

MEMBERS INTERESTS 2012

A Member with a disclosable pecuniary interest in any matter considered at a meeting must disclose the interest to the meeting at which they are present, except where it has been entered on the Register.

A Member with a non pecuniary or pecuniary interest in any business of the Council must disclose the existence and nature of that interest at commencement of consideration or when the interest becomes apparent.

Where sensitive information relating to an interest is not registered in the register, you must indicate that you have an interest, but need not disclose the sensitive information.

Please tick relevant boxes

Notes

	General		Notes
1.	I have a disclosable pecuniary interest.	<input type="checkbox"/>	<i>You cannot speak or vote and must withdraw unless you have also ticked 5 below</i>
2.	I have a non-pecuniary interest.	<input type="checkbox"/>	<i>You may speak and vote</i>
3.	I have a pecuniary interest because it affects my financial position or the financial position of a connected person or, a body described in 10.1(1)(i) and (ii) and the interest is one which a member of the public with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice my judgement of the public interest or it relates to the determining of any approval consent, licence, permission or registration in relation to me or a connected person or, a body described in 10.1(1)(i) and (ii) and the interest is one which a member of the public with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice my judgement of the public interest	<input type="checkbox"/> <input type="checkbox"/>	<i>You cannot speak or vote and must withdraw unless you have also ticked 5 or 6 below</i> <i>You cannot speak or vote and must withdraw unless you have also ticked 5 or 6 below</i>
4.	I have a disclosable pecuniary interest (Dispensation 16/7/12) or a pecuniary interest but it relates to the functions of my Council in respect of: (i) Housing where I am a tenant of the Council, and those functions do not relate particularly to my tenancy or lease. (ii) school meals, or school transport and travelling expenses where I am a parent or guardian of a child in full time education, or are a parent governor of a school, and it does not relate particularly to the school which the child attends. (iii) Statutory sick pay where I am in receipt or entitled to receipt of such pay. (iv) An allowance, payment or indemnity given to Members (v) Any ceremonial honour given to Members (vi) Setting Council tax or a precept under the LGFA 1992	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i>
5.	A Standards Committee dispensation applies (relevant lines in the budget – Dispensation 20/2/13 – 19/2/17)	<input type="checkbox"/>	<i>See the terms of the dispensation</i>
6.	I have a pecuniary interest in the business but I can attend to make representations, answer questions or give evidence as the public are also allowed to attend the meeting for the same purpose	<input type="checkbox"/>	<i>You may speak but must leave the room once you have finished and cannot vote</i>

'disclosable pecuniary interest' (DPI) means an interest of a description specified below which is your interest, your spouse's or civil partner's or the interest of somebody who you are living with as a husband or wife, or as if you were civil partners and you are aware that that other person has the interest.

Interest

Employment, office, trade, profession or vocation

Sponsorship

Prescribed description

Any employment, office, trade, profession or vocation carried on for profit or gain.

Any payment or provision of any other financial benefit (other than from the relevant authority) made or provided within the relevant period in respect of any expenses incurred by M in carrying out duties as a member, or towards the election expenses of M.

	This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.
Contracts	Any contract which is made between the relevant person (or a body in which the relevant person has a beneficial interest) and the relevant authority— (a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged.
Land	Any beneficial interest in land which is within the area of the relevant authority.
Licences	Any licence (alone or jointly with others) to occupy land in the area of the relevant authority for a month or longer.
Corporate tenancies	Any tenancy where (to M's knowledge)— (a) the landlord is the relevant authority; and (b) the tenant is a body in which the relevant person has a beneficial interest.
Securities	Any beneficial interest in securities of a body where— (a) that body (to M's knowledge) has a place of business or land in the area of the relevant authority; and (b) either— (i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person has a beneficial interest exceeds one hundredth of the total issued share capital of that class.

"body in which the relevant person has a beneficial interest" means a firm in which the relevant person is a partner or a body corporate of which the relevant person is a director, or in the securities of which the relevant person has a beneficial interest; "director" includes a member of the committee of management of an industrial and provident society;

"land" excludes an easement, servitude, interest or right in or over land which does not carry with it a right for the relevant person (alone or jointly with another) to occupy the land or to receive income; "M" means a member of a relevant authority;

"member" includes a co-opted member; "relevant authority" means the authority of which M is a member;

"relevant period" means the period of 12 months ending with the day on which M gives notice to the Monitoring Officer of a DPI;

"relevant person" means M or M's spouse or civil partner, a person with whom M is living as husband or wife or a person with whom M is living as if they were civil partners;

"securities" means shares, debentures, debenture stock, loan stock, bonds, units of a collective investment scheme within the meaning of the Financial Services and Markets Act 2000 and other securities of any description, other than money deposited with a building society.

'non pecuniary interest' means interests falling within the following descriptions:

- 10.1(1)(i) Any body of which you are a member or in a position of general control or management and to which you are appointed or nominated by your authority;
- (ii) Any body (a) exercising functions of a public nature; (b) directed to charitable purposes; or (c) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union), of which you are a member or in a position of general control or management;
- (iii) Any easement, servitude, interest or right in or over land which does not carry with it a right for you (alone or jointly with another) to occupy the land or to receive income.
- 10.2(2) A decision in relation to that business might reasonably be regarded as affecting your well-being or financial position or the well-being or financial position of a connected person to a greater extent than the majority of other council tax payers, ratepayers or inhabitants of the ward, as the case may be, affected by the decision.

'a connected person' means

- (a) a member of your family or any person with whom you have a close association, or
- (b) any person or body who employs or has appointed such persons, any firm in which they are a partner, or any company of which they are directors;
- (c) any person or body in whom such persons have a beneficial interest in a class of securities exceeding the nominal value of £25,000; or
- (d) any body of a type described in sub-paragraph 10.1(1)(i) or (ii).

'body exercising functions of a public nature' means

Regional and local development agencies, other government agencies, other Councils, public health bodies, council-owned companies exercising public functions, arms length management organisations carrying out housing functions on behalf of your authority, school governing bodies.

A Member with a personal interest who has made an executive decision in relation to that matter must ensure any written statement of that decision records the existence and nature of that interest.

NB Section 21(13) of the LGA 2000 overrides any Code provisions to oblige an executive member to attend an overview and scrutiny meeting to answer questions.

**CORPORATE AND ENVIRONMENTAL
OVERVIEW AND SCRUTINY COMMITTEE**

HELD: 4 DECEMBER 2014

Start: 7.30PM

Finish: 10.00pm

PRESENT:

Councillors: Mrs Blake (Vice Chairman)

Ashcroft	Fillis
S Bailey	G Hodson
Mrs Baybutt	J Hodson
Delaney	L Hodson
Dereli	McKay
Devine	Mee
Dowling	Ms Melling
Mrs C Evans	O'Toole
Mrs R Evans	

Officers: Assistant Director Community Services (Mr D Tilleray)
Transformation Manager (Mr S Walsh)
Head of Leisure & Cultural Services (Mr J Nelson)
Technical Services Manager (Mr C Brady)
Partnership and Performance Officer (Ms A Grimes)
Graduate Trainee (Transformation) (Ms A Cleary)
Assistant Solicitor (Mrs T Sparrow)
Principal Overview and Scrutiny Officer (Mrs C A Jackson)

In attendance:

Trustee, West Lancashire Community Leisure (WLCL) (Mrs J McNally)
Contracts Manager, WLCL (Mr M Snaylam)

26. APOLOGIES

There were no apologies for absence.

27. MEMBERSHIP OF THE COMMITTEE

In accordance with Council Procedure rule 4, Members noted the termination of membership of Councillors R Bailey, Mrs Marshall and Wright and the appointment of Councillors O'Toole, S Bailey and Dowling, for this meeting only, thereby giving effect to the wishes of the Political Groups.

28. URGENT BUSINESS

There were no items of urgent business.

29. DECLARATIONS OF INTEREST

Councillor S Bailey declared a non-pecuniary interest in relation to item 10, A Market Strategy for Ormskirk Town Centre, in relation to references to Edge Hill University arising from her employment with that University.

30. DECLARATIONS OF PARTY WHIP

There were no declarations of a Party Whip.

31. MINUTES

RESOLVED: That the minutes of the Corporate and Environmental Overview and Scrutiny Committee held on 23 October 2014 be received as a correct record and signed by the Chairman.

32. WEST LANCASHIRE LEISURE (WLCL)/SERCO ANNUAL REPORT

Consideration was given to the presentation by Mark Snaylam, Contracts Manager of West Lancashire Community Leisure (WLCL) as contained on pages 209 to 217 of the Book of Reports.

Mrs J McNally, a Trustee of WLCL attended the meeting and Mr Snaylam acknowledged the good work undertaken by the Trust Members throughout the year.

In relation to operations, the Contracts Manager, referred to the following:

- 2013 Commitments – Increase patronage; growth in business; integration of Beacon Park golf centre into operations; increase swimming lesson usage; continuous improvement / development of staff; work undertaken with partners and community groups; offering more participation opportunities through Trust funding.
- Patronage/Income 2013 – increase patronage in wetside visits (7%); increase in income wetside (1%); decrease in dryside patronage (-2%) and dryside income decrease (-28%).
- Operational Highlights – increase in patronage year on year from 2004 (21%); community based special events (Chairman's Cup; Schools Triathlon; Cycling events); the GP Referral scheme; closer links with National Governing Bodies (Badminton England) and community groups.

In relation to engagement of the community events, the success of the GP referral scheme and Schools Triathlon, amongst others, were highlighted.

The review also highlighted the work undertaken at Beacon Park Golf Centre. However, it was reported that the national decline of golf across the UK was reflected in the reduction in people using the course. At the start of 2014 Members received a 25% discount on their golf contracts as a recompence for the shortened course, issues related to landfill works and the inclement weather that had caused the course to be closed at times.

References were also made to the opportunities and challenges that had or were being faced including: managing energy costs; works associated with Beacon Golf Centre; reduction in "dryside" users; increasing patronage with a downturn in the market; ensuring that the community that use the leisure facilities and the people that support them, realise their full potential.

The changes in relation to the leisure operations of Serco, announced in November, were highlighted as were the challenges, current arrangements and future opportunities. It was emphasised that it would be “business as usual” with the change only reflected in the business title and that the management and maintenance of assets would continue as before.

In conclusion of the review of the previous 12 months the way forward for the coming year was featured which included reference to: challenges to increase patronage and grow the business; managing the refurbishment works at Beacon Park (Golf Centre); further increasing swimming lesson usage (Nye Bevan and Park Pool); continuous improvement of facilities and development of staff; working with partners and community groups and offering more participation opportunities through Trust funding.

Comments and questions were raised in respect of the following:

- Beacon Golf Centre – decline locally and nationally of golf as a sport; raising the profile / increase community use; diversification; encouraging younger players to use the facilities (introduction of programme with local schools); renovation work; accessibility improvements.
- Food and Beverage – availability / variety of food and drink provision at Serco leisure facilities.
- Former Skelmersdale Sports Centre – decision related to closure.
- Energy Efficiencies – approaches; operational savings; up-grades / replacement of older, less efficient energy systems (Nye Bevan / Park Pool); interior changes.
- Leisure Provision – changes effected by announced Serco divestment in Leisure; guarantees related to leisure facilities during existing contract;
- Burscough Sports Centre – future arrangements of non-use/exterior areas.

The Contracts Manager of WLCL contributed to the discussion and responded to questions.

The Head of Leisure and Cultural Services, who attended the meeting, responded to questions and provided clarification on issues raised.

The Assistant Director Community Services made an undertaking to issue a press release on the leisure service operation.

On behalf of the Committee, the Vice Chairman thanked the representatives from the Leisure Trust for their attendance, the informative presentation and contribution to the discussion.

RESOLVED: That the representatives from the Leisure Trust be thanked for their presentation and attendance.

33. WORK PROGRAMME 2014/15

The following two items, as part of its Work Programme for 2014/15, were considered..

34. WELFARE REFORM REPORT

Consideration was given to the circulated briefing note of the Transformation Manager, as contained on pages 219 to 220 of the Book of Reports, that asked Members to consider a way forward, following a request from Council to establish an agenda item entitled 'Welfare Reform Report.'

The Transformation Manager attended the meeting, provided an overview and clarification on the current position as it affected Welfare Reform/Universal Credit, referring to details as set down in the briefing note. He made an undertaking to inform the Labour Group Leader of the outcome of the Committee's consideration of the request.

- RESOLVED
- A. That a Members' Update article is produced, not less than twice a year, on Welfare Reform with a focus on Universal Credit.
 - B. That an all Member presentation on the impact of Welfare Reform/Universal Credit within West Lancashire be arranged and delivered by the Director of Revenues and Benefits, BT Lancashire Service with input and attendance by a representative from the Department of Works & Pensions (DWP), early in the New Year.

35. A MARKET STRATEGY FOR ORMSKIRK TOWN CENTRE

Members considered the way forward relating to the review 'A Market Strategy for Ormskirk Town Centre' as a result of the indication, at the last meeting, that a few Members of the Committee would meet with the Chairman to discuss further lines of enquiry for the Review.

It was reported that various Members had met with the Chairman and had identified the following additional themes:

- The Market
- Car Parking
- The Environment and Special Features
- Leisure and the Night-Time Economy
- Technology and Marketing (including tourism)
- Contribution of the University (Edge Hill)

Further that the title of the review should be amended to 'A Market Town Strategy for Ormskirk'.

A discussion ensued on the merits/practicalities of undertaking a wider scoped review at this stage. Issues raised included:

- Timescales – impact on agreed timetable with Lancashire County Council (LCC) relating to the commencement of the scheduled improvement works in Moor Street and re-siting of the Market in the interim.
- Issues relating to the scope of the additional themes.

- Duplication of the scrutiny role of Executive Overview and Scrutiny Committee on the 'Ormskirk Town Centre Strategy' and scheduled to go out for consultation in the New Year, subject to agreement by Cabinet at its meeting 13 January 2015.

It was agreed that, subject to the proposed wider scope of the Review to include additional themes, that the current priority for the review be the work related to Ormskirk Market, as set down in the Project Plan, in order to bring forward recommendations on it following completion of the Moor Street improvement works.

A further discussion raised issues for consideration as part of the Moor Street work including:

- Re-siting of the Market whilst the Moor Street improvement works were taking place.
- Layout of the Market and stalls following completion of the scheduled work.
- Vehicle restrictions in the pedestrian area of the Town Centre – Traffic Orders; management (Market Days); enforcement; physical barriers (Moor Street; Aughton Street; Burscough Street; Church Street)
- Bringing forward ideas to increase footfall in the Town Centre.

The Technical Services Manager attended the meeting, provided an overview of the current position in relation to the Moor Street improvement works, responded to questions and provided clarification on issues raised, including those related to the current and future arrangements of Ormskirk Market.

The Assistant Director Community Services made an undertaking, in light of discussions, to make arrangements for the Project Plan to be further revised and brought to the Workshop session scheduled for January 2015.

RESOLVED: A That the Project Plan be agreed with further amendments to include:

- (i) Revision of the review title to 'A Market Town Strategy for Ormskirk'
- (ii) That 'The Market' be the priority theme going forward.
- (iii) That the revised Project Plan be further populated to include, for future consideration, the "bite-size" themes:
 - (a) Car Parking
 - (b) The Environment and Special Features
 - (c) Leisure and Night-Time Economy
 - (d) Technology and Marketing (including tourism)
 - (e) Contribution by Edge Hill University.
- (iv) That the date to consider the draft interim report be revised to meeting 5 (July 2015).

B That the date of the Workshop Session of 20 January 2015, for in-depth consideration of 'The Market', be confirmed.

C That feedback from the Workshop Session be considered at the 19 February 2015 meeting, to help inform the draft Interim Report.

(Note: Councillor Fillis asked that his abstention from voting on this item be noted.)



AGENDA ITEM: 7

CABINET: 13 JANUARY 2015

**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY COMMITTEE:
19 FEBRUARY 2015**

Report of: Transformation Manager

Relevant Head of Service: Managing Director (Transformation)

Relevant Portfolio Holder: Councillor D Whittington

**Contact for further information: Ms A Grimes (Extn. 5409)
(E-mail: alison.grimes@westlancs.gov.uk)**

SUBJECT: QUARTERLY PERFORMANCE INDICATORS (Q2 2014/15)

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To present performance monitoring data for the quarter ended 30 September 2014.

2.0 RECOMMENDATIONS TO CABINET

2.1 That the Council's performance against the indicator set for the quarter ended 30 September 2014 be noted.

2.2 That the call-in procedure is not appropriate for this item as the report is being submitted to the next meeting of the Corporate & Environmental Overview & Scrutiny Committee on 19 February 2015.

3.0 RECOMMENDATIONS TO CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

3.1 That the Council's performance against the indicator set for the quarter ended 30 September 2014 be noted.

4.0 CURRENT POSITION

- 4.1 Members are referred to Appendix A of this report detailing the quarterly performance data.
- 4.2 Of the 35 indicators reported quarterly:
- 22 met or exceeded target
 - 5 indicators narrowly missed target; 6 were 5% or more off target
 - 2 indicators have data unavailable at the time of the report (*NI 191 Residual household waste per household; NI 192 % household waste sent for reuse, recycling and composting*)

As a general comparison, Q2 performance from the 2013/14 suite gave 19 (from 31) indicators on or above target.

- 4.3 Improvement plans are already in place for those indicators where performance falls short of the target by 5% or more for this quarter if such plans are able to influence outturn.
- 4.4 These plans provide the narrative behind the outturn and are provided in Appendices B1-B6. Where performance is below target for consecutive quarters, plans are revised only as required, as it is reasonable to assume that some remedial actions will take time to make an impact.
- 4.5 For those PIs that have flagged up as ‘amber’ (indicated as a triangle), an assessment has been made at head of service level based on the reasons for the underperformance and balancing the benefits of implementing an improvement plan versus resource implications. This is indicated in the table.

5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

- 5.1 The information set out in this report aims to help the Council improve service performance and is consistent with the Sustainable Community Strategy aim of providing good quality services that are easily accessible to all.

6.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 6.1 There are no direct 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 risk registers as a result of this report. Monitoring and managing performance information data helps the authority to ensure it is achieving its corporate priorities and key objectives and reduces the risk of not doing so.

8.0 CONCLUSIONS

8.1 The performance indicator data appended to this report details the council's current performance against the key performance indicators from the full suite of indicators for 2014/15 as agreed by Cabinet in March 2014. Targets for the Revenues & Benefits and ICT Services provided through BTLs are established through the shared services contractual process. Performance against the full corporate suite of indicators 2014/15 will be reported within the Business Plan Annual Report.

Background Documents

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

Equality Impact Assessment

The 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









Appendix A – Quarterly Performance Indicators for Q2 July-September 2014/15

Appendix B – Current Improvement Plans













- B1: NI 157b+c Processing of planning applications: Minor + other applications
- B2: WL24 % Building regulations applications determined within 5 weeks
- B3: TS1 Rent Collected as a % of rent owed (excluding arrears b/f)
- B4: HS1-WL111 % Housing repairs completed in timescale
- B5: HS13-WL114 % LA properties with CP12 outstanding
- B6: WL01 No. residual bins missed









Appendix C – Minute of Cabinet 13 January 2015 (Corporate & Environmental Scrutiny Committee only)

APPENDIX A: QUARTERLY PERFORMANCE INDICATORS Q2 2014/15

Icon key					
PI Status		Performance against same quarter previous year			
	OK (within 0.01%) or exceeded	22	 Improved	12	
	Warning (within 5%)	5	 Worse	9	
	Alert (by 5% or more)	6	 No change	9	
N/A	Data not collected for quarter	0	/	Comparison not available	3
	Awaiting data	2		Awaiting data	2
Total number of indicators		35			





Shared Services ¹

PI Code & Short Name	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Current Target	Comments	Q2 14/15 vs Q2 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value					
ICT1 Severe Business Disruption (Priority 1)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%			
ICT2 Minor Business Disruption (P3)	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.0%			
ICT3 Major Business Disruption (P2)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.0%			
ICT4 Minor Disruption (P4)	99.0%	99.0%	99%	98.0%	99.0%	99.0%	99.0%	99.0%	99.0%	97.0%			
B1 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events ²	11.86	11.93	11.27	7.12	7.66	8.31	7.44	6.79	7.66	12.00			
B2 Overpayment Recovery of Housing Benefit overpayments (payments received)	£90,397	£130,250	£170,882	£43,041	£84,613	£123,567	£170,909	£34,524	£82,895	£84,611	Shortfall due to no stable/regular debit raised that can be relied on to influence on-going collection rates. A recovery plan supported by a dedicated resource has been implemented. No plan attached since actions for improvement are managed through contractual meetings.		

PI Code & Short Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Current Target	Comments	Q2 14/15 vs Q2 13/14	Quarter Performance
	2012/13	2012/13	2012/13	2013/14	2013/14	2013/14	2013/14	2014/15	2014/15				
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
R1 % of Council Tax collected ³	58.07%	86.77%	96.40%	28.33%	55.47%	82.85%	95.32%	28.95%	56.11%	56.50%	The Single Person Discount (SPD) review resulted in a number of SPD cancellations which increased the net collectable debt by over £40k. A recovery programme with increased activity and reduced lag between stages has seen £1.09 million more collected than at the same point last year. No plan attached since actions for improvement are managed through contractual meetings.		
R2 % council tax previous years arrears collected	12.91%	11.28%	18.32%	4.66%	11.71%	16.94%	20.94%	3.38%	12.36%	13.8%	An analysis of debt eg. age, value and recovery status was undertaken to better target recovery activities. Early indications are that performance is beginning to improve. No plan attached since actions for improvement are managed through contractual meetings.		
R3 % of Non-domestic Rates Collected ³	61.41%	88.04%	95.40%	27.89%	58.57%	84.58%	95.53%	30.75%	58.26%	56.70%			
R4 Sundry Debtors % of revenue collected against debt raised ⁴	N/A	N/A	N/A	48.23%	66.83%	71.07%	90.05%	62.59%	79.34%	65.75%			

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Community Services

PI Code & Short Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Current Target	Comments	Q2 14/15 vs Q2 13/14	Quarter Performance
	2012/13	2012/13	2012/13	2013/14	2013/14	2013/14	2013/14	2014/15	2014/15				
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL08a Number of Crime Incidents	1,392	1,351	1,253	1,281	1,403	1,449	1,329	1,312	1,277	1,628			
WL_18 Use of leisure and cultural facilities (swims and visits) ⁵	271,371	232,005	311,788	293,167	313,674	243,378	326,547	310,875	315,366	300,000			










Planning

PI Code & Short Name	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Current Target	Comments	Q2 14/15 vs Q2 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 157a Processing of planning applications: Major applications	80.00%	33.33%	80.00%	30.00%	77.78%	54.55%	85.71%	100%	76.92%	65.00%		/ ⁶	
NI 157b Processing of planning applications: Minor applications	82.09%	73.13%	75.86%	87.50%	84.62%	82.43%	72.15%	74.67%	70.00%	75.00%	Improvement plan attached at Appendix B1		
NI 157c Processing of planning applications: Other applications	92.54%	91.78%	89.23%	91.61%	93.02%	92.99%	84.35%	79.83%	76.10%	85.00%	Improvement plan attached at Appendix B1		
WL24 % Building regulations applications determined within 5 weeks	79.51%	66.20%	73.33%	80.00%	67.09%	75.61%	71.93%	71.58%	56.32%	70.00%	Improvement plan attached at Appendix B2		

Transformation

PI Code & Short Name	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Current Target	Comments	Q2 14/15 vs Q2 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL19b(ii) % Direct Dial calls answered within 10 seconds ⁷	78.49	78.38	79.47	79.55	80.18	80.49	81.82	82.01	81.50	82.21	Head of Service's amber assessment: improvement plan not required.		
BV8 % invoices paid on time	96.98%	96.71%	97.82%	97.21%	97.03%	97.75%	96.24%	96.53%	98.44%	98.24%			
WL90 % of Contact Centre calls answered	85.7%	88.8%	89.9%	87.3%	93.6%	92.6%	91.3%	93.1%	93.6%	90.6%			
WL108 Average answered waiting time for callers to the contact centre (seconds)	46.00	26.00	36.00	47.00	17.00	25.00	34.00	20.00	24.00	26.25			
WL121 Working Days Lost Due to Sickness Absence ⁸	2.42	2.14	2.31	2.63	2.74	2.88	1.87	1.71	1.93	2.02			

Housing & Regeneration

PI Code & Short Name	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Current Target	Comments	Q2 14/15 vs Q2 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
TS1 Rent Collected as a % of rent owed (excluding arrears b/f)	98.15	98.63	98.41	97.58	97.58	98.25	98.47	99.2	98.04	99.83	Target for 2014/15 was increased from previous target of 97%. The impact of Welfare Reform and the September roll-out date for first tranche of Universal Credit were unknown when this target was agreed. Data for previous years is not directly comparable but provided for reference. See note ⁹ . Improvement plan attached at Appendix B3	9	
HS1-WL111 % Housing repairs completed in timescale	98.18%	98.66%	97.90%	97.20%	96.57%	96.46%	96.68%	96.76%	95.86%	97.00%	Target for 2014/15 was increased from 95.5%. Q2 performance would have exceeded the previously set target. Performance in July/August was impacted due to one contractor's completion data not being updated. This is now resolved and September outturn was 97.63%. Improvement plan attached at Appendix B4		
HS13-WL114 % LA properties with CP12 outstanding	0.09%	0.08%	0.11%	0.07%	0.04%	0.01%	0.1%	0.1%	0.04%	0%	Target based on legal requirement for all eligible properties to have certificate. Reported performance is an average from months in the period and equates to around 2 properties. Improvement plan attached at Appendix B5		
TS24a GN Average time taken to re-let local authority housing (days) - GENERAL NEEDS	19.70	21.75	29.67	53.61	49.52	58.10	65.74	30.25	18.19	28.00			
TS24b SP Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS	73.29	167.57	50.23	29.94	64.73	98.01	62.31	79.20	41.39	50.00			

Street Scene

PI Code & Short Name	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Current Target	Comments	Q2 14/15 vs Q2 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 191 Residual household waste per household (Kg)	122.3	131.59	116.18	114.84	111.36	140.5	134.38	133.82		123.48	Pending confirmation of merchant data by LCC		
NI 192 Percentage of household waste sent for reuse, recycling and composting	52.74%	44.17%	40.73%	52.35%	42.16%	39.93%	37.10%	50.88%		47.58%	Pending confirmation of merchant data by LCC		
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	.33%	1.00%	N/A ¹⁰	N/A	.83%	1.67%	.16%	N/A	1.17%	1.61%			
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	6.49%	3.10%	N/A ¹⁰	N/A	7.09%	2.70%	2.47%	N/A	2.75%	7.33%			
NI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	.67%	.00%	N/A ¹⁰	N/A	.33%	.00%	.17%	N/A	.33%	1.11%			
NI 195d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	0.00%	0.00%	N/A ¹⁰	N/A	0.00%	0.00%	0.00%	N/A	0.00%	0.00%			
WL01 No. residual bins missed per 100,000 collections	63.36	65.40	87.09	64.78	63.54	65.40	134.20	90.52	87.07	70.00	Improvement plan attached at Appendix B6		
WL06 Average time taken to remove fly tips (days)	1.10	1.12	1.05	1.05	1.07	1.08	1.12	1.12	1.06	1.09			
WL122 % Vehicle Operator Licence Inspections Carried Out within 6 Weeks	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	100%		/	

Notes:

¹ Managed through LCC/BTLS contract. Contractual targets are annual. Quarter targets are provided as a gauge for performance only. Improvement plans are not attached since actions planned to improve performance are discussed and managed through contractual monthly Quality of Service meetings.

² B1: The PI reports cumulative progress to the annual target, not 'within quarter' performance. Data for previous quarters has been restated to reflect this change.

³ R1 & R3: In line with current good practice, from 2013/14 outturns/targets no longer include a value of 'credit on accounts' resulting in the outturn being lower than if credits were still included. Quarter outturns of 2012/13 are therefore not directly comparable, but data provided for reference/information.

⁴ R4: This is now reported as a %, rather than a cash figure.

⁵ WL18: from Q1 2014/15, Community Resource Centre (CRC) data is no longer included. Data from 2012/13 onwards has been restated without CRC to allow comparison with previous performance.

⁶ NI157a: For 2014/15, following updated guidance from DCLG, the 13 weeks period is not counted in those cases where a time extension is agreed with the applicant. A direct comparison with previous years outturn is therefore not possible, but data is provided for reference/information.

⁷ WL19bii: Direct Dial - from Q1 2012-13 data does not include BTLS seconded staff.

⁸ WL121: from 2014/15, BV12 is recoded as since the calculation used was not fully reflective of the BV12 guidance. Calculation for 2014-15 remains the same. From Q3 2012-13 data does not include BTLS seconded staff.

⁹ TS1: For 2014/15, this replaces BV66a with a simplified calculation. A direct comparison with previous years outturn is therefore not possible, but data is provided for reference/information.

¹⁰ NI195a-d: Data for Q4 2012/13 was collected but not analysed due to a staff vacancy, subsequently filled. However, due to competing priorities this analysis has not taken place.

'NI' and 'BV' coding retained for consistency/comparison although national reporting no longer applies.

PERFORMANCE IMPROVEMENT PLAN	
Indicator	NI 157b Processing of planning applications: Minor applications NI 157c Processing of planning applications: Other applications
Reasons for not meeting target	
<p>This drop in performance reflects a number of factors;</p> <ul style="list-style-type: none"> - A planning officer left the authority and there was a gap between her departure and the start date of the new appointee; - A planning officer was on long term sickness absence; and - A significant increase in workloads <p>The impact of which was compounded by the fact it was the main holiday period which further reduced staff resource.</p>	
Brief Description of Proposed Remedial Action	
<p>The team is now fully staffed but is still stretched as a result of increased workloads. Consideration is being given to increasing the available staff resource through the use of the significant favourable budget variance resulting from the increased workload.</p> <p>Without this investment in staff it may be increasingly difficult to meet current performance targets.</p>	
Resource Implications	
As above	
Priority	High
Future Targets	
Action Plan	
Tasks to be undertaken	Completion Date
Further assess the need and funding of additional staff resources	30 November 2014

PERFORMANCE IMPROVEMENT PLAN	
Performance indicator	WL24 % Building regulations applications determined within 5 weeks
Reasons for not meeting target	
<p>The failure to achieve the published target for Q2 2014/15 is mainly due to long-term sickness absence, and an associated backlog of work.</p> <p>In order to keep the work load live and due to the late requests for additional information made by us in a number of these cases, the agents / applicants requested an extension of time within which to furnish the council with amendments. If such a request is made we must extend the decision date to 2 months.</p> <p>There were a number of 'Partner Authority Schemes' submitted where we are not responsible for the plan checking and consequently they are beyond our control.</p>	
Brief Description of Proposed Remedial Action	
Short term re-prioritising of workloads to focus on plan checking and issuing decisions within 5 weeks. Where applicable try and convince Partner Authorities to make decisions within 5 weeks, where this is possible.	
Resource Implications	
None	
Priority	
High	
Future Targets	
No Change at this time	
Action Plan	
Action	Due date
As above.	

PERFORMANCE IMPROVEMENT PLAN	
Indicator	TS1- Rent Collected as a % of rent owed (excluding arrears b/f)
Reasons for not meeting target	
<p>The target for 2014/15 was increased from the previous target of 97% to 99.83%. The performance currently stands at 98.04% and it is unlikely that we will hit the new target. The reason for this is that the impact of Welfare Reform e.g. the Social Sector Size Criteria is beginning to impact on collection rates, particularly from November onwards when Discretionary Housing Payments (DHP) ceased for existing claimants.</p>	
Brief Description of Proposed Remedial Action	
<p>The following actions have already been put in place to minimise impact</p> <ul style="list-style-type: none"> • Revised arrears escalation processes for UC claimants • Personal Budgeting Support for tenants moving onto UC who have no experience of managing housing costs • Targeted financial inclusion support to maximise income and benefits for tenants • Additional staffing resources within the rent recovery team to target those tenants who have never had to pay rent • Housing staff are part of a wider corporate UC task group who monitor impact and work with partners to mitigate impact • Regular meetings are held with BTLS benefits service to respond to changes in legislation • Successful bid to DWP for additional staffing resources to support UC. Financial Inclusion officer post is currently out to advert • Discussions with those tenants who will no longer receive DHP to explore alternatives including rehousing to smaller accommodation. <p>We are also looking at incentives to encourage clear rent accounts along with continuing to promote the Direct Debit method of payment.</p>	
Resource Implications	
<p>There are resource implications in managing the additional workload resulting from social sector size criteria and UC. Two temporary Housing Assistant positions were agreed and funded to June 2015 to assist with this additional work and a growth bid has been submitted to make these posts permanent from June 2015.</p>	
Priority	
High	
Future Targets	
<p>With the cessation of DHP's in November, the target of 99.83% is not going to be achievable. A new target needs to be agreed for the next financial year when the impact of Universal Credit (UC) needs to be factored into calculations. The pilot schemes where full roll out of UC has taken place sees collection rates reduce to as low as 84%. I think this is an area that needs to be reviewed by Cabinet on an annual basis and the figure should be demanding but achievable.</p>	
Action Plan	
Tasks to be undertaken	Completion Date
To agree revised target through Cabinet process	March 2015

PERFORMANCE IMPROVEMENT PLAN	
Indicator	HS1 (WL 111) % Housing repairs completed in timescale
<p>Reasons for not meeting target Target for 2014/15 was increased from 95.5% to 97%. Q2 performance would have exceeded the previously set target. Performance in July/August was impacted due to an issue with one contractor's IT and their inability to log completions. This is now resolved and September outturn was 97.63%.</p>	
<p>Brief Description of Proposed Remedial Action The contractor with the IT issues that resulted in a reduction of the performance stats has assured officers that this has now been fully resolved and will not re-occur. Performance will continue to be monitored via contractor meetings.</p>	
<p>Resource Implications None</p>	
<p>Priority High</p>	
<p>Future Targets No revision to quarterly target at present.</p>	
Action Plan	
Tasks to be undertaken	Completion Date
This procedure will be monitored and reviewed at the contract meetings with the tenant representatives and contractors.	Ongoing

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL114: % LA properties with CP12 outstanding
Reasons for not meeting target	
The target has been set at our legal requirement in this area at 0%. This target has been achieved occasionally but, more often than not, there are a handful of properties where the gas appliance has not been serviced in accordance with requirements.	
Brief Description of Proposed Remedial Action	
The current process works reasonably well and the service cycle currently stands at 10 months. This gives 2 months to arrange to service boilers or take legal action. Where legal action is taken, quite often it takes more than 2 months to arrange for the case to be heard in the County Court and there is no way currently that this situation can be short circuited.	
Resource Implications	
A growth bid is being submitted to Members in February to see whether they wish to incur additional costs and have servicing carried out on a more frequent basis.	
Priority	
High	
Future Targets	
No change	
Action Plan	
Tasks to be undertaken	Completion Date
Council to review the time taken between services at February meeting	February 2015

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL01: missed bins per 100,000 collections
Reasons for not meeting target	
<p>There has been an improvement in the number of missed bins from the previous quarter.</p> <p>The delayed delivery of a service collection vehicle continues to have a negative impact on service delivery.</p>	
Brief Description of Proposed Remedial Action	
Continue with existing improvement measures. The anticipated delivery date for the collection vehicle is January 2015.	
Resource Implications	
None	
Priority	
Medium	
Future Targets	
Continue with existing performance target.	
Action Plan	
Tasks to be undertaken	Completion Date
Weekly performance monitoring	February 2015

MINUTE OF CABINET – 13 JANUARY 2015

63. QUARTERLY PERFORMANCE INDICATORS Q2 2014-15

Councillor Whittington introduced the report of the Transformation Manager which presented performance monitoring data for the quarter ended 30 September 2014.

In reaching the decision below, Cabinet considered the details set out in the report before it and accepted the reasons contained therein.

- RESOLVED
- A. That the Council's performance against the indicator set for the quarter ended 30 September 2014 be noted.
 - B. That the call-in procedure is not appropriate for this item as the report is being submitted to the next meeting of the Corporate & Environmental Overview & Scrutiny Committee on 19 February 2015.



AGENDA ITEM: 8

**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY COMMITTEE:
19 FEBRUARY 2015**

CABINET: 17 MARCH 2015

Report of: Transformation Manager

Relevant Head of Service: Managing Director (Transformation)

Relevant Portfolio Holder: Councillor D Whittington

**Contact for further information: Ms A Grimes (Extn. 5409)
(E-mail: alison.grimes@westlancs.gov.uk)**

SUBJECT: QUARTERLY PERFORMANCE INDICATORS (Q3 2014/15)

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To present performance monitoring data for the quarter ended 31 December 2014.

2.0 RECOMMENDATIONS TO CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

2.1 That the Council's performance against the indicator set for the quarter ended 31 December 2014 be noted.

3.0 RECOMMENDATIONS TO CABINET

3.1 That the Council's performance against the indicator set for the quarter ended 31 December 2014 be noted.

3.2 That the call-in procedure is not appropriate for this item as the report was submitted to the meeting of the Corporate & Environmental Overview & Scrutiny Committee on 19 February 2015.

4.0 CURRENT POSITION

- 4.1 Members are referred to Appendix A of this report detailing the quarterly performance data.
- 4.2 Of the 35 indicators reported quarterly:
- 19 met or exceeded target
 - 5 indicators narrowly missed target; 8 were 5% or more off target
 - 3 indicators have data unavailable at the time of the report (*NI 191: Residual household waste per household; NI 192: % household waste sent for reuse, recycling & composting; WL121: Working Days Lost Due to Sickness Absence*)

As a general comparison, Q3 performance from the 2013/14 suite gave 16 (from 31) indicators on or above target.

- 4.3 Improvement plans are already in place for those indicators where performance falls short of the target by 5% or more for this quarter if such plans are able to influence outturn.
- 4.4 These plans provide the narrative behind the outturn and are provided in Appendices B1-B8. Where performance is below target for consecutive quarters, plans are revised only as required, as it is reasonable to assume that some remedial actions will take time to make an impact.
- 4.5 For those PIs that have flagged up as 'amber' (indicated as a triangle), an assessment has been made at head of service level based on the reasons for the underperformance and balancing the benefits of implementing an improvement plan versus resource implications. This is indicated in the table.

5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

- 5.1 The information set out in this report aims to help the Council improve service performance and is consistent with the Sustainable Community Strategy aim of providing good quality services that are easily accessible to all.

6.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 6.1 There are no direct 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 risk registers as a result of this report. Monitoring and managing performance

information data helps the authority to ensure it is achieving its corporate priorities and key objectives and reduces the risk of not doing so.

8.0 CONCLUSIONS

8.1 The performance indicator data appended to this report details the council's current performance against the key performance indicators from the full suite of indicators for 2014/15 as agreed by Cabinet in March 2014. Targets for the Revenues & Benefits and ICT Services provided through BTLs are established through the shared services contractual process. Performance against the full corporate suite of indicators 2014/15 will be reported within the Business Plan Annual Report.

Background Documents

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

Equality Impact Assessment

The 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

Appendix A – Quarterly Performance Indicators for Q3 October-December 2014/15

Appendix B – Current Improvement Plans

- B1: NI 157a+b+c Processing of planning applications: Major, Minor, Other
- B2: WL24 % Building regulations applications determined within 5 weeks
- B3: NI195c - Improved street and environmental cleanliness: Fly-posting
- B4: WL01 No. residual bins missed
- B5: TS1 Rent Collected as a % of rent owed (excluding arrears b/f)
- B6: TS24b: Average time taken to re-let housing (days) - SUPPORTED NEEDS
- B7: HS13-WL114 % LA properties with CP12 outstanding
- B8: WL108 Average answered waiting time for callers to contact centre (seconds)

Appendix C – Minute of Corporate and Environmental Overview and Scrutiny Committee – 19 February 2015 (*Cabinet only*)

APPENDIX A: QUARTERLY PERFORMANCE INDICATORS Q3 2014/15

Icon key					
PI Status			Performance against same quarter previous year		
	OK (within 0.01%) or exceeded	19		Improved	14
	Warning (within 5%)	5		Worse	10
	Alert (by 5% or more)	8		No change	5
N/A	Data not collected for quarter	0	/	Comparison not available	3
	Awaiting data	3		Awaiting data	3
Total number of indicators		35			

Shared Services ¹

PI Code & Short Name	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Current Target	Comments	Q3 14/15 vs Q3 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
ICT1 Severe Business Disruption (Priority 1)	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.0%			
ICT2 Minor Business Disruption (P3)	100%	100%	100%	100%	100%	100%	100%	100%	99%	97.0%			
ICT3 Major Business Disruption (P2)	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.0%			
ICT4 Minor Disruption (P4)	99%	99%	98%	99%	99%	99%	99%	99%	99%	97.0%			
B1 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events ²	11.93	11.27	7.12	7.66	8.31	7.44	6.79	7.66	8.23	12.00			
B2 Overpayment Recovery of Housing Benefit overpayments (payments received)	£130,250	£170,882	£43,041	£84,613	£123,567	£170,909	£34,524	£82,895	£130,906	£123,697			
R1 % of Council Tax collected ³	86.77%	96.40%	28.33%	55.47%	82.85%	95.32%	28.95%	56.11%	83.60%	85.40%	Outturn is 1.8% below target due in part to current focus on previous years CTax collection and the on-going impact of CTax Support. The overall CTax position is positive. £1.47m more has been collected than at the same point last year. No plan attached since action for improvement is managed through contractual meetings.		



PI Code & Short Name	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Current Target	Comments	Q3 14/15 vs Q3 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
R2 % council tax previous years arrears collected	11.28%	18.32%	4.66%	11.71%	16.94%	20.94%	3.38%	12.36%	27.34%	20.7%		↑	✔
R3 % of Non-domestic Rates Collected ³	88.04%	95.40%	27.89%	58.57%	84.58%	95.53%	30.75%	58.26%	83.29%	80.00%		↓	✔
R4 % Sundry Debtors of revenue collected against debt raised ⁴	N/A	N/A	48.23%	66.83%	71.07%	90.05%	62.59%	79.34%	86.49%	76.25%		↑	✔

Community Services















PI Code & Short Name	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Current Target	Comments	Q3 14/15 vs Q3 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL08a Number of Crime Incidents	1,351	1,253	1,281	1,403	1,449	1,329	1,312	1,277	1,277	1,488		↑	✔
WL_18 Use of leisure and cultural facilities (swims and visits) ⁵	232,005	311,788	293,167	313,674	243,378	326,547	310,875	315,366	254,704	227,000		↑	✔






Planning

PI Code & Short Name	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Current Target	Comments	Q3 14/15 vs Q3 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 157a Processing of planning applications: Major applications	33.33%	80.00%	30.00%	77.78%	54.55%	85.71%	100%	76.92%	44.44%	65.00%	Improvement plan attached at Appendix B1	/ ⁶	⬮
NI 157b Processing of planning applications: Minor applications	73.13%	75.86%	87.50%	84.62%	82.43%	72.15%	74.67%	70.00%	70.59%	75.00%	Improvement plan attached at Appendix B1	↓	⬮
NI 157c Processing of planning applications: Other applications	91.78%	89.23%	91.61%	93.02%	92.99%	84.35%	79.83%	76.10%	84.51%	85.00%	Improvement plan attached at Appendix B1	↓	⚠






PI Code & Short Name	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Current Target	Comments	Q3 14/15 vs Q3 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL24 % Building regulations applications determined within 5 weeks	66.20%	73.33%	80.00%	67.09%	75.61%	71.93%	71.58%	56.32%	57.14%	70.00%	Improvement plan attached at Appendix B2		





Street Scene

PI Code & Short Name	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Current Target	Comments	Q3 14/15 vs Q3 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 191 Residual household waste per household (Kg)	131.59	116.18	114.84	111.36	140.5	134.38	133.82	125.47		123.48	Pending confirmation of merchant data by LCC		
NI 192 Percentage of household waste sent for reuse, recycling and composting	44.17%	40.73%	52.35%	42.16%	39.93%	37.10%	50.88%	49.7%		47.58%	Pending confirmation of merchant data by LCC		
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	1.00%	N/A ¹⁰	N/A	.83%	1.67%	.16%	N/A	1.17%	1.00%	1.61%			
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	3.10%	N/A ¹⁰	N/A	7.09%	2.70%	2.47%	N/A	2.75%	2.5%	7.33%			
NI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	.00%	N/A ¹⁰	N/A	.33%	.00%	.17%	N/A	.33%	2.17%	1.11%	Improvement plan attached at Appendix B3		
NI 195d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	0.00%	N/A ¹⁰	N/A	0.00%	0.00%	0.00%	N/A	0.00%	0.00%	0.00%			











PI Code & Short Name	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Current Target	Comments	Q3 14/15 vs Q3 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL01 No. residual bins missed per 100,000 collections	65.40	87.09	64.78	63.54	65.40	134.20	90.52	87.07	85.2	70.00	Improvement plan attached at Appendix B4		
WL06 Average time taken to remove fly tips (days)	1.12	1.05	1.05	1.07	1.08	1.12	1.12	1.06	1.08	1.09			
WL122 % Vehicle Operator Licence Inspections Carried Out within 6 Weeks	N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	100%	100%		/	

Housing & Regeneration

PI Code & Short Name	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Current Target	Comments	Q3 14/15 vs Q3 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
TS1 Rent Collected as a % of rent owed (excluding arrears b/f)	98.63	98.41	97.58	97.58	98.25	98.47	99.2	98.04	98.18	99.83	Target for 2014/15 was increased from previous target of 97%. The impact of Welfare Reform and the September roll-out date for first tranche of Universal Credit were unknown when this target was agreed. Data for previous years is not directly comparable but provided for reference. See note ⁸ . Improvement plan attached at Appendix B5	/ ⁸	
TS24a GN Average time taken to re-let local authority housing (days) - GENERAL NEEDS	21.75	29.67	53.61	49.52	58.10	65.74	30.25	18.19	22.77	28.00			
TS24b SP Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS	167.57	50.23	29.94	64.73	98.01	62.31	79.20	41.39	65.66	50.00	Improvement plan attached at Appendix B6		

PI Code & Short Name	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Current Target	Comments	Q3 14/15 vs Q3 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
HS1-WL111 % Housing repairs completed in timescale	98.66%	97.90%	97.20%	96.57%	96.46%	96.68%	96.76%	95.86%	96.58%	97.00%	Head of Service's amber assessment: improvement plan not required. During Q3 contractor performance has been above the previous target of 95% and marginally below the current target of 97%. Contractors have been instructed to monitor completion targets more closely. An automated report will be set up and emailed daily advising contractors of jobs due for completion within the next 7 days.		
HS13-WL114 % LA properties with CP12 outstanding [Lower is Better]	0.08%	0.11%	0.07%	0.04%	0.01%	0.1%	0.1%	0.04%	0.06%	0%	Target based on legal requirement for all eligible properties to have certificate. Reported performance is an average from months in the period and equates to just over 3 properties. Improvement plan attached at Appendix B7		

Transformation

PI Code & Short Name	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Current Target	Comments	Q3 14/15 vs Q3 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
BV8 % invoices paid on time	96.71%	97.82%	97.21%	97.03%	97.75%	96.24%	96.53%	98.44%	98.73%	98.24%			
WL19b(ii) % Direct Dial calls answered within 10 seconds ⁹	78.38	79.47	79.55	80.18	80.49	81.82	82.01	81.50	82.13	82.21	Head of Service's amber assessment: improvement plan not required.		
WL90 % of Contact Centre calls answered	88.8%	89.9%	87.3%	93.6%	92.6%	91.3%	93.1%	93.6%	91.1%	90.6%			
WL108 Average answered waiting time for callers to the contact centre (seconds)	26.00	36.00	47.00	17.00	25.00	34.00	20.00	24.00	44.00	26.25	Improvement plan attached at Appendix B8		
WL121 Working Days Lost Due to Sickness Absence ¹⁰	2.14	2.31	2.63	2.74	2.88	1.87	1.71	1.93		2.02	Awaiting data.		

Notes:

¹ Managed through LCC/BTLS contract. Contractual targets are annual. Quarter targets are provided as a gauge for performance only. Improvement plans are not attached since actions planned to improve performance are discussed and managed through contractual monthly Quality of Service meetings.

² B1: The PI reports cumulative progress to the annual target, not 'within quarter' performance. Data for previous quarters has been restated to reflect this change.

³ R1 & R3: In line with current good practice, from 2013/14 outturns/targets no longer include a value of 'credit on accounts' resulting in the outturn being lower than if credits were still included. Quarter outturns of 2012/13 are therefore not directly comparable, but data provided for reference/information.

⁴ R4: This is now reported as a %, rather than a cash figure.

⁵ WL18: from Q1 2014/15, Community Resource Centre (CRC) data is no longer included. Data from 2012/13 onwards has been restated without CRC to allow comparison with previous performance.

⁶ NI157a: For 2014/15, following updated guidance from DCLG, the 13 weeks period is not counted in those cases where a time extension is agreed with the applicant. A direct comparison with previous year quarter outturn is therefore not possible, but data is provided for reference/information.

⁷ NI195a-d: Data for Q4 2012/13 was collected but not analysed due to a staff vacancy, subsequently filled. However, due to competing priorities this analysis has not taken place.

⁸ TS1: For 2014/15, this replaces BV66a with a simplified calculation. A direct comparison with previous years outturn is therefore not possible, but data is provided for reference/information.

⁹ WL19bii: Direct Dial - from Q1 2012-13 data does not include BTLS seconded staff.

¹⁰ WL121: from 2014/15, BV12 is recoded as since the calculation used was not fully reflective of the BV12 guidance. Calculation for 2014-15 remains the same. From Q3 2012-13 data does not include BTLS seconded staff.

'NI' and 'BV' coding retained for consistency/comparison although national reporting no longer applies.

PERFORMANCE IMPROVEMENT PLAN	
Indicator	NI 157a Processing of planning applications: Major applications NI 157b Processing of planning applications: Minor applications NI 157c Processing of planning applications: Other applications
Reasons for not meeting target	
<p>This drop in performance reflects a number of factors;</p> <ul style="list-style-type: none"> - A reduced staffing resource as a result of maternity leave. - A significant increase in workloads 	
Brief Description of Proposed Remedial Action	
<p>We advertised a post to cover the maternity absence, but despite a 5 week advertisement, received no applicants.</p> <p>Council gave approval to appoint an additional planning officer on a 2yr fixed term contract. This is out to advert. Unfortunately the benefits of this additional staff resource (if indeed the post is filled) will be offset in the first 12 months, by being unable to fill the maternity cover vacancy.</p> <p>To address the situation, discussions are in progress to see if existing part time officers are in a position to extend their hours; looking at the possible use of staff from outside the Development Management Team and investigating whether adjacent authorities have some spare capacity to assist on a short term basis.</p> <p>Unless a solution can be found, it may be increasingly difficult to meet current performance targets due to the significant increase in workload.</p>	
Resource Implications	From within existing budget
Priority	High
Future Targets	
Action Plan	
Tasks to be undertaken	Completion Date
As set out above	asap

PERFORMANCE IMPROVEMENT PLAN	
Performance indicator	WL24 % Building regulations applications determined within 5 weeks
Reasons for not meeting target	
<p>The failure to achieve the published target for Q3 2014/15 is mainly due to long-term sickness absence, and an associated backlog of work.</p> <p>A lot of the plans awaiting a decision where due that decision over the Christmas period, in a number of these cases the agents / applicants requested an extension of time within which to furnish the council with amendments, if such a request is made we must extend the Decision date to 2 months.</p> <p>There were a number of 'Partner Authority Schemes' submitted where we are not responsible for the plan checking and consequently they are beyond our control.</p>	
Brief Description of Proposed Remedial Action	
Short term re-prioritising of workloads to focus on plan checking and issuing decisions within 5 weeks. Where applicable try and convince Partner Authorities to make decisions within 5 weeks, where this is possible.	
Resource Implications	
None	
Priority	
High	
Future Targets	
No Change at this time	
Action Plan	
Action	Due date
As above.	

PERFORMANCE IMPROVEMENT PLAN	
Indicator	NI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti
Reasons for not meeting target	
<p>The second tranche (third quarter) saw an increase of 1.06% above the target figure, which predominately occurred in the land classification of recreational areas. It should be noted that the methodology for gathering the data can include graffiti on privately owned property such as shops, substations etc.</p>	
Brief Description of Proposed Remedial Action	
<p>The removal of graffiti within the recreational parks is co-ordinated by Leisure Services. Street Scene will provide Leisure Services with photographic evidence of extent of the graffiti that classify the area as unsatisfactory.</p>	
Resource Implications	
None	
Priority	
Low	
Future Targets	
Continue with existing target.	
Action Plan	
Tasks to be undertaken	Completion Date
Implement reporting system	March 2015

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL01: missed bins per 100,000 collections
Reasons for not meeting target	
<p>There has been a 2.2% improvement in the number of missed bins from the previous quarter.</p> <p>The delayed delivery of a service collection vehicle continues to have a negative impact on service delivery.</p>	
Brief Description of Proposed Remedial Action	
<p>The improvement is for the third successive quarter, therefore continue with the existing measures. The anticipated delivery date for the collection vehicle is January 2015.</p>	
Resource Implications	
None	
Priority	
Medium	
Future Targets	
Continue with existing performance target.	
Action Plan	
Tasks to be undertaken	Completion Date
Weekly performance monitoring	March 2015

PERFORMANCE IMPROVEMENT PLAN	
Indicator	TS1- Rent Collected as a % of rent owed (excluding arrears b/f)
<p>Reasons for not meeting target</p> <p>The target for 2014/15 was increased from the previous target of 97% to 99.83%. The Q3 performance currently stands at 98.18%, it is unlikely that we will hit the new target. The reason for this is that the impact of Welfare Reform e.g. the Social Sector Size Criteria, which is continuing to impact on collection rates. DHP payments generally for existing claimants also ceased from November 2014 onwards. Roll out of Universal Credit from September 2014 which now includes payment for housing costs.</p>	
<p>Brief Description of Proposed Remedial Action</p> <p>The following actions have already been put in place to minimise impact</p> <ul style="list-style-type: none"> • Revised arrears escalation processes for UC claimants • A dedicated officer to provide Personal Budgeting Support for tenants moving onto UC who have no experience of managing housing costs • Targeted financial inclusion support to maximise income and benefits for tenants • Additional staffing resources within the rent recovery team to target those tenants who have never had to pay rent • Housing staff are part of a wider corporate UC task group who monitor impact and work with partners to mitigate the impact of UC • Regular meetings are held with BTLS benefits service to respond to changes in legislation • Successful bid to DWP for additional staffing resources to support UC. An additional Financial Inclusion Officer is now in post on a 12 month contract • Discussions with those tenants who will no longer receive DHP to explore alternatives including rehousing to smaller accommodation. <p>We are also looking at incentives to encourage clear rent accounts along with continuing to promote the Direct Debit method of payment.</p>	
<p>Resource Implications</p> <p>There are resource implications in managing the additional workload resulting from social sector size criteria and UC. Two temporary Housing Assistant positions were agreed and funded to June 2015 to assist with this additional work and a growth bid has been submitted for Council in February to make these posts permanent from June 2015.</p>	
<p>Priority High</p>	
<p>Future Targets</p> <p>Considering Welfare Reform, the cessation of DHP's to existing claimants generally, and the roll out of UC, the target of 99.83% is not going to be achievable. A new target needs to be agreed for the coming financial year where the continued impact of Universal Credit (UC) needs to be factored into calculations. The pilot schemes where full roll out of UC has taken place sees collection rates reduce to as low as 84%. I think this is an area that needs to be reviewed by Cabinet on an annual basis and the figure should be demanding but achievable.</p>	
Action Plan	
Tasks to be undertaken	Completion Date
To agree revised target through Cabinet process	March 2015

PERFORMANCE IMPROVEMENT PLAN	
Indicator	TS24b - Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS
Reasons for not meeting target	
<p>Several long term voids have been relet during the quarter which adversely affects average number of days to relet.</p> <p>For a number of years the council has been experiencing low demand across many of its sheltered housing schemes. The following properties, let in Quarter 3 had been empty for over 6 months due to the lack of demand for sheltered accommodation: 30 Evenwood Ct, and 41 Evenwood Court. If these properties were excluded from the calculation, relet performance would be below target at 32.9 days for Q3.</p> <p>The Kitchen and Bathroom Refurbishment Programmes have also resulted in inevitable delays in the reletting of those empty properties requiring new kitchens and/or bathrooms.</p>	
Brief Description of Proposed Remedial Action	
<p>Options Appraisals of sheltered schemes have been commissioned.</p> <p>All investment in Category II sheltered schemes will be considered in light of the councils Asset Management Plan.</p> <p>An open day has taken place at Evenwood Court, Tanhouse and further promotional exercises to stimulate demand will be undertaken.</p> <p>Declassification of some additional sheltered schemes has been completed.</p>	
Resource Implications	
Loss of rental income	
Priority	
High	
Future Targets	
Action Plan	
Tasks to be undertaken	Completion Date
Options Appraisals	Ongoing
Asset Management Planning	Ongoing
Promotion of low demand schemes	Complete
Declassification programme	Complete

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL114: % LA properties with CP12 outstanding
Reasons for not meeting target	
The target has been set at our legal requirement in this area at 0%. This target has been achieved occasionally but, more often than not, there are a handful of properties where the gas appliance has not been serviced in accordance with requirements.	
Brief Description of Proposed Remedial Action	
The current process works reasonably well and the service cycle currently stands at 10 months. This gives 2 months to arrange to service boilers or take legal action. Where legal action is taken, quite often it takes more than 2 months to arrange for the case to be heard in the County Court and there is no way currently that this situation can be short circuited.	
Resource Implications	
A growth bid is being submitted to Members in February to see whether they wish to incur additional costs and have servicing carried out on a more frequent basis.	
Priority	
High	
Future Targets	
No change	
Action Plan	
Tasks to be undertaken	Completion Date
Council to review the time taken between services at February meeting	February 2015

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL108 Average waiting time for callers to the Contact Centre (seconds)
Reasons for not meeting target	
<p>It should be noted that the target was missed by just less than 18 seconds. During the period, we have had a vacant post due to the retirement of the previous post holder, some short term staff sickness and also a slight increase in call volume regarding refuse & recycling collection issues.</p>	
Brief Description of Proposed Remedial Action	
<ul style="list-style-type: none"> • Continued close liaison with colleagues in Street Scene – regular meetings have been scheduled. • Continued close monitoring of call handling times together with any future sickness within the team. 	
Resource Implications	
The vacant post has now been filled.	
Priority	
High	
Future Targets	
<p>Outturn has been over 30 seconds for the last two years. The Contact Centre now directly delivers many more services and our focus is on providing quality services to ensure that customer queries are resolved efficiently during every call and therefore at the first point of contact. This can impact on wait times as calls are taking slightly longer to resolve.</p>	
Action Plan	
Tasks to be undertaken	Task Completion Date
See above comments.	Ongoing.

**CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY
COMMITTEE**

**WORKSHOP SESSION: 20 JANUARY 2015
'A MARKET STRATEGY FOR ORMSKIRK'
WORKSHOP 1: "THE MARKET"**

Present:

Councillors R Bailey (Chairman) J Hodson
Mrs Baybutt Ms Melling

In attendance:

Councillors Griffiths (Portfolio Holder Town and Village Centres)
Barron O'Toole
S Bailey Owens
Delaney Pendleton
Dowling

Officers: Assistant Director Community Services (Mr D Tilleray)
Deputy Assistant Director Housing and Regeneration (Mr I Gill)
Technical Services Manager (Mr C Brady)
Senior Planning Officer Housing and Regeneration (Mr D Carr)
Market and Parking Officer (Mr K Knowles)
Principal Overview and Scrutiny Officer (Mrs C A Jackson)

1. Welcome and Apologies

The Chairman welcomed everyone to the Workshop and explained the background to the review, the purpose and format of the session.

Apologies for absence were submitted on behalf of Councillors Mrs Blake, Dereli, Mrs C Evans, Mrs R Evans and Oliver. Apologies were also proffered on behalf of the Leader (Councillor Westley) and Portfolio Holder Resources (Councillor Whittington).

2. Groupwork

Members broke into three groups, led by the Technical Services Manager, Market and Parking Officer and Senior Planning Officer (Housing and Regeneration). The questions / themes addressed and summary of the group work are appended below:

2.1 Moor Street Improvement Works – siting/relocation of the Market

Sites identified

- Coronation Park
- Morrisons Car Park
- Market Way
- Retention in Town Centre (Church Street; Burscough Street)
- Rows of stalls in Aughton Street
- Council Car Park (behind Tesco)
- Council Car Park (Bus Station)
- Bus Station (with stalls on Moor Street to link)

Summary feedback

In relation to the main locations identified it was noted that:

Bus Station Car Park is in close proximity to the existing market and public transport links and retention of some stalls on Moor Street could provide a link to the town centre.

Church Street / Burscough Street traffic concerns during the improvement works and problems relating to access, egress and safety, for both vehicles and pedestrians.

Council Car Park (rear of “Tesco”), with retention of some stalls in Church Street. Practicalities relating to loading, unloading of trade vehicles, overall pedestrian safety, particularly in Church Street from mix of vehicles during the improvement works.

Coronation Park /Park Pool car park. Setting the market out-of-town (Coronation Park) has previously been looked at. Difficulties raised included the impact on the town centre trade as shop retailers could lose the benefit of the busier footfall on Thursdays and Saturdays.

In conclusion, whilst there was no ‘perfect fit’ for an alternative site, the Bus Station Car Park was felt by the majority to be the best one.

2.2 The ‘Events Square’ – ideas for its use on market days.

Practicalities

- Should the space be covered? (semi-permanent; canopied) – weather dependent.
- Is a dais required?
- Flexibility / Management of the space.

Ideas for Use

- As a multi-functional area.
- Specialist stalls (pop-up shop area for use on non-market days).
- Prestigious events
- ‘Themed’ events
- Music festivals / events.
- Piazza area (night-time economy/bars?)
- Street arts / street entertainers (clog dancers; university students; ideas of others (Covent Garden – performers hourly)

Partnership Working

- Chapel Gallery
- Edge Hill University (EHU) – utilising/linking with creative arts/media at EHU; street theatre; business school
- Local Schools / Colleges (West Lancashire College)
- Local Community Groups (Lions; Rugby; Football Clubs et al)
- Town Twinning Liaison
- LCC Cultural Department: Culture of Lancashire

Summary Feedback

In conclusion it was noted that overall the space must be well-managed. It needs to be flexible and multifunctional in its use, be it for specialists’ stalls, promotional events; entertainment (day and night), wider community use and embrace new technology. Thought should also be given to whether the space should be semi or permanently covered.

2.3 What are the differences between the Thursday and Saturday market? What could be done to improve the Saturday market?

Thursday Market (perceptions)

- Shoppers attracted (women / ‘older’ visitors)
- Judged to be Ormskirk’s ‘Market Day’

Saturday Market (perceptions)

- Shoppers attracted (families / couples / younger visitors)
- Number of empty stalls.

Improvements for change (ideas / themes)

- Identifying target audience
- Creating a Unique Selling Point (USP)
- Re-branding to a market day name (Thursday is ‘Gingerbread Market’)

- Setting a 'theme' (Marketing Lancashire; 'Farmers Market' (promoting local food / drink products); Cluster stalls; 'specialist' (Hog roast/paella)
- Re-think on stall-holder position (volume by 'Taylors', promotion of other positions – Saturday)

Look of stalls / environment (ideas / themes)

- Attracting non-traditional / experimental stalls (vintage (crafts/jewellery; high quality/niche end; local sourced products; 'would be' or 'start-up' entrepreneurs).
- Themed – entry stall; core stalls; themed spaces/cluster stalls.
- Using 'columns': lighting; banner arms
- Appearance (Single coloured awnings (Burgandy/red with Borough crest); Striped awnings scalloped edges; displays and management of individual stalls.
- Use of technology (lighting; light shows; screens)
- Trialling 'pop-up' stalls.

Summary Feedback

In conclusion it was noted that the Moor Street improvement works were providing an opportunity to look at how the Market is identified and positioned both locally and in the wider community. It was felt that market research and publicity could assist in ascertaining information in relation to current, future use and attraction.

2.4 What about the aesthetics of the Market? (its overall appearance, layout/look of the stalls and accessibility)

Improvements for change – links to ideas already raised

- Stop passages being blocked
- Colour code awnings by product; colour mark ups for awning reps.
- Uniformity with all the stalls.
- Group products together (cluster of similar products in designated areas – comparative shopping)
- Better seating arrangements
- Light shows
- Accommodate outside tables and chairs in cafes
- More traditional layout (flexibility of spacing of stalls).

Summary Feedback

In relation to the aesthetics and layout of the market the overall opinion was that there should be a uniformity in the stalls with matching canopies; clustering; better seating and landscaping.

The workshop concluded at 9.00pm.

**CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE –
PROJECT PLAN**

Title: **A MARKET TOWN STRATEGY FOR ORMSKIRK**

MEMBERSHIP:

Chairman: Councillor Bailey Vice-Chairman: Councillor Mrs Blake
Councillors Ashcroft, Mrs Baybutt, Delaney, Dereli, Devine, Mrs C Evans,
Mrs R Evans, Fillis, G Hodson, J Hodson, L Hodson, McKay, Mrs Marshall,
Ms Melling, Wright

TERMS OF REFERENCE

1. To undertake a review entitled 'A Market Town Strategy for Ormskirk', comprising the themed topics: 'The Market'; 'Car Parking'; 'The Environment and Special Features'; 'Leisure and the Night-time Economy'; 'Technology and Marketing (including Tourism) and the contribution of Edge Hill University, as part of the work being undertaken in relation to the Ormskirk Town Strategy.
2. To make interim reports to Cabinet, if applicable, in relation to the themed topics.
3. To present a final report of the Committee's findings and recommendations to Cabinet and Council.

OBJECTIVES

The present –

1. 'The Market'

- To understand the current arrangements of the market, including the existing layout of the market stalls, mix of traders and the aesthetics in relation to the style and look of the stalls.
- To understand the impact of the Moor Street improvement works on the current market layout.
- To explore the opportunities open to market traders, including those available to permanent traders / casual traders / start-up traders.
- To understand best practice from other thriving markets.

2. 'Car Parking'

- To understand the current arrangements of the car parks serving the town centre, including location; number of spaces; access/proximity.

3. 'The Environment and Special Features'

- To understand the composition and special character of Ormskirk and contribution/expectation of people who live, work and visit it.

4. 'Leisure and Night-Time Economy'

- To understand Ormskirk's leisure, visitor economy and contributing factors.

5. 'Technology and Marketing' (including Tourism)

- To understand Ormskirk's heritage and contemporary setting, tourism (brand and visitor economy) and how marketed in the wider community.

6. 'Edge Hill University'

- To understand the impact of the University on the town centre and its contribution to the economy of the town.

The future –

To ensure that future approaches and facilities are developed to meet local needs and preserve the special character of a market town.

1. ‘The Market’

- To ensure that the new Ormskirk market layout fits in with the proposed Moor Street improvements.
- To ensure the direction and priorities for the market will enable it to be both sustainable / competitive and also ensure that its development is in keeping with the aspirations of the Ormskirk Town Centre Strategy.
- To explore further opportunities to diversify, for example more specialist markets (crafts, foods etc.).

2. ‘Car Parking’

- To ensure that car parks are fit for purpose to meet future needs.

3. ‘The Environment and Special Features’

- To explore further opportunities to preserve the special character of Ormskirk as a market town and its impact on those who work, live and visit it.

4. ‘Leisure and Night-Time Economy’

- To continue the work being undertaken to promote West Lancashire as a Visitor destination and the work undertaken through our partners.

5. ‘Technology and Marketing’

- To continue to promote Ormskirk as a visitor destination and contribution to the work undertaken through various partners, including Marketing Lancashire and Love Ormskirk.

7. ‘Edge Hill University’

- To continue the close association with Edge Hill University through established forums and other initiatives.

Comparison

Understanding the position of market towns in other areas and how their economies are being revitalised through the development of distinctive retail, cultural and heritage offers.

Resources -

- The Council’s Assistant Director Community Services will provide technical support and guidance, together with Officers from Regeneration. Officers from across the Authority, including Planning and Street Scene, to be consulted as appropriate.
- External contribution, as appropriate.
- Any funding requirements will be included in the final recommendations of the Committee.

INFORMATION

<http://skiptonmarket.net/>

<http://www.stockport.gov.uk/services/leisureculture/visitstockport/stockportmarket/>

<http://markets.sthelens.gov.uk/markets/earlestown-market/>

<http://www.burymarket.com/>

Witnesses		
Who?	Why?	How?
Others within the community that may be identified during the course of the review.	To provide feedback on opportunities/developments considered.	To be identified during the review
The Committee may wish to hear from:		
Relevant Portfolio Holders	Portfolio Holders whose remit includes the themes contributing to the Review.	Attendance at meetings as required.
Site Visits		
Where?	Why?	
To be identified during the Review.	To be identified during the Review.	
ESTABLISH WAYS OF WORKING		
<u>Officer Support</u>		
<p>Lead Officer (Corporate and Environmental Overview & Scrutiny Committee) – Dave Tilleray, Assistant Director Community Services</p> <p>Scrutiny Support Officer (SSO) – Cathryn Jackson, Principal Overview and Scrutiny Officer</p> <p>Legal Officer (LO) – Tina Sparrow, Assistant Solicitor</p> <p>Officers reporting as and when required – Colin Brady, Technical Services Manager, Community Services. Dave Tilleray, Assistant Director, Community Services, or Officers on his behalf. Bob Livermore, Assistant Director Housing and Regeneration, or Officers on his behalf. Ian Gill, Deputy Assistant Director Housing and Regeneration, or Officers on his behalf. John Harrison, Assistant Director, Planning, or Officers on his behalf. Graham Concannon, Assistant Director Street Scene, or Officers on his behalf. Shaun Walsh, Transformation Manager, or Officers on his behalf.</p>		

Reporting Arrangements

- The Assistant Director Community Services, or Officers on his behalf, will contribute, as appropriate, to aspects of the review relating to Ormskirk Town Centre Management, Market Strategy.
- The Assistant Director Planning, will contribute, as appropriate, to aspects of the review relating to the planning and development .
- The Assistant Director /Deputy Assistant Director - Housing and Regeneration will contribute, as appropriate, to aspects of the review relating to the Ormskirk Market Strategy.
- The Assistant Director Street Scene will contribute, as appropriate, to aspects of the review relating to maintenance of the environment (street scene, grounds maintenance)
- The Transformation Manager will contribute, as appropriate, to aspects of the review relating to consultation and community engagement.
- The Lead Officer (Assistant Director Community Services)/Principal Overview and Scrutiny will co-ordinate the generic elements of the review and submit progress reports as required.
- The Corporate and Environmental Overview and Scrutiny Committee to submit its final report and recommendations to Cabinet and Council Feb/March 2016 and Council in April 2016.

TIME SCALES

Meeting 1 – 16 July 2014

- Introduction on the theme of the topic from the Technical Services Manager, Community Services.
- Review confirmed to commence 2014/15.

Meeting 2 - 23 October 2014

- To consider the role of Ormskirk Town Centre Market, the co-ordinated approach of local partnerships in relation to the topic area and to debate strengths and weaknesses of current approaches.
- To agree the Project Plan.
- To identify the next steps in the project.

Meeting 3 - 4 December 2014

- To. consider an update from the Technical Services Manager.
- To agree and review the Project Plan.
- To identify the next steps.

Workshop Session – 20 January 2015. “The Market”

Meeting 4 – 19 February 2015

- To receive feedback from the Workshop Session.
- To receive a presentation by, or on behalf of, the Deputy Assistant Director Housing and Regeneration on the consultation currently being undertaken in relation to Ormskirk Town Centre Strategy.
- To identify the next steps.
- To review the Project Plan.

Meeting 5 - ??July 2015

- To consider the updated the Project Plan
- To consider an interim report of the work undertaken in 2014/15.
- To receive a presentation from the Technical Services Manager and consider the theme 'Car Parking'.
- To identify/confirm the next steps in the review.

Meeting 6 - ??Oct 2015

- To consider reports/presentations, as applicable, on the theme 'Leisure and the Night-time Economy' on behalf of the Assistant Directors Community Service and Housing & Regeneration.
- To identify/confirm the next steps in the review.
- To review the Project Plan

Meeting 7 – ??Dec 2015

- To consider reports/presentations, as applicable, on the theme 'Technology and Marketing (including Tourism) on behalf of the Assistant Director Housing and Regeneration and Transformation Manager with consideration also of the theme 'Edge Hill University'
- To identify/confirm the next steps in the review.
- To review the Project Plan

Workshop Session, if required – January 2016**Meeting 8 – ??Feb or ??March 2016**

- To receive feedback from the Workshop Session, if required.
- To consider an interim report of the work undertaken in 2015/16.
- To identify/confirm the next steps of the review.
- To review the Project Plan

Meeting 9 - ??July 2016

- To consider any identified outstanding final aspects of the review.
- To review the Project Plan.

Meeting 10 - ?? October 2016

- To agree draft final report and final recommendations for submission to Cabinet and Council, if applicable, in November/December 2016

Cabinet – ?? November 2016

- Submission of the final report.

Council – ?? December 2016

- To receive the final report, if applicable.

INFORMATION GATHERED

16 July 2014	The Environmental Improvement of Moor Street, Ormskirk – The proposals (site diagram)
23 October 2014	Ormskirk Town Centre Market – Statistical data (no. of stalls layout; licensed and casual traders.
23 October 2014	Ormskirk Town Centre Market – Commodity data
23 October 2014	National picture (all markets) – Statistical data (nabma)
20 January 2015	Ormskirk Town Centre – Current and proposed layout (Market Day)
20 January 2015	Pictorial views of Ormskirk Market and other markets (Lichfield; Wakefield; Skipton; Wokingham.

CONCLUSION	
RECOMMENDATIONS	
REVIEW DATE – Usually 6 months after final review report submission. ?? July 2017	