to maintain and attract business into the town. The withdrawal of the evening bus service into the town, when many businesses in Skelmersdale operate evening shift patterns, will undermine the Councils efforts and will place the town at a disadvantage when seeking to maintain/attract investment.

In relation to health care the Council has concerns over the potential impact on patients, visitors and staff regarding the removal of evening and weekend services to hospitals. With regard to the cancellation of evening and weekend services for the 375 and 300 services, the Council note that there is no alternative provision available and both services provide a link to the main adult services hospital for the Borough in Southport. The 375 also provides a link to the children's service at Ormskirk hospital for residents. When services for Ormskirk and Southport hospitals were reconfigured there was an understanding that residents would be able to get to the respective hospitals by public transport. Similarly, we also have concerns regarding changes to the 611 and 612 services which link Wrightington Hospital with Wigan. We believe that these proposed service cuts may cause disruption to residents in West Lancashire, Sefton and Wigan and in particular, there may be an impact on relatives wishing to visit those ill in hospital. It may also prejudice the implementation of a significant programme of investment within the Wrightington Hospital site currently proposed by the Hospital Trust. As such, the Council has strong reservations about the cuts to these services.

Furthermore, the Council has concern regarding the removal of some services serving rural parts of the Borough. With a lack of evening and some weekend services, access to employment, as well as services will be greatly reduced and may cause rural isolation, particularly amongst the elderly and disabled users. Although the consultation mentions the use of alternative provision such as dial-a-ride no detail is provided regarding how dial-a-ride is to be used or whether additional funding is to be provided. The Council would like to see options for providing alternative forms of transport for the most vulnerable and disadvantaged groups considered as part of this consultation.

If you would like to discuss this matter further, then please contact my colleague Mr Dominic Carr ([dominic.carr@westlancs.gov.uk](mailto:dominic.carr@westlancs.gov.uk)) 01695 585194.

Yours sincerely,



**JOHN HARRISON**  
**ASSISTANT DIRECTOR PLANNING**

CSL0120



**ARTICLE NO: 1G**

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE**

**MEMBERS UPDATE 2014/15  
ISSUE: 1**

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**Article of: Transformation Manager**

**Relevant Managing Director: Managing Director (Transformation)**

**Contact for further information: Mr John Unsworth (01695 587180)  
(E-mail: [john.unsworth@BTLancashire.co.uk](mailto:john.unsworth@BTLancashire.co.uk))**

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**SUBJECT: WELFARE REFORM UPDATE**

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Wards affected: Borough wide

## **1.0 PURPOSE OF ARTICLE**

- 1.1 To provide an update of the Government's Welfare Reform programme with a particular focus on Universal Credit (UC). All the elements of Welfare Reform programme are now "live" with the exceptions of Universal Credit (UC) and the Single Fraud Investigation Service (SFIS).

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## **2.0 KEY FEATURES OF WELFARE REFORM**

- 2.1 In this part of the paper reference is made to the key features of Welfare Reform excluding UC – UC is dealt with in some detail in Parts 3 to 6 of this paper. More details of these key features are provided at **Appendix 1**.

### **2.2 Council Tax Support (CTS)**

From 1st April 2013, the national scheme of Council Tax Benefit was abolished and replaced with a localised Council Tax Support scheme. The Government provides a cash limited grant to Local Authorities, at a rate of 10% less than the previous cost of the national scheme, and any increase in the cost of the scheme or demand for benefit therefore has to be funded by Local Authorities.

### **2.3 Social Sector Size Criteria**

Restrictions on Housing Benefit for claimants in Social Sector tenancies took effect from 1 April 2013. These affect working age customers living in accommodation that is deemed to be too large for their needs.

### **2.4 Discretionary Housing Payments (DHP's)**



DHPs provide Housing Benefit customers with further financial assistance, in addition to any welfare benefits, when a LA considers that help with housing costs is required. The regulations covering DHPs are The Discretionary Financial Assistance Regulations 2001.

The legislation gives Local Authorities a very broad discretion but decisions must be made in accordance with ordinary principles about good decision making, i.e. administrative law. In particular, Local Authorities have a duty to act fairly, reasonably and consistently.

Central Government has significantly increased funding to Local Authorities in 2014/15 for Discretionary Housing Payments to provide temporary financial support for Benefit claimants affected by Welfare Reform changes, in particular the Social Sector Size Criteria restrictions.

## **2.5 Benefit Cap**

These arrangements were introduced by Central Government from 15 July 2013. The change implemented a cap on the maximum amount of Social Security Benefits a claimant could receive, with any excess being deducted directly from their Housing Benefit entitlement.

## **2.6 Single Fraud Investigation Service (SFIS)**

The Government announced in 2010 that they would create a Single Fraud Investigation Service (SFIS) which would bring together investigators from the Department of Work and Pensions (DWP), Her Majesty's Revenues and Customs (HMRC) and Local Authorities in preparation for Universal Credit. This initiative is currently being trialled and roll out is planned nationally over the period from October 2014 to March 2016. The current plan is for West Lancashire to move to the new working arrangements from Autumn 2015.

## **2.7 Personal Independence Payments (PIP)**

Personal Independence Payments (PIP) replaces DLA for adults age 16 – 64. This new scheme is administered by the DWP – as is the DLA scheme. With effect from June 2013 all new claims have been for PIP. The reassessment of DLA claimants for a limited group e.g. children turning 16 began in October 2013.

From October 2015 the remainder of DLA claims will be re-assessed on a rolling basis with this exercise timetabled to be completed by October 2017.

## **3.0 UNIVERSAL CREDIT – BACKGROUND AND IMPACT**

3.1 The Welfare Reform Act 2012 introduces a number of changes which fundamentally move towards the introduction of a single UC for working age claimants which replaces and subsumes a number of previous benefit streams into one. UC will replace Income-based Jobseeker's Allowance, income-based Employment and Support Allowance, Income Support, Child Tax Credit, Working Tax Credit and Housing Benefit. The process of replacement will be on a rolling basis: it started in April 2013 and is due to be completed by April 2017 although these timescales are subject to on-going review.



3.2 UC is intended to be paid monthly in arrears directly to the recipient and Housing Benefit funds will ultimately transfer to UC, which will be overseen by the DWP. Until the transfer is complete Housing Benefit will remain with Local Authorities. Post UC go-live and for the medium term, the Council will still have a role to play in terms of the management and administration of Housing Benefits for pensioners and also Council Tax Support claims. Residents of 'exempt' supported housing will also continue to claim Housing Benefit. The long term prospect is that Housing Benefit will be phased out entirely. Current thinking is that this will be achieved by;

1. The integration of Housing Benefit for Pension Credit claimants within the Pension Credit Benefit itself. This will be enabled by the introduction of a Housing Credit element for new claims and the migration of existing HB claimants. The timeline for this has been delayed until after the introduction of the Single Tier Pensions in April 2016.
2. It is understood that funding for residents of exempt accommodation will be transferred to upper tier Local Authorities in the form of a grant. There is no date for this and very little detail. Arrangements for migration of existing claimants have not been agreed with Councils.

Note: Progress on both these issues will be monitored and Members will be advised when further clarity has been provided.

3.3 Recent DWP impact assessment indicates that 3.1 million households will gain from UC, 2.8 million will lose and 2.4 million will experience no change. Mapping from current benefit entitlement to UC is not straightforward, so it is difficult to anticipate the impact on different groups. It is anticipated that further detail will emerge in due course.

#### **4.0 UC IMPLEMENTATION**

4.1 DWP will work with Councils to agree the most effective approach to UC implementation. These partnerships will work through the implementation process from mobilisation to transition to delivery.

The "test and trial" activity carried out to date has involved a narrow claimant group so outcomes need to be treated with caution. The full list of conditions that apply to this claimant group are provided at **Appendix 2**.

The roll out to the North West will add to the overall numbers claiming UC but will still initially be restricted to the above cohort. Couples and families will be added to the cohort but not to any specific timeline. The big issue for DWP is safe and secure roll out - they will start progressively and move through the various locations of pathfinder, setting the pace on the basis of a safe and secure way to go forward. If things are going well DWP have indicated that they will speed the pace up. If they are hitting some issues they have indicated that the pace will slow down, i.e. a big bang approach is not intended.

- 4.2 Transition will be led by JCP District Managers and Local Government colleagues – together with partners. Effective delivery will be achieved by drawing on existing support services, engaging with locally based support services wherever appropriate and generally employing a holistic, joined-up approach to support services.

There will be a requirement on the Council to facilitate, in partnership with local JCP managers, the Local Support Services Framework (LSSF). It is envisioned that Local Government will play a key role in identifying, leading, facilitating and commissioning partnerships to deliver, and in particular identifying who needs help and in what form

More details relating to the approach to transition and delivery are provided at **Appendix 3**.

## **5.0 UC ACTIVITIES TO DATE AND TIMETABLE FOR NORTH WEST EXPANSION**

- 5.1 Activities relating to UC commenced in September 2012 and those activities have gradually "ramped-up" over a period of time. The following is a summary of activities to-date plus activities scheduled during 2014:

- September 2012 to December 2014 – Local Authority-led UC pilots involving 15 Councils including Wigan, Oldham, Tameside and Warrington from North West England.
- February 2013 – DWP publish the first iteration of the Local Support Services Framework (LSSF) document.
- From April 2013 – Pathfinder initiative commences at 4 x Councils – Tameside, Wigan, Warrington and Oldham.
- From October 2013 – introduction of 6 x additional Pathfinder sites
- 6th December 2013 – DWP publish a LSSF Update and Trialling plan – a document produced jointly by the Government and LGA.
- Spring 2014 – continuation of roll out to additional Pathfinders + the expansion of UC delivery across the North West of England
- Summer 2014 – roll out North West customer base to be extended to include couples (then families at a later date).
- Autumn 2014 – DWP will issue an updated iteration of the LSSF document.

### **5.2 Plans for further expansion in the North West:**

The DWP Project Team has announced plans for further expansion and roll-out of UC in the North West beyond the existing North West based Pathfinders/Pilots. The plan entails the roll-out in 2 x Tranches and West Lancashire were initially scheduled to be in Tranche 1.

These original plans have since been superseded and the numbers of Local Authorities included in Tranche 1 have been scaled down. UC related activity for those Councils in Tranche 1 is scheduled to happen in June to July 2014.

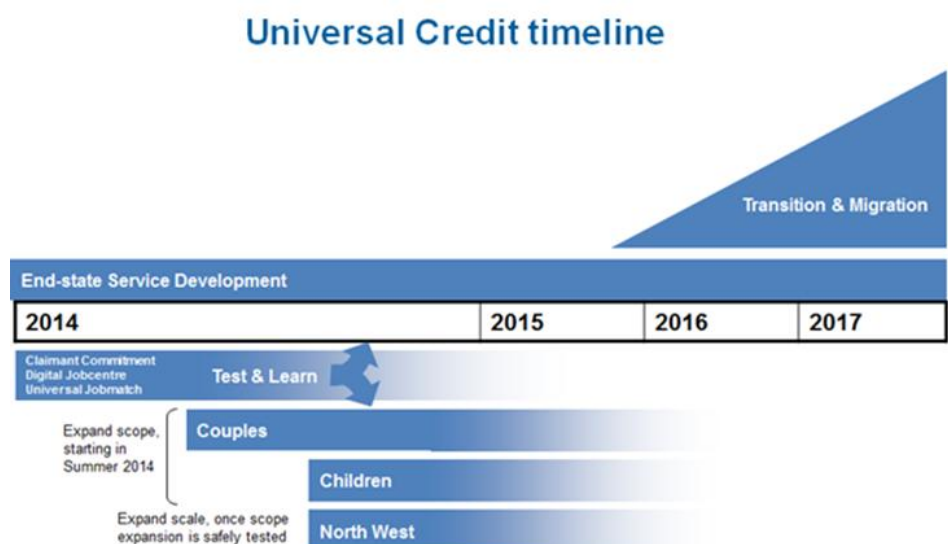
West Lancashire is not now included in this initial Tranche – only 2 Lancashire Councils are in this Tranche namely Preston City Council and South Ribble District Council. The full list of Councils included in Tranche 1 is provided at **Appendix 4**.

Timescales have not yet been confirmed for go live activity in West Lancashire.

A UC Task Group has been mobilised involving the Council – Transformation, Finance and Housing, the local JCP Team and representation from BTLS. Current activity is focussed on key stakeholder engagement – including the identification and engagement of key delivery partners – and digital access and support.

## 6.0 UC – THE ROLE OF WLBC

6.1 Planning, preparation and mobilisation of UC in West Lancashire is, as stated above being managed by the West Lancashire UC Task Group. This activity is aligned to the DWP's overall timeline for the roll-out of UC which is provided at a high level in the following diagram.



**Table 1 – Universal Credit Timeline**

- 6.2 Implementing the partnership approach will be based on a three point plan:
- DWP and West Lancashire Task Group will identify local delivery partnerships already in place within the local area.
  - DWP and West Lancashire Task Group in collaboration with others, will ensure that these partnerships and forums can fulfil the requirements of UC delivery groups.
  - This partnership will agree who will deliver which specific support services to claimants and include these in a delivery partnership agreement.
- 6.3 Implementation Check List – the Task Group will employ a "check list" approach to implementation with a particular focus on partnerships, personal budgeting advice, on-line support, housing and work and communications. This high level checklist is provided at **Appendix 5**.

- 6.4 The actual timings of UC activity relevant to West Lancashire have yet to be determined. A meeting with the DWP Project Team is scheduled for the 23<sup>rd</sup> June and it is anticipated that after that meeting, a roll-out schedule including mobilisation, transition and go-live for West Lancashire will be agreed.

The anticipated impact on Council services is expected to be very limited initially although as the cohort extends beyond the group as described in Appendix 2, then the impact will increase.

## **7.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

- 7.1 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.

## **8.0 FINANCIAL AND RESOURCE IMPLICATIONS**

- 8.1 Welfare Reform has the potential to have a significant impact on the Council's financial position. The replacement of Council Tax Benefit with a localised Council Tax Support Scheme in particular had a large scale budget impact and was the subject of a number of reports to Council.

- 8.2 Future changes around the transfer of responsibility for Housing Benefit and the development of the SFIS will also potentially have a significant impact. Further reports will be produced for Cabinet and / or Council as appropriate to ensure that the financial implications of these initiatives can be considered and addressed.

## **9.0 RISK ASSESSMENT**

- 9.1 Welfare Reform is included as a Key Risk on the Council's Strategic Risk Register. This report provides an update on how this risk is being managed to provide assurance to Members that appropriate action is being done to address the issues involved.
- 9.2 The development of the proposed partnership set out in this report will be reviewed using the Council's Protocol for Partnership Arrangements to ensure that it complies with best practice requirements

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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 Article.

### **Equality Impact Assessment**

This article is for information only and 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**

Appendix 1: Key Features of Welfare Reform

Appendix 2: Initial UC claimant group defined

Appendix 3: Approach to Transition and Delivery

Appendix 4: NW Expansion Tranche 1

Appendix 5: "Getting Ready" check list



## **Appendix 1 - Key Features of Welfare Reform**

### **Council Tax Support (CTS)**

Local scheme establishment and implementation:

From 1st April 2013, the national scheme of Council Tax Benefit was abolished and replaced with a localised Council Tax Support scheme. The Government provides a cash limited grant to Local Authorities, at a rate of 10% less than the previous cost of the national scheme, and any increase in the cost of the scheme or demand for benefit therefore has to be funded by Local Authorities.

Authorities are permitted to reduce Council Tax support for working age customers, but pension age customers are protected. There are around 59,000 working age customers affected in Lancashire, with 5,000 of these being in West Lancashire based on 2013-14 out-turns.

The scheme changed the amount of Council Tax that claimants of working age have to pay. The maximum CTS entitlement in relation to the previous CTB Scheme depends on the nature of the Local Scheme which in turn dictates the amount of Council Tax to be collected.

### **Social Sector Size Criteria**

Restrictions on Housing Benefit for claimants in social sector tenancies took effect from 1 April 2013. These affect working age customers living in accommodation that is deemed to be too large for their needs. During 2013-14, in the region of 1,060 individuals have been affected in West Lancashire.

The following size criteria reductions in Housing Benefit apply:

- 14% where there is one bedroom more than required
- 25% where there are two or more bedrooms more than required.

In applying the restrictions, Councils determine the number of bedrooms required by the claimant and their family. This is done using a fixed national formula known as 'size criteria'. The size criteria calculation allows one bedroom for each person or couple living as part of the household with the following exceptions:

- Children under 16 of the same gender are expected to share a bedroom;
- Children under 10 are expected to share a bedroom regardless of gender;
- A disabled tenant or partner who needs a non-resident overnight carer is allowed an extra room.

There are some exemptions including:

- 'Exempt' supported accommodation; this includes accommodation where a significant degree of care, support and supervision is provided by the landlord on a non-profit making basis
- Shared ownership properties and sheltered housing;
- Mooring charges and mobile home or caravan site rents ;
- Temporary accommodation including Council homelessness hostels.

In March 2013 the government introduced additional exemptions. These relate to:

- Customers who require a room for a child to be fostered.
- An adult child who is member of armed forces personnel serving elsewhere.

Following a number of challenges to the changes to the legalisation the Department for Work and pension issued a clarification that a number of customers that have occupied the same property and have been in continuous receipt of Housing Benefits since 1 January 1996 were exempted from these changes. This "loophole" has now been closed.

### **Discretionary Housing Payments**

Central Government has significantly increased funding to Local Authorities in 2014/15 for Discretionary Housing Payments to provide temporary financial support for Benefit claimants affected by Welfare Reform changes, in particular the social sector size criteria restrictions.

As a consequence, Benefits Services have seen a surge in the increase of Discretionary Housing Payment - the majority of applications have been from Social Sector Tenants affected by the social sector size criteria restrictions. The Council has made over 600 payments under this scheme since April 2013.

In the case of many Councils, take up activity has being targeted toward those worst affected by these changes and to ensure that expenditure of this additional funding, is maximised where appropriate

### **Benefit Cap**

These arrangements were introduced by Central Government from 15 July 2013. The change implemented a cap on the maximum amount of Social Security Benefits a claimant could receive, with any excess being deducted directly from their Housing Benefit entitlement. Since its introduction in July 2013, the Benefit Cap has affected around 40 individuals in West Lancashire.

For 2013/2014 the Benefit Cap has been set at:

- £500 per week for couples (with or without children) and lone parents.
- £350 per week for single adults.

Other benefits will not be reduced if, after reducing Housing Benefit, there remains some Benefit Cap excess. The Benefit Cap includes a combined income from the following benefits:

- Jobseeker's Allowance, Income Support and Employment and Support Allowance (except where the Support Component is in payment)
- Housing Benefit (HB).
- Child Benefit and Child Tax Credit.
- Universal Credit (from October 2013).
- Other benefits such as Carer's Allowance and Maternity Allowance

### **Single Fraud Investigation Service (SFIS)**

The Government announced in 2010 that they would create a Single Fraud Investigation Service (SFIS) which would bring together investigators from the



Department of Work and Pensions (DWP), Her Majesty's Revenues and Customs (HMRC) and Local Authorities in preparation for Universal Credit

Under this proposed change, responsibility and resources for the investigation of Housing Benefit fraud would transfer from Local Authorities to the DWP. It is likely that an adjustment in respect of this transfer would be made to the Housing Benefit Administration Grant – the funding provided to Local Authorities by DWP to support the cost of Benefits Administration, including Benefit Fraud investigation.

The issue of transfer of Local Authority Benefit Fraud investigation staff to SFIS is currently being considered – in particular whether TUPE should be applied as part of the process.

As SFIS will not deal with CTS fraud investigations going forward, Councils will need to consider how to resource on-going Council Tax Support fraud investigation.

*Current position on the SFIS model and national roll out:*

SFIS pilots have been operating since November 2012 as follows:

- Corby, Glasgow, London Borough of Hillingdon and Wrexham – November 2012
- Oldham – April 2013;
- Southampton – October 2013
- Cardiff – December 2013;
- Cornwall – March 2014;
- Full roll out of the service is starting with the Pilots along with Blaenau Gwent and East Ayrshire in Phase 1 (June/July 2014) with full roll out starting October 2014.

*SFIS Project - Key Activities for the next 3 months*

- The SFIS Roadshows are being run from March to early May
- The SFIS Project Implementation Roll out schedule will be finalised with DWP FES and then shared with LAs and HMRC by the end of April / early May
- Finalisation of the proposals for LA Service Provision is planned for the end of April
- Finalisation of the proposals for the migration of cases is planned for the end of April
- Preparing for the Operational Readiness Gate which is in May

### **Personal Independence Payments (PIP)**

The abolition of Disability Living Allowance (DLA) for working age claimants was set out in the Welfare Reform Act 2012. The rationale for abolition was that the benefit had become "outdated" since being introduced in 1992, decision making was subjective and inconsistent, and there were too many indefinite awards and automatic entitlements. The rise in numbers of DLA claimants was also cited as a driver for change, the DWP suggests that the growth in DLA claims has been 30% since 1992. This figure is disputed and disability charities put it at 13%.

*Citizens affected:*

Personal Independence Payments (PIP) replaces DLA for adults age 16 – 64 (currently DLA remains for children and qualifying people who have reached pensionable age).

Potential impact – a 20% reduction in levels of payments expected with 30% of claimants expected to lose all DLA and not be eligible for PIP either. The reduction will mainly be managed by the re-assessment of all existing DLA claimants between April 2014 and April 2016.

Since the national abolition of DLA for working age claimants in June 2013, all new claims have been for PIP. Original plans for roll out of PIP were for re-assessment of DLA to begin in October 2013 for limited groups, eg children turning 16, people reporting a change of circumstances.

From October 2015 the remainder of DLA claims will be re-assessed on a rolling basis with this exercise completed by April 2016. Re-assessment will be on a randomised basis with details still to be announced.

## Appendix 2 – Initial UC Claimant Group Defined

### Specification of the "Initial Claimant Group" claimant

- Single and in receipt of JSA
- Has earnings below £270 pm if under 25 years of age
- Has earnings below £330 pm if over 25 years of age
- Is not in receipt of JSA (IR/C)
- Has not left JSA within the previous 2 weeks
- Is not entitled to ESA/IB/IS, i.e.:
  - Is not sick (is fit for work)
  - Is not a carer
- Has no children
- Is not a home owner
- Does not reside outside of a UC designated area
- Is not in receipt of HB
- Has no outstanding appeals/reconsiderations relating to a legacy benefit
- Is not already awaiting a decision on a legacy benefit claim
- Is not under 18 years old (16-17)
- Is not within a year of pension age
- Is a resident Great Britain national
- Is not in temporary accommodation or hospital
- Does not have capital greater than £6,000 (and less than £16,000)
- Is not self-employed
- Is not in education (including training)
- Is not pregnant
- Is able to represent themselves (PAB/CAB)
- Is not in receipt of DLA/PIP, Bereavement Allowance, Carer's Allowance)
- Does not meet special conditions (i.e. In Prison, Long Term hospital, in voluntary work, Jury service)
- Has a NINO (adult registration)
- Has a bank account



## **Appendix 3 – Approach to Transition and Delivery – Partners and Types of Support**

**Transition** – will be led by JCP District Managers and Local Government colleagues – together with partners. Because of the complexity and dynamic nature of claimant need and the wider radical changes within the social security system as a whole, support is best decided at a local level in co-operation with the claimant. Before UC is implemented, it is difficult to predict how claimant needs will manifest themselves and how their needs can be provided for. Nonetheless, a number of key principles have been identified regarding the types of support that will be important to enable claimants to manage UC during the transition period.

A major concern is the challenge for households in adapting to a single monthly payment of UC. When reflecting on the Department's guidance on personal budgeting support any support should not just focus on teaching households how to budget, but how to budget in a different way. As DWP research on the Direct Payment Demonstration Projects indicated, people on low wages generally have good budgeting skills suggesting that many will not require basic support on how to budget. Rather, budgeting support should focus primarily on informing people about the changes to their benefits under UC and the implications these have for the way in which households will need to budget, whilst also raising awareness of specific tools that can support them as well as the potential opportunities in adapting to a changed regime.

Support may be needed to prevent households from getting into arrears with their rent - support should focus on helping claimants manage the temptation to use the housing element in UC to cover either shortfalls in income or emergencies although it may be difficult to identify this risk. Any support available, such as that provided by Credit Unions, should be clearly sign-posted and claimants made aware of the financial support available to them should they suffer an income crisis. There should be an onus on social landlords to provide support to claimants to ensure rent is paid on time and that arrears do not accrue.

**Delivery** - So how should such support be delivered and what are the opportunities and barriers to achieving this.

### *Drawing on existing support services*

- Commission new services to cover anticipated support needs against an increase in the capacity of existing provision and expertise.
- Charities and support services are already spending additional time dealing with benefit claims due to the extensive Welfare Reform changes currently taking place and indicated that they anticipate a need for this support to be expanded much further as UC is rolled out.
- Some support services do not necessarily provide welfare advice and guidance as an official or funded part of their role – they do nevertheless provide these informally.
- Whether existing or new support providers - staff need to be appropriately skilled to provide advice. Providers believe that the Local Support Services Framework (LSSF) potentially offers the opportunity to fund and formalise this role, improving the service they offer to their clients and thereby extending the coverage of UC advice and guidance.

### *Locally based support*

- While recognising that personalised support for people with complex needs may be best delivered at a local level, not all basic guidance and advice services need to be delivered locally.
- Independent welfare advice to help claimants understand the new benefit system could potentially be delivered more efficiently and uniformly via a national service – thereby providing a consistency of service and ensuring that high quality support is offered to claimants as well as preventing a large number of similar local systems being set up which may be more costly and less amenable to quality control.

### *Holistic, joined-up support services*

- The LSSF aims to support the transition to UC through working with local support providers, many of whom deliver a range of services beyond UC and who will therefore be accountable to a number of funders. There is a view that a holistic approach to service delivery is only achievable if a service provider's other funders are also involved.
- Providers are concerned that currently this presents a risk of duplicating effort and also of confusing the clarity about which agency has primary responsibility to ensure the claimant's compliance with the new requirements.
- A support services framework could present a timely opportunity to clarify these responsibilities, but it would need to be broadened to involve other government departments and funding agencies

**Delivery Partners** – It is the intention of DWP to work with Local Authority partners to decide who is best placed to deliver specific services and whether services should be delivered through other organisations, where this provides the best outcome for the claimant.

Implementing the partnership approach will be based on a three point plan:

- DWP and LAs should identify local delivery partnerships already in place within their respective local areas.
- DWP and LAs, in collaboration with others, should ensure that these partnerships and forums can fulfil the requirements of UC delivery groups, by making sure that they have the requisite skills (for example specialist knowledge to be able to deal with claimants affected by drug addiction or homelessness); that they have the delivery capability to meet anticipated requirements; and that they are able to plan and arrange delivery of local support services for UC claimants.
- Local delivery partnerships for UC will agree who will deliver which specific support services to claimants and include these in a delivery partnership agreement.

**Types of Support** - As well as developing existing services, UC also creates new opportunities at local level for new services including:

- Triage and re-orientation - To address initial contact by claimants, and any subsequent movement to appropriate services to meet their needs
- Online assistance - Most people claiming UC will be able to navigate the internet. A survey of existing claimants found 78% already use the Internet, although only a small proportion are yet use it to make benefit transactions

- Money Advice/Personal Budget Support - Under Universal Credit claimants will need to manage their own budgets in order to prepare them for moving back to work. However, some claimants will require extra help and support to enable them cope with the financial changes that UC will bring.
- Alternative payment arrangements - Exceptions to the normal payment rules will be managed and administered centrally by DWP,
- Work related support - Improved work incentives, and work focus, are at the core of the Government's welfare reforms and the availability of work focussed support at the local level will be key to helping claimants to get closer to the labour market and, ultimately, into work.





## Appendix 4: NW Expansion Tranche 1

Provisional Tranche 1 June – July 2014	
Salford City Council	Cheshire West & Chester Council
Wirral Borough Council	Trafford Borough Council
Preston City Council	Bolton Borough Council
Tameside*	Bury Borough Council
Warrington*	Oldham*
St Helens Borough Council	South Ribble Borough Council
Halton Borough Council	Sefton Borough Council
Cheshire East Council	Knowsley Borough Council
Wigan*	
<p>* Locations already live and adding further post codes in Tranche 1.</p> <p><i>Please note schedule is provisional and will be confirmed in due course.</i></p>	



## Appendix 5: "Getting Ready" check list

	Top learning points from the pilots	"Getting ready" check list
Partnerships	<ul style="list-style-type: none"> <li>• Positive partnerships</li> <li>• Co-locating agencies.</li> <li>• Data-sharing and sharing IT facilities,</li> <li>• Cultural change for staff</li> </ul>	<ul style="list-style-type: none"> <li>• Who to work with to deliver local support ?</li> <li>• Existing partnership - for the UC roll-out?</li> <li>• Regular contact with your district JCP?</li> <li>• Link - Community Budgets or Troubled Families?</li> <li>• How to identify vulnerable claimants?</li> </ul>
Personal Budgeting	<ul style="list-style-type: none"> <li>• Management - monthly direct payments.</li> <li>• Online tools to help</li> <li>• One-to-one budgeting support better</li> <li>• Lack of ID when opening a bank account.</li> <li>• Personally introduction vs signposting</li> </ul>	<ul style="list-style-type: none"> <li>• Mapped organisations already providing support?</li> <li>• Engaging your local credit union?</li> <li>• Talked to your local banks – how they can help?</li> </ul>
Online Support	<ul style="list-style-type: none"> <li>• Low level of awareness - UC digital by default.</li> <li>• Support to get online takes time - barriers</li> <li>• Many do not have personal email accounts.</li> <li>• Aware that access via a mobile not sufficient to complete the UC form.</li> </ul>	<ul style="list-style-type: none"> <li>• How comprehensive is broadband coverage?</li> <li>• How many do not have access to a PC have skills?</li> <li>• Mapped public internet access points in area?</li> <li>• Existing digital champions who can help with IT skills?</li> </ul>
Housing and Work	<ul style="list-style-type: none"> <li>• Tenancy sign-up - opportunity to identify needs.</li> <li>• Can help to provide joined-up support to claimants.</li> <li>• Direct referrals to support vs signposting</li> </ul>	<ul style="list-style-type: none"> <li>• Mapped organisations providing housing /employment support?</li> <li>• How engaging social housing and employment advice providers?</li> </ul>
Communications	<ul style="list-style-type: none"> <li>• Don't underestimate the volume of enquiries</li> <li>• A personalised approach makes a big difference when contacting about the impact of changes.</li> </ul>	<ul style="list-style-type: none"> <li>• Letting claimants know - digital by default?</li> <li>• Briefing your staff and partners' staff about UC?</li> <li>• Plans in place to deal with a possible increase in enquiries about UC?</li> </ul>





**ARTICLE NO: 1H**

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE**

**MEMBERS UPDATE 2014/15  
ISSUE: 1**

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**Report of: Assistant Director Housing and Regeneration**

**Relevant Managing Director: Managing Director (Transformation)**

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**SUBJECT: WEST LANCASHIRE CHALLENGE PROJECT 2011-2014**

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Borough wide

## **1.0 PURPOSE OF ARTICLE**

- 1.1 To inform Members of the WL Challenge project, the activities the project has delivered and the outcomes achieved in the first three years.

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## **2.0 BACKGROUND**

- 2.1 West Lancashire Challenge is an economic development and social inclusion project delivered by key partners including the Borough Council, West Lancashire College, Job Centre Plus and West Lancashire Council for Voluntary Services (WLCVS).
- 2.2 The project was initially a 2 year project having secured funding in 2011 from the Local Strategic Partnership (LSP). The project employed one full time project officer and an apprentice within WLCVS and also one full time project officer and two apprentices within the Borough Council. In addition WL College provided a dedicated resource to support the delivery of the aims and objectives of the project.
- 2.3. In 2012 WLCVS secured additional funding from the LSP to extend the project into a third year, albeit in a reduced format which took the project to the end of March 2014. Alongside the WLCVS extension, the Borough Council committed additional resources to continue to support the business engagement theme of the project, which included a part-time officer and an apprentice for an additional two years up to summer 2015, together with funding to support other apprentices into employment across the Borough.

- 2.4 The project has essentially three core themes:
- 1) 1:1 support to individuals who have complex barriers preventing them from accessing training and/or volunteering opportunities;
  - 2) Business engagement, apprenticeships and supporting people into employment; and
  - 3) Community & social enterprise support.
- 2.5 Over the past three years the project has been extremely successful, key achievements to date include:
- Almost 300 apprentices into employment
  - 383 individuals signed up to the 'Passport', a pathway into employment toolkit
  - Over 50 businesses engaged with the project (since June 2013)
  - 37 new board members recruited to support community & voluntary groups
  - Over 800 individuals involved in health equality events, resulting in over 140 follow ups with specialised services
  - 7 work experience placements in the Borough Council, including 1 Passport holder (since June 2013)
  - 3 'Get Online Get Ahead' digital inclusion events with 160 unemployed individuals attending to access advice and support
- 2.6 Details of all the achievements are attached at Appendix A, which also highlights the overall diversity of the project in its aims and objectives.
- 2.7 Appendix B provides brief case studies on some of those individuals who have been supported through the project and whose lives have been transformed from the small interventions and support that has been possible through the extensive partnership network that this project has developed.
- 2.8 Appendix C provides brief details of the NEET (Not in Education, Employment or Training) figures for West Lancashire as at April 2014.

### **3.0 CURRENT POSITION**

- 3.1 This project is unique and innovative as it not only works with the main project partners to provide individuals with 'wrap-around' support, but also involves other partners and organisations such as Lancashire County Council's Young Peoples Services, Library Service, Citizens Advice Bureau, social enterprise training providers and businesses. Officers are not aware of any other similar projects taking place across Lancashire that are tackling all of the issues that the WL Challenge project is.
- 3.2 The WL Challenge brand and image were purposely designed to be neutral, an approach that has worked extremely well, being recognised by all partners that some sectors of the community, both individuals and businesses can be switched off and get involved in a Council or Job Centre Plus-led project which in some cases can be a barrier preventing people from accessing services and support.
- 3.3 The Skills, Training and Employment Partnership (STEP) monitors the WL Challenge project on a quarterly basis, asking challenging questions and feeding in relevant activities from within their own organisations. Membership of the

STEP includes, Job Centre Plus, WL College, WLCVS, NHS Skills Academy, Young Peoples Service, plus others, and is Chaired and facilitated by the Borough Council. The project also has regular project meetings to discuss progress, next steps and ensures all partners remain engaged.

- 3.4 Since LSP funding ceased at the end of March 2014 this has affected WLCVS' ability to deliver the community and social enterprise theme and providing individual 1:1 support to people with complex barriers into volunteering or training. However, the business engagement and apprenticeship theme and supporting people into employment and training continues.
- 3.5 A new initiative under the project was developed towards the end of 2013 to support unemployed individuals to access training and advice around the digital agenda. An initial conversation took place with the Economic Regeneration Team and the Housing Tenant Participation Team as to how we could support tenants with training needs. This idea was further developed with Job Centre Plus who are the best placed WL Challenge partner with regards to the digital agenda and Universal Credit. These discussions resulted in the key project partners developing the 'Get Online Get Ahead' events with support from our Housing colleagues. The events have taken place in Skelmersdale during 2014 targeted at unemployed tenants and residents, with 75% of attendees at the last event reporting they found the event useful and informative.
- 3.6 The partners and agencies who have participated in these events have found them very useful and engaged with many of the attendees on the day and through follow ups after the events. Given the clientele targeted this is a fantastic result for all partners concerned.
- 3.7 During the initial development of the WL Challenge project it was identified that an evaluation at the end of the project would be important and a small budget was set aside to undertake this activity. WLCVS has led on this element and have recently appointed Preston City Council to undertake the work. A range of stakeholders are to be consulted and a sample of clients interviewed as part of the process. It is anticipated the evaluation will be completed by July 2014.

#### **4.0 FUTURE ACTION**

- 4.1 It is important that the partnership engagement developed through the WL Challenge project over the last three years is maintained, although funding is limited and proving difficult to secure at the moment. Activity on the project continues into its fourth year, predominately by agencies providing resources to work on joint initiatives such as Careers Fairs, interviewing sessions with targeted unemployed groups, young people events and the 'Get Online Get Ahead' events. As well as the business engagement element and apprentices as previously outlined.
- 4.2 As an organisation WLCVS continue to look for alternative funding streams and remain committed to the project. The Council also remains committed to the project and the Economic Regeneration team is continuing to investigate funding sources to continue to deliver the project.

- 4.3 As a project comes to the end of its predicted lifetime it is always useful to reflect on the project's achievements and whether it should continue in its current format. This process will take place once the results of the evaluation are known.
- 4.4 Government policies are also changing with a new emphasis on the digital agenda, Universal Credit and Universal Jobs Match, as well as changing the way businesses access funding for apprenticeships and training in the future. As of April 2014, West Lancashire had a total of 1,585 unemployed individuals claiming Job Seekers Allowance (JSA), of those 54% are aged between 25-49yrs, 28% aged 18-24yrs and 17% aged 50+ yrs. Job Centre Plus' focus is also changing as they begin to challenge those individuals claiming Employment Support Allowance (ESA) (which replaced Incapacity Benefit) with a view to supporting an element of those clients back into employment.
- 4.5 The Economic Regeneration team needs to be mindful of the changing local economy and will continue to work closely with WL Challenge partners, in particular Job Centre Plus and WL College to ensure that we target our support appropriately and to enable us to tap into any funding opportunities that are available, in particular the forthcoming Lancashire European programme.
- 4.6 The West Lancashire Economy Study is almost complete, with the draft Strategy now in preparation. The Strategy will identify the key activities for the growth of Borough over the next 5-10 years, and alongside this, we need to reduce unemployment whilst ensuring the Borough has a skilled workforce available that has the relevant skills to meet employer demand, this will enable the borough to capitalise on the economic opportunities on our doorstep, including from major developments such as the Superport, Liverpool2 and those in Greater Manchester.

## **5.0 SUSTAINABILITY IMPLICATIONS / COMMUNITY STRATEGY**

- 5.1 The WL Challenge project is all about supporting individuals into employment, training, work experience and volunteering opportunities, which are key to creating good quality jobs as identified within the Community Strategy.
- 5.2 In addition to waiting for the outcome of the evaluation, revisiting the aims and objectives as we move into a fourth year of activity allows the Borough Council to consider its Equality objectives, in particular those in the over 50 years age group identified previously, who are either currently claiming JSA or have been identified by Job Centre Plus as claiming ESA and needing additional support. The Council has committed to the Equality agenda and should the WL Challenge project continue in the future, the Equality objectives will be taken into account, and where appropriate activities delivered around this particular agenda.

## **6.0 FINANCIAL AND RESOURCE IMPLICATIONS**

- 6.1 There are no additional financial implications for the Borough Council at the present time, although the current provision will cease in June 2015 and should additional funding not be secured, the future of the WL Challenge project will be in question.



- 6.2 The Economic Regeneration Manager is currently in discussions with partner organisations to secure funds that would enable the project to continue to provide the 1:1 support to 50 individuals up to March 2015, with the potential to bid for further funding in 2015.
- 6.3 In addition, the Rent and Money Advice Service Manager is currently in the process of applying for flexible grant funding to assist residents that are pre work programme JSA claimants, with the transition from legacy benefits to Universal credit. The grant funding will be to fund a full time post for 12 months to assist claimants during phase 2 of the UC roll out programme and link into the Councils work in developing its local support service framework. The project will focus on 2 keys areas:
1. Preparing financially – helping claimants with the transition to monthly benefit payments, including those with housing costs, to allow them budget effectively through 1:1 sessions. These sessions will focus on ensuring that they have a bank or credit union account prior to UC roll out, reporting changes in circumstances and completion of a ‘entitled to’ calculation to show what they would receive when they find employment.
  2. Improving digital access – this element will focus on clients that do not have internet access at home, advising where there is public access to the internet and where there is a skills gap appropriate service providers to help with improving these skills. The aim will be to encourage claimants to increase their job search activity, and allow the DWP to monitor their Universal Jobmatch account.
- 6.4 The new Lancashire European funding programme is expected to commence in April/May 2015, with Lancashire County Council looking for project ideas in summer 2014. If the project can secure funding during 2014 and 2015, this could potentially enable the project to be ahead of the game in terms of being one of the first projects to secure European funding in Lancashire. The programme is yet to agree its local outputs and outcomes, however if the WL Challenge project is deliverable and has match funding secured it is well placed for the new programme. It also has the advantage of having a strong track record and a well-established network of partners to ensure the project continues to succeed and achieve.

## **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 the risk register 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 Article.

## **Equality Impact Assessment**

The Article is for information only. Therefore no Equality Impact Assessment is required.

## **Appendices**

Appendix A - Details of all outcomes achieved for the WL Challenge project 2011- 2014.

Appendix B - Brief case studies of individuals who had complex barriers to accessing employment, training and/or volunteering opportunities, who have been supported by the WL Challenge project.

Appendix C - West Lancashire NEET (Not in Education, Employment, Training or Education) Figures

**Appendix A - West Lancashire Challenge SMART Outcomes 2011-2014**

Action	Additional information	Outputs
Apprentices into employment		272 apprenticeships created
Supported Apprenticeship Scheme	Grant scheme to support micro and social enterprises to take on apprentices	13 apprenticeships created
Promotion of WL Challenge Project		Approx 20 events across the Borough
Identification and engagement of WL Challenge Passport holders		Issued 363 Passports
Support the Skills, Training and Employment Partnership (STEP)	STEP group monitors performance and progress	Project officer attendance at every meeting
ABCD Asset Mapping	Asset Map the Borough [Buildings, people, places and associations]	Asset Map Completed by WLCVS
Passport Measurable outcomes	Measuring progress of Passport holders	69% of passport holders achieved at least 1 positive outcome and 20% achieved multiple outcomes (3 or more)
NEET	Supporting with YPS target of 3.2% (2013/14)	NEET target achieved, attributed to strong partnership working
Training and Development	Develop training opportunities with employers for NEETs	190 NEETs supported into employment (2011-13)
Community Asset Hubs	Community Asset Hub	8 new asset based hubs

Community Resource Support	Increase activity at existing local community facilities	8 Community Centres supported
Community Building Support	Small grant scheme	6 grant awards made to improve community buildings
Volunteering & Citizenship	Identify new volunteers for leadership roles	44 volunteers recruited
Sir Douglas Glover (SDG) Funding	£20,000 was made available from the SDG Fund and matched by the VCFS Mobilising the Community around Health fund via West Lancs Clinical Commissioning Group	5 organisations were awarded a total of £8,000 each.
Small bursary scheme	A total of £5,000 was made available to individual passport holders and VCFS organisations to remove barriers	16 individuals and 1 community group had grants approved (2011-13)
Social Enterprise support	Support the SE Hub with a view to raising the profile of social enterprise	Developed a working group with Edge Hill University, which included 3 1/2 day creative thinking workshops during 2013
Social Enterprise Employment Initiative	Developing employment with SE employers	30 Opportunities created
Workforce Solution Products	Promote awareness of workforce solutions	Engaged in marketing campaigns reaching more than 2000 businesses (2011-13)
Rural communities and financial inclusion	An issue was identified that those living in rural areas can also find themselves in financial difficulties, not just those typically located within urban areas. Outreach sessions provided financial inclusion advice and support, inc. low level loans	100 financial inclusion reviews undertaken and 8 promotional events (2011-13)
Health Equality	Promote ownership of health and wellbeing within the borough	41 health events involving 804 members of the public and 336 professionals, resulting in 142 follow ups with specialist services.

Support WLBC colleagues with work experience opportunities and/or apprenticeships	Work with HR colleagues within WLBC to support managers across the organisation to take on more work experience and/or apprentices	7 work experience placements secured within WLBC
Support WLBC Property Services with apprenticeships and work experience opportunities through their contract work	Develop relationships with contractors as a point of contact, working with them and WL College to provide work experience and apprenticeship opportunities	40 individuals participated in work experience opportunities, receiving valuable real-life experiences plus a reference  14 apprenticeships created
Business Engagement	Engage & develop relationships with WL businesses. Provide support on employment, volunteering and training.	52 Businesses engaged and contacts made (from June 2013)
Community Educational Events		8 Events Held
WL College Staff Volunteering		1,500 Volunteering hours contributed (2011-13)
Project sustainability	Develop platforms and partnerships leading to increased project sustainability.	WLCVS continue to investigate future sources of funding to continue the work of the project. Borough Council officers are also investigating sources of funding to support the continuation of the project
Project Evaluation		Project evaluation currently underway



## Appendix B

### **Brief case studies of some of the individuals whose lives have changed through the support they received from the WL Challenge project (2012/13)**

#### **Individual (1) - 33 years old**

- Dropped out of University
- Mental ill health for 18 months-2 years and claiming incapacity benefit
- Suffered from racial abuse from neighbours
- Recently split from physically abusive partner

#### **Following support from WL Challenge:**

Employed p/t at WL College,

Registered with Open University to resume her degree

Moved home and now feels safer

Increased confidence and self-esteem and plans to train as a teacher

#### **Individual (2) - 18 years old**

- NEET – disengaged
- Good GCSE results but dropped out of College
- Family breakdown due to mental ill health of a parent

#### **Following support from WL Challenge:**

Employed as a Customer Care and IT Apprenticeship with local employer

#### **Individual (3) - 21 years old**

- NEET
- Good GCSE results, good IT skills and keen to get a job or an apprenticeship
- Rare eye condition which causes temp blindness, exacerbated with stress
- Claiming ESA and housing benefit and boyfriend claims carers allowance for this individual

#### **Following support from WL Challenge:**

Secured a work experience placement with local employer

#### **Individual (4) - 50 years old**

- Moved to the Borough 5 years ago to escape an abusive relationship
- Not worked for 5 years but had a solid employment record prior to this
- Some health issues
- Some financial issues that are under control, however this limits this individuals' ability to lead the lifestyle wanted

#### **Following support from WL Challenge:**

Improved confidence and self esteem

CRB clearance

Received 3 interview offers over 2 week period

Was awaiting job start in full time employment

#### **Individual (5)**

This individual lost her daughter 9 years ago who died shortly after giving birth to her little girl, she then raised her granddaughter on her own. Feeling under pressure to secure employment, she found herself really struggling with life.

The following comments are extracts from a letter received from Laura regarding the support from WL Challenge project:

"I didn't know what to do or where to turn"

"seriously considering ending my life"

"I owe her [project officer] my life and will never forget her"

#### **Following support from WL Challenge:**

This individual received bereavement counselling

With support she organised a local charity event

Working towards an NVQ qualification

Offered a job by a local employer



## Appendix C

### **West Lancashire NEET (Not in Education, Employment, Training or Education) Figures**

The West Lancashire NEET Provider Forum was set up to support those young people who are considered NEET in the Borough. The Forum is led by Young People's Service and currently has representation from a member of the WL Challenge project team.

In 2014 the NEET figures were:

- West Lancashire: 3.2%
- Lancashire: 6%
- North West: 5.8%
- National: 5.3%





## ARTICLE NO:2A

### **CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE:**

**MEMBERS UPDATE: 2014/15  
ISSUE: 1**

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**Article of: Assistant Director Community Services**

**Relevant Managing Director: Managing Director (People and Places)**

**Contact for further information: Mr Paul Charlson (Extn 5246)**

**Email: ([paul.charlson@westlancs.gov.uk](mailto:paul.charlson@westlancs.gov.uk))**

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**SUBJECT: FOOD SAFETY SERVICE PLAN 2013 / 14**

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Wards affected: Borough wide

### **1.0 PURPOSE OF ARTICLE**

- 1.1 To provide Members with information about the Food Safety Service Plan operating during 2013/14.
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### **2.0 BACKGROUND**

- 2.1 Members will be aware that the Food Standards Agency (FSA) is an independent Government department responsible for food safety and hygiene across the UK. The FSA works with businesses to help them produce safe food and with Local Authorities to enforce food safety regulations.
- 2.2 Food safety enforcement is primarily the responsibility of Local Authorities. Accordingly, this Council fulfils these duties through its Food Safety Service (the Service) which aims to ensure all commercial food production in the Borough is carried out safely and is fit for human consumption - thereby protecting the health of West Lancashire residents and the wider community.
- 2.3 One of the key roles of the FSA is to set and monitor enforcement standards within Local Authorities and to audit against these standards to ensure an effective and consistent approach. The FSA 'Framework Agreement on Local Authority Food Law Enforcement' (the Framework Agreement) specifies the arrangements that should be established and maintained by a Local Authority to enforce food hygiene legislation. It is this document that requires the Council to formulate and implement a service delivery plan in accordance with FSA guidance.

- 2.4 Accordingly, the FSA places significant emphasis Food Safety Service Plans as a means to:
- Ensure Local Authorities address national priorities and standards, so these can be delivered locally;
  - Focus debate on key delivery issues;
  - Provide an essential link with financial planning;
  - Set objectives for the future and identify major issues that cross service boundaries; and
  - Provide a method of managing performance and making performance comparisons.
- 2.5 FSA guidance also states that Service Plans should have a common format. This enables the FSA to assess service delivery nationwide and allows Local Authorities to compare performance. Service Plans are also seen by the FSA as an expression of a Local Authority's own commitment to the development of its Food Safety Service.

### **3.0 CURRENT POSITION**

- 3.1 The Food Safety Service Plan for 2012/13 has been implemented. Performance against that Service Plan has been reviewed and the conclusions of the review are contained in the Food Safety Service Plan for 2013/14 (the Plan), which is attached to this update at Appendix 1.
- 3.2 The distribution of the Plan for 2013/14 has been delayed for this year only as officers had invited representatives from the Food Standards Agency to the Council to review its approach to food safety management. The result of these meetings is that the format of future service plans will be amended to provide clearer and more succinct information. Accordingly, the service plan for 2014/15 (and future plans) will be distributed to Members at the beginning of the relevant year.
- 3.3 It is a requirement of the Framework Agreement that the Plan is submitted for appropriate Member approval. Accordingly, the Constitution requires the Plan to be approved by the Portfolio Holder for Health, Leisure and Community Safety and be submitted to the Corporate and Environmental Overview and Scrutiny Committee for information.
- 3.4 The Plan was approved by Portfolio Holder for Health, Leisure and Community Safety on 30 October 2013.
- 3.5 In order to provide local transparency and accountability, a copy of the Plan will be placed on the Council's website and sent to:
- (i) The Consultant in Health Protection for the West Lancashire area
  - (ii) The PHE Food, Water & Environmental Microbiology Network (Preston laboratory)
  - (iii) Lancashire County Analyst.

#### **4.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

4.1 The Plan provides an expression of the Council's commitment to the development of the Service, which contributes significantly toward improving the health of the local communities within West Lancashire.

#### **5.0 FINANCIAL AND RESOURCE IMPLICATIONS**

5.1 The costs associated with production of the Plan and the work detailed in the Plan for 2013/14 can be met within existing resources.

#### **6.0 RISK ASSESSMENT**

6.1 The Plan describes the financial and resource implications for the Service. If adequate resources are not made available to deliver an effective food safety service as required by the FSA, the Council may be open to criticism and/or potential audit by the FSA.

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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 is for information only and 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**

Appendix 1 – Annual Food Safety Service Plan 2013/14



# **West Lancashire Borough Council**

## **Food Safety Service Plan**

**2013/14**

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## **Introduction**

This is West Lancashire Borough Council's Food Safety Service Plan. It covers all elements of food safety and hygiene for which the Authority has enforcement responsibility. This Plan also covers those objectives relating to non-enforcement activity, including food hygiene education/health promotion and partnership working.

This Food Safety Service Plan is a requirement of the Food Standards Agency and has been drawn up in accordance with the Food Standards Agency's Framework Agreement (Amendment 5, April 2010). This ensures a consistent approach across England and Wales, which enables the Food Standards Agency to assess how we are doing and allows other Local Authorities to compare and contrast performance and service delivery.

This Plan is also an expression of the Council's ongoing commitment to food safety in the Borough and the development of its Food Safety Service.

A handwritten signature in black ink, appearing to read 'D P Tilleray', written over a large, stylized, looped signature line.

**D P Tilleray**  
Assistant Director Community Services

Approved by the Portfolio Holder for Health, Leisure and Community Safety on 30 October 2013.

## 1.0 Aims and Objectives

### *Service aims and objectives*

- 1.1 West Lancashire Borough Council (the Council) is responsible for food safety enforcement of relevant food businesses under the Food Safety 1990 (the Act), associated legislation and guidance. These duties are discharged by the Food Safety Service (the Service), which is part of the Commercial, Safety and Licensing Section (the Section).
- 1.2 The aim of the Service is to protect the health of residents and the wider community by ensuring that all commercial production of food in the Borough is carried out safely and is fit for human consumption. The work of the Service is supplemented by the Health Promotion unit, which provides a range of promotional and educational roles in respect of food safety matters.
- 1.3 In order to achieve these aims, the objectives of the Service are to:
- Ensure that it acts in accordance with the relevant Food Standards Agency (FSA) Code of Practice and other official guidance;
  - Encourage food businesses to comply with the law by offering advice;
  - Apply the principle of continuous improvement by comparing and measuring its performance and rectifying any shortcomings;
  - Responding to local need and ensuring the Service is accessible to everyone;
  - Ensure that the delivery of the Service is undertaken in a manner so as not to be discriminatory towards equality target groups and accessible to all who request or receive the Service.
- 1.4 This Food Safety Service Plan (the Plan) is produced annually by the Assistant Director Community Services and the Commercial, Safety and Licensing Manager. The Plan was approved by the Portfolio Holder for Health, Leisure and Community Safety on 30 October 2013 and was also presented as an update to the Council's Corporate and Environmental Overview and Scrutiny Committee. Performance reviews are undertaken on a monthly basis and related performance indicators are reported to Cabinet.

### *Links to Corporate Priorities*

- 1.5 The Council's vision is "to be a Council to be proud of – delivering services that are lean, local and fair". Several values have been established to deliver this vision by continuing to be an innovative organisation which:
- Prioritises customers and the services that are most important to quality of life;
  - Work as 'one council' to provide a joined up approach;
  - Is open and accountable in the way that it makes decisions;
  - Develops and values employees;
  - Promotes equality and diversity; and
  - Works in partnership to benefit the Borough.

1.6 The Council has established several Corporate Priorities, which are detailed below. The Service works toward these priorities in the following areas:

- *Balancing the budget and providing the best possible services within the resources available;*

By continuing to employ new and modern ways of working, the Service is flexible, responsive, efficient and effective representing excellent value for money.

The Service is targeted and proportionate in activity, intervening only when necessary and using remedies that are appropriate to the risk posed, so that costs are identified and minimised.

The Service is accountable and will be able to justify decisions that are subject to public scrutiny. Accordingly, the Service will be consistent and open and will try to convey the requirements of the law in a simple and user-friendly way - within the limitations of legislative requirements.

- *Focussing upon sustainable regeneration and growth within the Borough;*
- *Caring for our Borough – delivering the small improvements that can make a big difference;*

Recognising that food is a key marker of social inclusion, food safety issues can impact on reducing health inequalities and incidences of food poisoning, the reduction of which has a positive impact on the community's health. The Service will continue to carry out educational and promotional activities as an integral part of their routine food safety interventions, as well as specialist activities targeting both consumers and businesses to promote food safety, better nutrition and healthy choices.

By assisting food businesses through support, education and enforcement to improve and comply with hygiene standards, so improving quality of life now and for future generations for the people of West Lancashire making the Borough a better place to live, work, invest in and visit.

## 2.0 Background

### *Profile of the Borough*

2.1 West Lancashire is the most southerly of the Local Authorities within Lancashire. It has a population of 110,700 (National Census 2011) and covers an area of over 34,000 hectares, a large proportion of which is good and versatile agricultural land. The Borough has two market towns: Ormskirk and Burscough, with mainly rural parishes and villages to the north and the former New Town of Skelmersdale to the east.

2.2 Based on current available data, the breakdown of businesses within West Lancashire is as follows:

Agriculture and fishing	13.6%
Mining, energy and water	0.1%
Manufacturing	8.6%
Construction	12.5%
Wholesale and retail	21.4%
Hotels and catering	6.2%
Transport and communications	6.7%
Financial intermediation	0.7%
Business services	23.2%
Public administration and other services	5.7%
Education and health	1.2%
<b>All industries and services</b>	<b>100.0%</b>

### *Organisational and team structure*

2.3 A structural chart of Community Services is provided at Appendix 1.

### 3.0 Service Delivery

#### *Scope of the Service*

3.1 In respect of food safety matters, the Service will:

- Carry out a programme of food hygiene interventions in accordance with the Food Safety Act 1990 Code of Practice;
- Investigate and resolve complaints about food and food hygiene, practices and procedures;
- Take informal or statutory action including the service of notices, food seizure, premises closure or prosecution (amongst other available actions) in accordance with our Enforcement Policy to secure compliance with food safety legislation;
- Identify and assess businesses requiring approval in respect of specific food products or processes and to ensure that they are granted conditional or full approval as necessary;
- Ensure that all food businesses located or trading within the Borough are registered, and to maintain an accurate database of food businesses in the Borough;
- Record intervention information and enable performance data to be provided to the FSA;
- Receive and investigate all relevant FSA Food Alerts for action and their updates as appropriate, and to communicate with food business to disseminate relevant information concerning relevant food risks;
- Provide advice and assistance to food businesses and consumers on food related issues;
- Investigate incidences of food borne disease and take action, including liaison with other bodies to identify the source and prevent further infection;
- Implement the Food Sampling Programme for survey and monitoring purposes;
- Provide guidance and advice on food law requirements and compliance to meet local needs;
- Provide and review systems and procedures in line with FSA Framework Agreement;
- Act as Primary Authority and implement Service Level Agreements where appropriate;
- Maintain the FSA National Food Hygiene Rating System to publish the hygiene ratings for those food businesses within the Borough;
- Comment on proposed food legislation codes of practice and other official documents as necessary and as requested;
- Issue Health Certificates;
- Monitor the shellfish beds within the Borough;
- Operate imported food controls;
- Promote food safety through education and promotional events;
- Notify the FSA of any serious local food problem;
- Provide input to various licensing processes on food safety matters;
- Maintain an internal Quality System relating to food safety matters.

*Demands on the Service*

3.2 There are a total of 857 registered food businesses in the Borough for which the Service has enforcement responsibility. These businesses can be divided into the following classifications:

FSA food business type	Total
Caring establishments	60
Distributors	19
Hotel / guest house	9
Importer	1
Manufacturers / processors	20
Mobile food unit	36
Packers	10
Producer	21
Pub / club	125
Restaurant / café / canteen	140
Restaurant / caterer other	59
Retail other	36
School / college	125
Slaughterhouses (seasonal)	2
Small retailers	116
Supermarket / hypermarket	15
Take away	63
<b>TOTAL</b>	<b>857</b>

3.3 The current food safety risk rating profile of the above food businesses is:

Food safety risk rating	Total
Category A	4
Category B	71
Category C	449
Category D	125
Category E	208
<b>TOTAL</b>	<b>857</b>

3.4 The current National Food Hygiene Rating profile of the above food businesses is:

National Food Hygiene Rating		Total
0	Urgent improvement necessary	4
1	Major improvement necessary	34
2	Improvement necessary	28
3	Generally satisfactory	197
4	Good	247
5	Very good	345
<b>TOTAL</b>		<b>857</b>

- 3.5 Those premises identified as requiring improvement (i.e. allocated a National Food Hygiene Rating of 0 to 2) have received appropriate enforcement action. Any food hygiene rating remains in place until the next routine intervention or the food businesses operator formally requests that their business be re-assessed.
- 3.6 The food safety risk rating issued to any food businesses depends upon the nature and type of the business, as well how well it controls the risks to food hygiene. Whilst there will be some correlation between the food safety risk rating and the National Food Hygiene Rating issued to any business, this does not mean that a low National Food Hygiene Rating relates to a high risk rated food businesses and vice versa.

*Enforcement policy*

- 3.7 A Corporate Enforcement Policy was agreed by Council in October 2009. The aim of this Policy is to promote consistency across the Council and it provides the principles of the Council's approaches to enforcement. The Community Services Enforcement Policy, also agreed by Council in October 2009, is positioned below the Corporate Policy and contains more service specific information relating to legislation, approach etc. Both Policies are published on the Council's website and include aspects of the FSA Service Plan requirement, which is implemented by the Plan. Accordingly, all recipients of letters and notices relating to food safety issues are advised of the Enforcement Policy.

*Food business interventions*

- 3.8 Programmed interventions in food businesses will be carried out in accordance with:
- The minimum intervention frequencies and requirements detailed in the current version of the FSA Food Law Code of Practice;
  - The Council and Community Services Enforcement Policies.

*Intervention Programme*

- 3.9 The Intervention Programme for 2013/2014 is as follows:

Food Business Risk Category	No. of Food Businesses at 01/04/13	No. of outstanding interventions at 01/04/13	No. of interventions due 01/04/13-31/03/14	Estimated no. of revisits 01/04/13-31/03/14
A	4	1	5	2
B	71	14	50	16
C	449	173	150	60
D	125	78	18	5
E	208	136	20	5
<b>Total</b>	<b>857</b>	<b>404</b>	<b>243</b>	<b>87</b>
Non-rated	38	-	-	-

3.10 This Plan also provides commitment for the following:

*General*

- Ensure the food business database is an accurate reflection of the businesses in the West Lancashire area;
- Maintain a quality management system for the Service as part of the Council's Environmental Health Service Quality System;
- Further develop service information on the Council's website.

*Training*

- Undertake annual training needs analysis. Ensure adequate resources are available to meet training needs;
- Maintain competency of all Officers involved in food safety enforcement work;
- Implement food safety training programme;
- Undertake at least 8 accompanied interventions per year.

*Food safety education/promotion*

- Continue to provide the CIEH Level 2 Award in Food Safety in Catering Course;
- Continue to make available a full range of food safety leaflets;
- Provide at least one seminar for local businesses, annually;
- Participate in at least one food safety campaign, annually during National Food safety Week.

*Communication with stakeholders*

- Maintain and improve consultation with both businesses and the wider public;
- Distribute at least one Commercial Safety Newsletter to businesses, annually.

*Imported food controls*

3.11 The Service also enforces the legislation relating to imported foods. Documented procedures are in place for the enforcement of the legislation relating to imported Products of Animal Origin (POAO) and imported Food Not of Animal Origin (FNOA). This includes the following legislation:

- Food Safety Act 1990;
- European Communities Act 1972;
- The General Food Regulations 2004;
- The Official Feed and Food Controls (England) Regulations 2006 (as amended);
- Products of Animal Origin (Third Country Imports) (England) Regulations 2006 (as amended);
- Products of Animal Origin (Import and Export) Regulations 1996 as amended;
- EU Regulation 882/2004, 178/2002 and 852/2004;
- Contaminants in Food (England) Regulations 2007;
- The organic products (Imports from Third countries) Regulations 2003;
- The Food Hygiene (England) Regulations 2006 (as amended).

*Visits to new food businesses / non programmed interventions*



3.12 Allowance has been made in the Plan for the initial intervention of new food businesses. Once such businesses have been visited and risk rated, they will be included in the overall general Intervention Programme.

*Revisits to check compliance*

3.13 Revisits are undertaken if a further visit is needed to assess compliance with an enforcement notice or if contraventions found during an intervention are of such a risk that enforcement action may be required before the next programmed intervention.

*Food and food business complaints*

3.14 Food complaints (for example where the food contains a foreign body, is contaminated or is not cooked properly) are investigated in line with procedures laid down in the Environmental Health Quality System. Action is determined by the nature of the complaint and the potential threat posed to public health.

3.15 Similarly, complaints about food hygiene practices or the condition of food businesses are also investigated according to the potential to cause harm. Follow up action may be immediate or delayed to the next programmed intervention provided the time period is not excessive.

3.16 Based on previous data, the Service receives approximately 25 food complaints and 50 complaints about food businesses each year. Whilst the Service aims to give a first response to all such complaints within 3 working days, the length of time taken to resolve a complaint can vary considerably.

*EC Approved Premises*

3.17 Regulation EC 853/2004 requires wholesale businesses that handle, store or produce products of animal origin to be approved by the Local Authority and be issued with an EC approval number. With the exception of catering butchers, responsibility for the approval and inspection of such premises rests with the Local Authority. The list of approved premises is published on the FSA website. The EC Commission annually arranges audits of selected approved premises in member states of the EC to ensure that the controls are being applied and implemented by local authorities to a satisfactory standard. There are 9 premises currently approved and are listed below:

Fishery Products	4
Meat Products	1
Dairy Products	4
<b>TOTAL</b>	<b>9</b>

*Primary Authority Scheme and Home Authority Principle*

3.18 The Service subscribes to the current LGR Home Authority Principle (HAP). At present, the Service has not been approached by, nor is aware of, any local company who wish to enter into a formal agreement within the remit of the HAP. However, the Service does take on the role of "Originating" Authority for several businesses that operate on a regional and/or national basis and gives advice on food safety matters. Accordingly, much of the input from the Service is generated by requests for service from other enforcement authorities. Based

on previous data, the Service receives approximately 4 originating authority referrals and 4 enquiries each year.

- 3.19 The Primary Authority Scheme (PAS) has been in operation since 2009, when the Regulatory Enforcement and Sanctions Act 2008, came into force. This scheme ensures a consistent approach between local authorities and companies having a number of outlets throughout the country.
- 3.20 The operation of the PAS is the statutory responsibility of the LBRO whose role is to register partnerships, issue guidance and resolve disputes. The PAS enables companies to form a statutory partnership with a single Local Authority, which then provides robust and reliable advice for other Local Authorities to take account of when carrying out interventions or dealing with non-compliance.
- 3.21 Accordingly, Local Authorities are required to contact the relevant Primary Authority for a company covered by the PAS before taking any enforcement action.

#### *Advice to food businesses*

- 3.22 The Service is committed to providing advice to any food business within the Borough or to members of the public. Based on previous data, it is anticipated that approximately 50 such requests will be dealt with verbally and 30 requests will result in a visit and a written response each year. The response time required by performance indicators is 10 days.

#### *Food sampling*

- 3.23 The food and drink supplied, produced and sold within the Borough is sampled to assess its safety and quality. The Service carries out this responsibility in accordance with a planned sampling programme and where necessary, in response to food complaints/investigations. The Service also participates in regional, national and European sampling programmes. Further details can be found in the Council's Food Sampling Policy for 2013/2014.
- 3.24 Samples are analysed by the Public Health England Food, Water and Environmental Microbiology Network (Preston Laboratory) for microbiological content and the Public Analyst Laboratory in Preston for chemical and/or other content.
- 3.25 Additional sampling is required for the cockle and mussel production beds, which are located in the Ribble to the North of the Borough. Routine microbiological and algal toxin samples are taken and monitored through the Centre for Environment and Aquamarine Culture and Science (CEFAS). The beds are officially classified according to the quality and safety standards for potential harvesting. The national classification Scheme ensures shellfish used for food is fit for human consumption.
- 3.26 There are a small number of private water supplies monitored by the Service. These are routinely sampled and any complaints are investigated. The Service is working to ensure it complies with the Private Water Supplies Regulations 2009, which requires full compliance by 2015.

### *Control and investigation of outbreak and incidents of food related infectious disease*

3.27 This work is undertaken by the Service and involves contact with Consultants in Health Protection, Director of Public Health and Control of Infection Teams. Investigations and outbreak controls are undertaken in line with agreed written procedures and documentation between these organisations.

### *Food safety incidents and requests*

3.28 The Service will comply with the FSA Code of Practice in relation to the handling of food alerts. Accordingly, documented procedures are in place as part of the Environmental Health Quality system. The number of notifications has increased since the commencement of the FSA, and based on previous data, that the Service will respond to approximately 70 such alerts each year.

### *Liaison with other organisations*

3.29 In order to implement the Plan, the Service works closely with a number of other agencies and organisations to ensure a consistent approach to enforcement action. Accordingly, the Service will disseminate information to other regulators where there is a wider regulatory interest. These organisations include:

- The FSA;
- Local Government Regulation (LGR);
- Local Better Regulation Office (LBRO);
- Public Health England including, Food, Water and Environmental Microbiology Network (based at Preston laboratory);
- Environmental Health Lancashire (EHL);
- EHL Food Officers Group;
- Lancashire County Analyst;
- United Utilities Plc;
- Lancashire County Council Trading Standards;
- Other Local Authorities to ensure a comprehensive and consistent approach to food law enforcement.

### *Food safety promotion*

3.30 The Service recognises the importance of food safety promotional work to improve hygiene standards. The Health Promotion Unit provides this function and routinely engages in the following activities:

- Food Safety Week;
- CIEH Level 2 Award in Food Safety in Catering Courses;
- CIEH Level 2 Award in Healthier Food and Special Diets Courses;
- Specific seminars / initiatives as appropriate;
- Promotion of the FSA's Safer Food Better Business Scheme.

### *National Food Hygiene Rating System*

3.31 First introduced by the Council on 1<sup>st</sup> June 2011, the National Food Hygiene Rating Scheme provides a rating of 0 to 5 for each registered food business to which the public would normally have access. The rating for each premise is based on the risk rating that Council Officers have determined on the most recent relevant food hygiene intervention. The Scheme aims to help consumers make informed choices about where to eat or buy food by

allowing them to easily compare one food business with another within their own area or more widely. The Scheme also aims to benefit food businesses by providing an incentive for them to improve standards and do better than their competitors - i.e. a good food hygiene rating will be good for business, whilst a poor food hygiene rating may make their customers decide to purchase food elsewhere. Food Hygiene Ratings for all relevant food businesses in West Lancashire is published on the FSA website ([www.food.gov.uk](http://www.food.gov.uk)) or via the Council's website – see Appendix 2: Useful Contacts.

## 4.0 Resources

### *Financial allocation*

4.1 The total cost of the Service is £142,830 comprising of the following:

Staff and associated costs	£127,390
Equipment, materials, sampling etc.	£13,890

### *Staffing allocation*

4.2 The resources allocated within the Section for food safety matters equate to 3.0 FTE. This is comprised of the following:

- Commercial, Safety and Licensing Manager (0.25 FTE);
- Senior Environmental Health Officers (1.75 FTE);
- Environmental Health Assistants (1.0 FTE).

4.3 In accordance with the Council's business plan, the Major Service Review (MSR) process is on-going. In 2012/13, the MSR process resulted in the following:

- Deletion of the Commercial Safety Manager and Public Protection & Licensing Manager posts;
- Creation of the Commercial, Safety & Licensing Manager post, which amalgamated the duties of the above posts;
- Discontinuation of the accreditation of Environmental Health Service Quality System.

4.4 Although accreditation has been discontinued, the documented procedures for all work activities remain and are being updated. Therefore, the principle impact of the above changes is that less management time can be spent on food safety matters.

4.5 Proposals for further savings have been identified for 2014 onwards that will impact on the delivery of the food safety service. However, these proposals have yet to be ratified by full Council.

### *Staff development plan*

4.6 The Service, in accordance with the most recent version of the FSA Food Law Code of Practice, is committed to providing each member of the Food Safety Service with a minimum of 10 hours ongoing/updating training each year. Records of training needs and competency levels are kept as part of the Environmental Health Service Quality System. Attendance on appropriate training courses is undertaken is complemented by in-house training on specific developments during meetings or workshops.

4.7 The qualifications, experience and training of staff is sufficient to ensure that the Authority has the expertise to ensure competent intervention in the food businesses and processes in the Borough. Staff development is primarily assessed through the Employee Development Appraisal Interview, which is undertaken annually. The Service also participates in the EHL Food Safety Annual Training Programme.

## **5.0 Quality assessment**

- 5.1 It is our policy to undertake all functions of the Service in accordance with the procedures laid down in the Environmental Health Service Quality System.
  
- 5.2 The Service is an active member of EHL and the Food Officers Group (FOG) and is committed to developing FOG's liaison, training, peer review, inter-authority auditing, benchmarking and consistency processes. Through FOG, the Authority participates in inter-authority auditing of the Food Safety Services in Lancashire against the standard laid down by the FSA.

## 6.0 Review

### *Review against the Service Plan 2012/2013*

6.1 Performance was monitored in the following way:

- Monthly performance figures for the Food Safety Business Intervention Programme;
- Submission of performance figures against target figures to elected members on a quarterly basis;
- Performance data provided to the FSA on an annual basis;
- Performance was reviewed at regular Team meetings.

6.2 96% of the higher risk food businesses (category A, B and C (higher rated)) due for intervention during 2012/2013 received such an intervention, against a target of 90% (category A to C). 35 new food businesses also received an intervention during 2012/2013 that were not part of the Intervention Programme.

6.3 However, the food businesses that have not received a routine intervention during 2012/2013 are mainly low risk (category C (lower rated) D and E), which is in addition to a backlog from previous programmes. The method to address this backlog of interventions is detailed below.

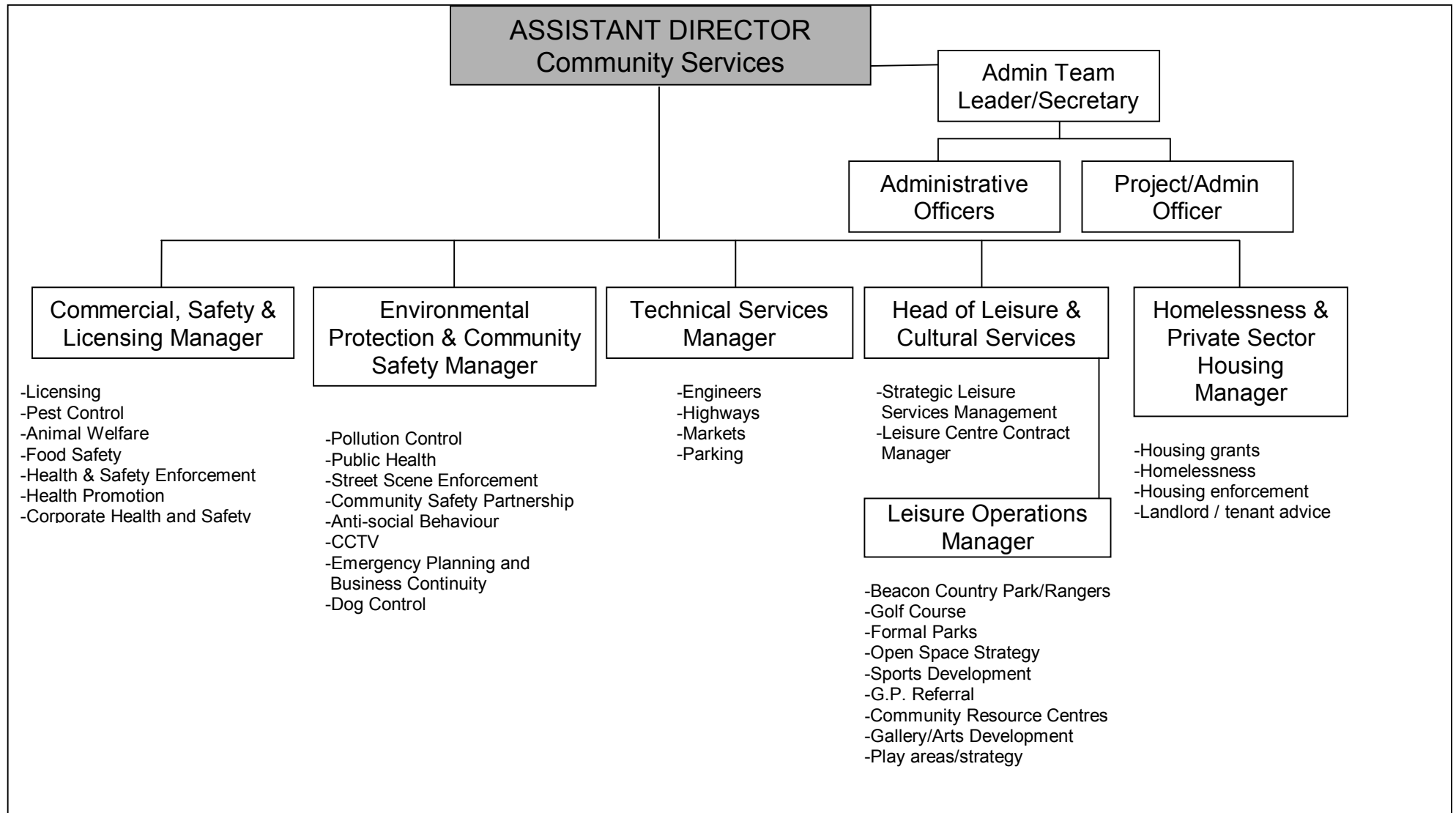
### *Areas for improvement in 2013/2014*

- The target intervention rate for the 2013/2014 Intervention Programme is 80% for all high risk food businesses (category A to C). Lower risk food businesses (category D and E) will receive an alternative intervention. The Service aims to respond to 95% of requests for service within 3 working days during 2013/2014;
- An alternative enforcement strategy will be implemented to ensure targeted interventions in accordance with FSA guidance - as follows:
  - Improved mechanism of reporting performance to Food Safety Officers, including targeting of those food businesses that are not deemed to be 'broadly compliant'.
  - Category C food businesses will receive a partial intervention focusing on hazard analysis, temperature control, cross contamination and training. A full intervention will only be carried out where Officers find evidence of an additional risk to food safety.
  - Category D food businesses will receive a surveillance visit to determine that the food business operator remains unchanged and there have been no material changes in the food business that would impact on the risk rating allocated to that business. (Where a potential risk to food safety is evident, a more targeted intervention will take place).
  - Category E food businesses will receive a written intervention to:
    - (i) confirm the food business operator contact details
    - (ii) provide a source of food safety advice and information
    - (iii) to ascertain that there have been no material changes in the food business that would impact on the risk rating allocated to that business (where a potential risk to food safety is evident, a more targeted intervention will take place).
- To further develop the M3PP software system used for the recording, programming and monitoring of food businesses and the Intervention Programme. Including direct inputting of information by Food Safety Officers;

- To work with the Public Health England laboratory service to implement the UKFSS system to provide a more efficient method of sharing of sampling information;
- To maintain the FSA Local Authority Enforcement Monitoring System (LAEMS).



**Appendix 1: Structure of Community Services**



## Appendix 2: Useful contacts

Further information on West Lancashire Borough Council's Food Safety Service can be obtained from:

West Lancashire Borough Council, Food safety Service, Robert Hodge Centre, Stanley Way, Skelmersdale, Lancashire WN8 8EE

Telephone: 01695 577177  
Fax: 01695 585126  
Email: [envhealth.admin@westlancs.gov.uk](mailto:envhealth.admin@westlancs.gov.uk)  
Webpage: [www.westlancs.gov.uk](http://www.westlancs.gov.uk)

Opening Hours: 08.45 – 17.00 (Monday-Thursday)  
08.45 – 16.45 (Friday)

Out of Hours: Emergency Service is available by contacting 01695 577177.

The 'out of hours' emergency service is available 24 hours a day, 7 days a week. An appropriate Officer from the Environmental Health Service can be contacted through this number in an emergency e.g. food poisoning outbreak.



**ARTICLE NO: 2B**

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE**

**MEMBERS UPDATE 2014/15  
ISSUE: 1**

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**Article of: Transformation Manager**

**Relevant Managing Director: Managing Director (Transformation)**

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

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**SUBJECT: MONITORING OF FORMAL COMPLAINTS (2013/14)**

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Wards affected: Borough wide

**1.0 PURPOSE OF ARTICLE**

1.1 To present data on the number of formal complaints received by the Council from April 2013 to March 2014.

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**2.0 BACKGROUND**

2.1 Types, numbers and trends in complaints provide a valuable insight into the quality of services and can make a valuable contribution to improving them. In this respect they should also be considered alongside other information such as performance indicators and securing value for money. The Customer Services team is responsible for managing the overall co-ordination of the corporate complaints process.

2.2 The Council defines a complaint as an expression of dissatisfaction about the standard of service, actions or lack of action taken by the Council, or a person or body acting on behalf of the Council, affecting an individual or group of customers. Therefore, the complaints procedure is not simply logging initial service requests e.g. for pest control, missed refuse collections, housing repairs etc. The Council's complaints procedure is attached at Appendix 1.

2.3 If a complainant wishes to pursue an issue further after the Council's own internal procedures have been exhausted, this can be raised with either the Local Government Ombudsman or the Housing Ombudsman, depending on the nature of the complaint.

### **3.0 CURRENT POSITION**

- 3.1 The principal purpose of monitoring and responding to complaints is always to improve service delivery. On the occasions where the Council acknowledged that the service was not up to the required standard, the focus is on putting the matter right AND preventing any re-occurrence.
- 3.2 This update provides Members with details of the number of formal complaints during 2013/14. Data on the number of formal complaints received by each section during this period is set out in Appendix 2 to this report. The numbers recorded are all written expressions of dissatisfaction and are not necessarily substantiated.
- 3.3 The figures for 2013/14 show an increase of 11 in the number of complaints received, when compared with 2012/13, i.e. from 122 in 2012/13 to 133 in 2013/14. Following investigation, it was established that 75 of the 133 received were without merit i.e. the Council had complied with its own policies and procedures. In comparison, the total number of complaints for the previous year (2012/13) that were without merit totalled 61. Further details regarding the nature of the specific complaints are provided at Appendix 2.
- 3.4 The figures demonstrate that where there have been genuine complaints/issues these have been dealt with accordingly and wherever possible, improvements have been made to prevent re-occurrence. The Landlord Services Team works closely with tenants to raise standards and drive improvements. In addition to the role played by the Housing and Regeneration Management Team in scrutinising the sections complaints performance, the Tenant Scrutiny Group has responsibility to review Landlord Services complaints performance on a quarterly basis. The group scrutinise performance data, consider any trends and review lessons learned from complaints to ensure that we are benefiting as much as possible from the wealth of information received in the form of complaints and enabling us to make any necessary improvements. By taking complaints seriously, the Council is ensuring that all genuine grievances are recognised and action taken to address the issue, especially by listening to valuable customer feedback.

### **4.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

- 4.1 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.

### **5.0 FINANCIAL AND RESOURCE IMPLICATIONS**

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

## **6.0 RISK ASSESSMENT**

- 6.1 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 article.
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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 Article.

### **Equality Impact Assessment**

This article is for information only and 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. Complaints Procedure
2. Formal Complaints Received April 2013 to March 2014.





## West Lancashire Borough Council

### Comments, Compliments and Complaints

The Council is always looking to improve services and you can help us do this by contacting the relevant Service Manager with any comments, compliments or complaints.

#### **Comments?**

Comments on how services might be improved to better meet the needs of customers are always welcome. If you want to offer any comments on a Council service please contact the relevant Service Manager.

#### **Compliments?**

Everyone likes to receive compliments and Council officers are no exception. More importantly, compliments can help us to identify what our customers value and can highlight good practice. If you believe you have received good service from the Council our Service Managers will be pleased to hear from you.

#### **Complaints?**

We always try to get things right but there may be occasions when customers have cause for complaint. Such complaints can serve to highlight areas where services could be improved.

The Council defines a complaint as an expression of dissatisfaction about the standard of service, actions or lack of action taken by the Council, or a person or body acting on behalf of the Council, affecting an individual or group of customers.

The Council has procedures in place to ensure that complaints are thoroughly investigated and, where possible, resolved.

## **The Complaints Procedure**

### **Stage 1- Speak to the Service Manager**

If you have a complaint you should first speak to the relevant Service Manager and explain your problem so that we can try to put this right for you.

Please note that the following will not usually be treated as complaints:

- Requests for a service e.g. reporting a housing repair
- Requests for information or an explanation of Council policy or practice
- Matters for which there is a right of appeal or a more appropriate or prescribed legal remedy
- Complaints about the conduct of Councillors, which should be reported to the Monitoring Officer - Managing Director (People and Places)
- Complaints about decisions, in respect of licences, permits, approvals, consents, permissions or registrations or any related enforcement actions.

### **Stage 2 – Submit a formal complaint to the Complaints Co-ordinator**

If, after speaking to the Service Manager, your complaint remains unresolved, you can either:

- Submit an online complaints form
- Send a letter, email or a downloaded paper complaints form (complaints forms are also available from Customer Services and Service Managers) to the relevant Complaints Co-ordinator setting out your complaint
- Contact Customer Services on 01695 577177 who will complete a complaints form with you over the phone

The Service Manager will investigate your complaint and will aim to respond within 10 working days.

### **Stage 3 – Refer your formal complaint to the Head of Service**

If your complaint remains unresolved, you can ask the Head of Service to review your complaint. Please explain the reasons why you remain dissatisfied. The Head of Service will aim to respond within 10 working days.

### **Stage 4 – Ask the Managing Directors for a final review**

If you believe your complaint remains unresolved, then the final stage of the complaints procedure is a review by one of the Managing Directors. Please explain fully why you believe your complaint remains unresolved. The relevant Managing Director will aim to respond within 10 working days.

**Following the review by a Managing Director, if you still believe your complaint remains unresolved, you can refer the matter to the relevant Ombudsman. The Managing Director that reviewed your complaint will write to you advising how you can do this.**

For more information please contact Customer Services via email [customer.services@westlancs.gov.uk](mailto:customer.services@westlancs.gov.uk) or by calling 01695 577177





# West Lancashire Borough Council

## Complaint form

Please use black ink if possible

When you have filled in this form send it to the relevant complaints co-ordinator (listed below) at: West Lancashire Borough Council, 52 Derby Street, Ormskirk L39 2DF

<b>Name of service manager you have spoken to</b>		
<b>Your name</b>		
<b>Your address</b>		
<b>Tel:</b>	<b>(Home)</b>	<b>(Work)</b>
<b>What do you think the Council failed to do?</b>		

<b>What do you want us to do to put it right?</b>	
<b>Which officers have you contacted about this matter?</b>	
If you have any documents to support your complaint, for example letters, they can be sent with this form. Please tick the box if you would like them returned to you. (You may prefer to send photocopies)	
<b>To be signed by the person making the complaint</b>	
<b>Signed</b>	<b>Date</b>

<b>Equality monitoring:</b> Please complete this section so we can establish if there are issues which disproportionately affect or are specific to particular groups.						
<b>Gender:</b>		Female	Male	Not given		
<b>Disability:</b> (mark one only)	None	Blind/ partially sighted	Dyslexia	Needs personal care/support	Multiple disabilities	Registered
	Wheelchair user	Deaf/ hearing impaired	Mental health difficulty	Unseen disability	Other disability	Not registered
<b>Age:</b>	30 or under	31 to 50	51 to 60	61 to 70	71 or over	
<b>Ethnic origin:</b>	White	White British		White Irish		Other white
	Mixed	White and black Caribbean		White and black African		White and Asian
		Any other mixed background				
	Asian or Asian British	Indian	Pakistani	Bangladeshi	Other Asian	
	Black or Black British	Black Caribbean	Black African	Other Black		
	Other Ethnic	Chinese	Other ethnic category			



## West Lancashire Borough Council

### Complaints Co-ordinators

#### **Borough Solicitor**

#### **Complaints Co-ordinator**

Sylvia Smith

Senior Admin & Electoral Services Officer

[sylvia.smith@westlancs.gov.uk](mailto:sylvia.smith@westlancs.gov.uk)

#### **Responsible for:**

Admin & Electoral Services

Civic Services

Legal Services

Land Charges

Member Development

Member Services

Procurement

#### **Borough Treasurer**

#### **Complaints Co-ordinator**

Natasha Bryan

Risk & Performance Officer

[natasha.bryan@westlancs.gov.uk](mailto:natasha.bryan@westlancs.gov.uk)

#### **Responsible for:**

Accountancy Management

Audit

Insurance

Risk Management

Treasury

#### **Community Services**

#### **Complaints Co-ordinator**

Lindsay Mulhaney

Admin Team Leader

[lindsay.mulhaney@westlancs.gov.uk](mailto:lindsay.mulhaney@westlancs.gov.uk)

#### **Responsible for:**

Commercial Safety

Community Safety

Dog Control

Environmental Protection

Home Care Link

Leisure, Arts & Culture services

Off Street Parking

Ormskirk Market

Private Sector Housing & Homelessness

Public Protection & Licensing

Technical Services

#### **Housing & Regeneration**

#### **Complaints Co-ordinator**

Peter Morrison

Performance & Project Manager

[peter.morrison@westlancs.gov.uk](mailto:peter.morrison@westlancs.gov.uk)

#### **Responsible for:**

Management of Council Estates

Furnished Tenancies

Council Garages

Housing Allocations

Housing Strategy

Maintenance of council buildings

Maintenance of the Council's housing stock

Rent & Money Advice

Right to Buy

Sheltered Housing

Tenant Involvement

Management of the Council's Assets

Business Advice

Economic Development

Estates & Valuation

Management of the Council's Commercial

**Housing & Regeneration continued.**

**Revenues and Benefits Service**

**Complaints Co-ordinator**

Ian Wright

Team Leader Customer Access

[ian.wright@oneconnectlimited.co.uk](mailto:ian.wright@oneconnectlimited.co.uk)

**Planning Services**

**Complaints Co-ordinator**

Helen Rafferty

Research Officer

[helen.rafferty@westlancs.gov.uk](mailto:helen.rafferty@westlancs.gov.uk)

**Street Scene**

**Complaints Co-ordinator**

Philip Samosa

Support Manager

[philip.samosa@westlancs.gov.uk](mailto:philip.samosa@westlancs.gov.uk)

**Transformation**

**Complaints Co-ordinator**

Lynn Isherwood

Assistant Customer Services Manager

[lynn.isherwood@westlancs.gov.uk](mailto:lynn.isherwood@westlancs.gov.uk)

Property Portfolio

Regeneration

Tourism

**Responsible for:**

Council Tax

Housing & Council Tax Benefits

National Non Domestic Rates

Revenue & Payments

**Responsible for:**

Building Control

Development Management

Heritage & Conservation

Planning Enforcement

Planning Policy

Street name & numbering

Trees & Landscaping

**Responsible for:**

Bulky Household Waste Collections

Cemeteries

Grounds Maintenance

Refuse & Recycling Collections

Street Cleansing including fly tipping

Trade Waste Collections

**Responsible for:**

Communication & Consultation

Customer Services

Human Resources

Organisational Re-engineering

Partnership & Performance

**Appendix 2**

<b>SERVICE</b>	<b>No. of Complaints 2010/11</b>	<b>No. of Complaints 2011/12</b>	<b>No. of Complaints 2012/13</b>	<b>No. of Complaints 2013/14</b>	<b>Comments</b>
<b>Transformation</b>	1	4	5	<b>4</b>	All 4 complaints received were regarding Customer Services; 1 regarding wait times within the Contact Centre, 1 regarding the conduct of a member of staff and 2 regarding how an enquiry had been dealt with. In relation to wait times this particular complaint was raised during a period when the Contact Centre was experiencing high call volumes which impacted on wait times. In relation to the complaint regarding the conduct of a member of staff, following investigation it was identified that no further action should be taken. The two complaints regarding service delivery have resulted in changes being made to improve how these services are delivered.
<b>Planning Services</b>	12	13	18	<b>12</b>	In 2013/14, Planning services received 12 complaints. In 11 cases, it was found that correct procedures were followed and there was no fault from the Council. In the remaining case, an administration error was accepted by the Council and procedures are now in place to ensure it does not happen again.
<b>Community Services</b>	3	6	3	<b>6</b>	In relation to Community Services, 6 complaints in total have been received in 2013/14, 3 of these related to Environmental Protection. Private Sector Housing, Technical Services and Pest Control all received one complaint.  Out of the 6 complaints received it was

					established that correct procedures had been followed regarding 5 of these. Only one resulted in the alteration of the working procedures within Technical Services, whereby an apology was made for misunderstandings following a market trader not being allowed to continue to trade at Ormskirk Market on a casual basis.
<b>Revenues and Benefits</b>	19	22	17	<b>27</b>	Out of the 27 complaints that were received, it was established that: 19 were found to have complied with existing policies and procedures. 7 resulted in written apologies being issued to customers. 1 resulted in records being amended.

<p><b>Housing &amp; Regeneration</b></p>	<p>34*</p>	<p>50</p>	<p>60</p>	<p><b>61*</b></p>	<p>The total number of complaints received this year is very similar to the number received in 2012/13. Work has continued to encourage tenants to provide feedback in order to help us to improve, so it is reassuring to see that complainants are still taking the opportunity to do so. It is also important to note that during 2013/14 we began an extensive programme of improvements to our housing stock. This included new kitchens and bathrooms for a large number of tenants and a considerable amount of disruption. It could be expected that complaints would increase during this period but reassuringly they have remained stable. Out of the 61 complaints received, 28 of these were without merit.</p> <p><i>*Please note the team figures below do not total 61 as one complaint concerned two teams.</i></p>
<p>Property Services</p>			<p>30</p>	<p>45*</p>	<p>The majority of complaints received in the service concern the timeliness of repairs (16), the conduct of contractors completing repairs (8) and the quality of repairs which have been completed (7). The complaints regarding timeliness of repairs appear to be predominantly repairs which were outstanding and which have now been resolved.</p> <p>It was also identified that a number of complaints received were actually requests for service which had been made incorrectly via the complaints process rather than through the appropriate channels.</p> <p>To continually improve the service we offer for tenants, we will be constantly working towards monitoring and improving the process to ensure tenants are informed and aware of</p>

					how and who to contact to ensure matters are resolved.  <i>*Please note, the total complaints in Property Services, includes one complaint where the issue also concerned Sheltered Housing.</i>
Voids & Allocations			13	4	
Rent & Money Advice			3	4	
Estate Management & Anti Social Behaviour			9	3	
Sheltered Housing			5	5*	<i>*Please note, the total complaints in Sheltered Housing, includes one complaint where the issue also concerned Property Services.</i>
Right to Buy				1	
Regeneration				0	
<b>Borough Solicitor</b>	2	0	1	<b>0</b>	
<b>Borough Treasurer (Accounts, Treasury Management, Audit, Insurance)</b>				<b>1</b>	The section received one complaint relating to the provider of the Content Insurance Scheme refusing a claim. The complainant believed that the decision had actually been made by the Insurance section. This was taken to the Insurance Ombudsman but no fault was found either by the Insurance Provider or the Authority.



<b>Street Scene</b>	5	11	18	<b>22</b>	Street Scene experienced an increase of four complaints compared to the previous year; however eleven of the complaints received were without merit.
Refuse/Recycling			16	19	
Cleansing			2	2	
Grounds Maintenance				1	
Civic (Bulky Refuse)					
Collection Service					
Abandoned Vehicles					
Medical Collections					
Highways (LCC)					
Fly Tipping					
Bonfire Removal					
Trade Waste					
<b>Total</b>	76	107	122	<b>133</b>	





**ARTICLE NO: 2C**

**CORPORATE AND  
ENVIRONMENTAL OVERVIEW &  
SCRUTINY COMMITTEE**

**MEMBERS UPDATE 2014/5  
ISSUE:1**

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**Article of: Transformation Manager**

**Relevant Managing Director: Managing Director (Transformation)**

**Relevant Portfolio Holder: Councillor Westley, Councillor Houlgrave**

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**SUBJECT: ICT STRATEGIC PLAN**

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Wards affected: Borough wide

## **1.0 PURPOSE OF ARTICLE**

1.1 To provide Members with an update on the ICT Strategy / Implementation Plan.

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## **2.0 BACKGROUND**

2.1 West Lancashire Borough Council entered into a shared services agreement with Lancashire County Council (LCC) and their joint venture company, One Connect Limited, in July 2011. Delivery of which commenced in October 2011. One Connect Limited delivered a Revenue and Benefits service as well as an ICT service on behalf of the Council. The arrangement has enabled the Council to make significant savings whilst broadly maintaining service levels.

2.2 As at the beginning of May 2014, Lancashire County Council had finalised the new partnership arrangement that sees BT Lancashire Services (BTLS) replacing One Connect Limited.

2.3 West Lancashire Borough Council's ICT & Revenue and Benefits services, for which LCC / BTLS are responsible, will continue to be delivered to a high standard and there has not been any operational changes to service delivery as a result of this.

2.4 The purpose of the ICT Strategy and associated Implementation Plan is to set out the high level strategic direction and plan for ICT development for the Council in 2014 and beyond. It identifies the agreed strategic ICT priorities and specific actions that will deliver ICT aligned business benefits for the Council (see Appendix A).

2.5 The strategy will be updated regularly and reviewed against the Council's Business Plan, together with its corporate priorities.

### **3.0 CURRENT POSITION**

3.1 Following agreement of the strategy, BTLs are delivering the priorities as outlined in Appendix A which will ensure that, for example the Council maintains its Government Code of Connection status / Public Sector Network accreditation. It will put the Authority in a stronger position moving into 2014/15 as a result of software and hardware upgrades to reach Government compliance. The Council will also migrate onto Lancashire County Council's Microsoft Exchange platform which, for example, will enable future improvements to be made with mobile working. A solution will also be agreed to manage data to ensure it complies with the requirements under information handling regimes.

### **4.0 ISSUES**

4.1 It is essential that the ICT strategy is delivered, maintained and continually reviewed effectively to ensure the current and future objectives of the Council can be met efficiently.

### **5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

5.1 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.

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

6.1 There are some financial/resource implications arising from this article in respect of the implementation of the ICT strategy. All costs have been met through existing budgets / resources.

### **7.0 RISK ASSESSMENT**

7.1 This item is for information only and does not contain any recommendations. It therefore does not require a formal risk assessment. However, the actions referred to in the report are covered in the relevant operational risk registers.

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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 Article.

### **Equality Impact Assessment**

This article is for information only and 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**

Appendix A: Strategy Priorities for Implementation



APPENDIX A: Strategy Priorities for Implementation

<b>Strategy Priorities for Implementation</b>	<b>Description of Priorities</b>	<b>Progress</b>
<b>West Lancashire Code of Connection (CoCo) accreditation and approval.</b>	Delivered to maintain Government Code of Connection requirements and ensure compliance.	Completion due by end of May
<b>Take out Microsoft Enterprise services Agreement (ESA).</b>	This means WLBC are licensed to reuse and share BTLS platforms for future upgrades resulting in savings for WLBC.	Completion due by end of summer
<b>Upgrade all PC's that are capable to run windows 7 and consider a virtual (thin client / VDI) desktop on existing PC hardware for the remainder.</b>	Enables programme upgrades for all computers and enables WLBC to benefit from BTLS platforms. Minimises the impact of Windows XP becoming end of life.	Completion due by end of June
<b>Migrate onto the county Council's Microsoft Exchange 2010 platform.</b>	Enables WLBC to utilise the Microsoft exchange platform delivered for the County Council. Having the ability to use the platform will result in reduced spending from WLBC because licensing costs will be covered by the Microsoft Enterprise Services Agreement.	Completion due by end of July
<b>Upgrade of Oracle and SQL server platform from SQL 2005 for core applications.</b>	This is a must do Microsoft action. Needs to be in place for project requirements and application upgrades. Individual Elector Registration (IER) is a driver for this.	Completion due by end of summer

<p><b>Deliver a solution for managing data generated from applications in West Lancashire Borough Council to ensure the council complies with the Data Protection Act and its own data retention policy. (1<sup>st</sup> phase of implementation to then form the corporate solution.)</b></p>	<p>This ensures WLBC complies with the Data Protection Act and Data Retention Policy.</p>	<p>Completion due by end of July</p>
<p><b>Improve the remote working solution and replace the ageing citrix solution.</b></p>	<p>Enables WLBC to have remote working solutions deployed for staff. Needs to be complete for PSN reaccreditation.</p>	<p>Completion due by end of June</p>
<p><b>Understand and define key requirements and drivers for a corporate Electronic Document Management System (EDMS) solution and explore the requirements of Electronic filing and record management across the council.</b></p>	<p>Assists WLBC to understand the issues related to document management and highlight where improvements can be made.</p>	<p>Options to be provided by end of summer</p>
<p><b>Software Asset management and licence audit control.</b></p>	<p>Ensures WLBC is fully licensed and avoids any fines for illegal licensing if audited.</p>	<p>Completion due end of summer</p>





**ARTICLE NO: 2D**

**CORPORATE &  
ENVIRONMENTAL OVERVIEW  
& SCRUTINY COMMITTEE**

**MEMBERS UPDATE: 2014/15  
ISSUE: 1**

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<b>Article of:</b>	<b>Borough Treasurer</b>
<b>Relevant Managing Director :</b>	<b>Managing Director (People and Places)</b>
<b>Relevant Portfolio Holder:</b>	<b>Councillor D.Westley</b>
<b>Contact for further information:</b>	<b>Mr M Kostrzewski (Ext 5374)</b> <b><a href="mailto:Mike.kost@westlancs.gov.uk">Mike.kost@westlancs.gov.uk</a></b> <b>Jonas Smith (Ext 5093)</b> <b><a href="mailto:Jonas.smith@westlancs.gov.uk">Jonas.smith@westlancs.gov.uk</a></b>

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**SUBJECT: ANNUAL VAT REPORT 2013/2014**

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Wards affected: Borough wide

## **1.0 PURPOSE OF ARTICLE**

- 1.1 To inform Members of developments and performance in relation to Value Added Tax (VAT).
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## **2.0 BACKGROUND**

- 2.1 The Accountancy Service has the following objectives for accounting for VAT:
- minimise the Council's VAT liabilities
  - raise the profile of VAT within the Authority
  - develop and improve VAT processes and procedures.
- 2.2 One of the means of achieving these objectives is the production of an Annual VAT Report for Members.

### 3.0 ACCOUNTING FOR VAT

- 3.1 The Council pays VAT to its suppliers for most of the goods and services it procures. The Council also charges VAT for most goods and services provided to its customers for business reasons. Any VAT paid to suppliers is recovered from Her Majesty's Revenue and Customs (HMRC) and any VAT received on the Council's supplies is paid to HMRC. This is done by the completion of a monthly VAT Return.
- 3.2 Responsibility for the Council's VAT function is incorporated within the Accountancy team and its staff aim to continually minimise the Council's VAT liabilities. This includes ensuring fines, interest, and assessments are minimised and VAT recovery is maximised. To achieve this, every effort is made to ensure that VAT is accounted for correctly throughout the Authority and that all staff are aware of relevant changes in VAT Regulations.

### 4.0 VAT MANAGEMENT AND PERFORMANCE

#### VAT Returns

- 4.1 The Council generally expends more on VAT than it collects from its own activities. This is because most of its own activities are not classed as being carried out for business purposes and VAT is, therefore, not applicable. As such, the monthly VAT Returns reclaim the net VAT from HMRC by the Council. During 2013/2014, the Council paid a total of £5,262,481 VAT to suppliers and received a total of £922,359 VAT from its own customers. This resulted in a net total of £4,340,122 being reclaimed from Revenue and Customs. The average VAT return for 2013/2014 was £361,677 comprising, £438,540 due from Revenue and Customs and £76,863 due to them. Table 1 shows how these values compare to the previous financial year of 2012/2013:

	2013/2014 £'000	2012/2013 £'000
Total VAT:		
Paid to Suppliers	5,262	4,914
Received from our own Customers	922	1,094
Reclaimed from Customs and Excise	4,340	3,820
Average Monthly VAT:		
Paid to Suppliers	439	409
Received from our own Customers	77	91
Reclaimed from Customs and Excise	362	318

## **VAT Penalties**

- 4.2 If there are mistakes within the VAT return or if something is missed from it the Council is liable to fines, interest charges, and other financial penalties. A voluntary disclosure is declared when errors are above a threshold of £10,000. This limit has been increased by HMRC from £2,000 as from 1 July 2008. To date we have not been required to register a voluntary disclosure as the Council has not breached this threshold. As from 1 April 2009 a new penalty regime has been implemented by HMRC, which could have an impact on the Council due to the way that fines, interest charges and other penalties are to be calculated, as this could result in a greater percentage of fine being levied to the Council. However, currently this new regime has had no impact on the Council, which is due to no fines etc being imposed.

## **De Minimis Calculation (Partial Exemption)**

- 4.3 Exempt activities for VAT purposes are defined in the VAT Act 1994 and cover 15 categories. Local Authorities can only reclaim VAT paid to their suppliers for its exempt activities providing that this is less than 5% of the total VAT paid to suppliers. For this Council, this is usually in the region of £200,000 per year. If this threshold is exceeded, the Council would be liable to pay the full value of its exempt VAT to Revenue and Customs, i.e. around £200,000.
- 4.4 The Vat team monitor exempt expenditure throughout the year to ensure that the Council does not exceed the 5% margin. In recent years the percentage has not been greater than 2% and for 2013/14 it is again expected to be around this level.
- 4.5 The Council will take specialist advice, if appropriate, when projects that may affect its vat position substantially are undertaken, for example large scale capital projects. In addition such issues are raised with HMRC to inform them of the project and the proposed vat approach the Council is undertaking.

## **VAT Manual and Training**

- 4.6 The Council has a VAT manual, which is available on the Council's intranet and was last updated in June 2014. Details on vat issues are also included in the Finance Budget Manual which is published on the Intranet.

## **Overall Performance**

- 4.7 Management of the VAT function within the Authority is a well established process. For 2013/14 the monthly vat return to HMRC was always completed on time. HMRC inspections in previous years have been undertaken with the result that the Council's processes and procedures have been given a clean bill of health. The Authority is part of a Lancashire wide Council networking group

whereby, Vat topics and issues of a common interest can be raised. This promotes good practice across the Councils and the latest VAT topics are discussed in order to maximise performance.

## **5.0 RECENT VAT DEVELOPMENTS**

- 5.1 The Vat Team continually review developments in the sector in order to identify any implications for the Council. Some of the current issues are highlighted below.

### **VAT on Off-Street Car Parking**

- 5.2 Local Authorities can provide off-street parking where for the purpose of relieving or preventing congestion of traffic it appears to be necessary to provide within their area suitable parking places for vehicles. The output VAT levied for this function has been subject to legal proceedings by a group of Councils, commonly referred to as the Isle of Wight case. It is a complex and technical issue, which may result in the Council not levying output VAT for this service area. This may mean that the amount of Vat levied to date by the Council may be repaid to the Authority at some future date. Protective claims are submitted to HMRC annually to safeguard the Council's Vat position, and the sum involved to the end of the 2013/14 financial year is £1.435m.
- 5.3 On the 16<sup>th</sup> October 2012 a First Tier (Tax) Tribunal found in favour of HMRC with regards this case, ie that VAT is applicable to Off-Street Car Parking charges. However, an appeal was lodged by Isle of Wight Council and others with the Upper Tribunal and although no judgement has been released at the time of writing Councils are still able to submit requests to stand over further appeals.

### **Trade Refuse**

- 5.4 The Council has submitted a VAT claim to HMRC in respect of Trade Refuse Collection income for a sum in the region of £155,000 plus interest. This activity has been reclassified as non business, as advised by HMRC and therefore vat is not chargeable to Clients. . There are indications that HMRC are proposing to settle these claims by offering a proportion, thought to be 20% of the total value of the claim submitted.

## **6.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

- 6.1 There are no significant sustainability impacts or Community Strategy implications associated with this Update.

## **7.0 RISK ASSESSMENT**

7.1 The formal reporting of performance on VAT is part of the overall management and control framework that is designed to minimise the financial risks facing the Council.

## **8.0 SUMMARY**

8.1 Value Added Tax is a technical and complex area and mistakes can be costly to the Council. The Accountancy team strive to ensure that the Council's VAT liabilities are minimised and VAT recovery is maximised by developing and improving VAT processes and procedures.

8.2 The possibility of recovering VAT in relation to car parking and trade refuse claims, would, if successful, provide a significant benefit for the Council in these difficult financial times.

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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 Article.

### **Equality Impact Assessment**

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

### **Appendices:**

None.