

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: 9 JULY 2015

Start: 7.30pm

Finish: 10.15pm

PRESENT:

Councillors: Dowling (Chairman)

Mrs Atherley	G Hodson
S Bailey	McKay
Barron	Mrs Marshall
Mrs Blake	Oliver
Delaney	O'Toole
Forshaw	Pendleton
Devine	Savage
Greenall	West

Officers: Assistant Director Community Services (Mr D Tilleray)
Assistant Director Planning (Mr J Harrison)
Technical Services Manager (Mr C Brady)
Community Safety Officer (Mr C Owens)
Partnership and Performance Officer (Ms A Grimes)
Assistant Solicitor (Mr M Hynes)
Principal Overview and Scrutiny Officer (Mrs C A Jackson)

In attendance: Councillor J Hodson (Portfolio Holder for Planning)

Director of ICT, BT Lancashire Services (Mr M Orford)
Director of Revenues and Benefits, BT Lancashire Services
(Mr J Unsworth)
Principal Business Relations Manager (Ms S DeVall)

1. APOLOGIES

There are no apologies.

2. MEMBERSHIP OF THE COMMITTEE

In accordance with Council Procedure Rule 4, Members noted the termination of membership of Councillors Blane, Hudson and L Hodson and the appointment of Councillor Forshaw, Pendleton and Savage, for this meeting only, thereby giving effect to the wishes of the Political Groups.

3. URGENT BUSINESS

There were items of urgent business.

4. DECLARATIONS OF INTEREST

There were no declarations of a interest.

5. DECLARATIONS OF PARTY WHIP

There were no declarations of a Party Whip.

6. MINUTES

RESOLVED: That the minutes of the Corporate and Environmental Overview and Scrutiny Committee meeting held on 19 February 2015 be received as a correct record and signed by the Chairman.

7. MINUTES OF THE MEMBER DEVELOPMENT COMMISSION

RESOLVED: That the minutes of the Member Development Commission meeting held on 12 March 2015 be noted.

8. CONFIRMATION OF WORK PROGRAMME 2015/16

Consideration was given to the report of the Borough Solicitor as contained on pages 13 to 16 of the Book of Reports that set down the proposed Work Programme for the Committee for 2015/16.

RESOLVED: A. That the decision of the Council to establish a 'Public Involvement at Meetings Working Group' as part of the Work Programme and the terms of reference, as set down in the appendix, be agreed.

B That the Work Programme for the Committee 2015/16 as set out below, be confirmed and included on the Council's web-site.

'Corporate and Environmental Overview and Scrutiny Committee

The Committee conducts in depth reviews/policy development as set out in its work programme.

In 2015/16 the Committee will continue its review on 'A Market Town Strategy for Ormskirk Town Centre'

The Committee considers as part of its routine work:

- Items referred from "Members Update" at the request of a Member
- Members Items/Councillor Call for Action (CCfA)
- Performance management
- Acts as the Council's Crime and Disorder Committee
- Recommendations from previously conducted reviews

The Member Development Commission will continue its work during 2015/16 and the 'Public Involvement at Meetings Working Group' will commence its work'.

9. BT LANCASHIRE SERVICES ANNUAL REVIEW

Consideration was given to the report of the Transformation Manager as contained on pages 17 to 41 of the Book of Reports that detailed the Annual Review delivered by BT Lancashire Services 2014/15 on the ICT and Revenues and Benefits Services.

The Chairman welcomed the representatives from BT Lancashire Services (BTLS).

A presentation, supported by a series of slides as contained on pages 85 to 96 of the Book of Reports, was undertaken by Mr Mark Orford (Director of ICT) and Mr J Unsworth (Director of Revenues and Benefits) on the work that had been undertaken over the previous 12 months under the shared services agreement.

The Director of ICT provided a review of work undertaken in 2014/15 referencing the highlights of the service provision, performance against targets and planned improvement and development for 2015/16. He made reference to the enhanced support procedures specifically for councillors and their operation.

Comments and questions, related to the ICT Service, were raised in respect of:

- Performance Targets (measurement; quality of service; outcomes to customers; incidents reported)
- Terminology within the annual report (glossary of terms)
- Customer liaison (consultation; representation; feedback)
- ICT support for Borough Councillors:
 - Plans relating to the roll-out / availability of up-to-date technology (iPads / mobile devices)
 - Members ICT training arrangements (access / provision / level).
 - Members IT equipment and security (authentication process; access and data security)
 - Responding to changing needs (assisted/bespoke technology for visual / other impairment; future proofing)

The ICT Director responded to questions and provided clarification, referencing details within the presentation and report. In relation to the provision of a glossary of the abbreviations referred to within the documentation and comments on service delivery and connectivity, he made an undertaking to pass the observations to the Transformation Manager.

The Principal Business Relationship Manager attended the meeting and provided further clarification on the issues raised.

The Director of Revenue and Benefits then provided an overview of key activity in his Service during 2014/15 highlighting details as set down in the report and presentation. Reference was made to the operation of the service as a result of the Welfare Reform changes, highlighting activity in the year resulting from the roll out of Universal Credit (UC). He also confirmed that the technology migration (platform from Liverpool to Lancashire) had been completed.

Comments and questions, related to the Revenue and Benefits Service, were raised in respect of the following:

- Cross-organisation Task Group (membership / representation / feedback)
- Impact of UC locally (number of claimants; information sharing; guidance / support / assistance provided through the process)

RESOLVED: That the BT Lancashire Services Annual Report 2014/15, attached at Appendix A and accompanying presentations, be noted.

(Note: Councillor Mrs Atherley left the meeting following consideration of this item.)

10. CRIME AND DISORDER - PRESENTATION

A presentation was received from the Community Safety Officer on behalf of the West Lancashire Community Safety Partnership (CSP). The presentation was supported by a series of slides as contained on pages 97 to 115 of the Book of Reports.

In his presentation, the Community Safety Officer gave an overview of the CSP structure; a summary of the established thematic delivery groups, the funding streams and how allocated to support priorities; the multi-agency approach to manage key priorities, referencing Bright Sparx's as an example of an effective multi-agency delivery that has brought effective results on and around "Bonfire celebrations".

During discussion comments and questions were raised in respect of:

- Bright Sparx (impact locally; role of other agencies)
- Partnership working (involvement; reductions in funding / effect on CSP priorities / initiatives.)
- Other anti-social behaviour issues (support throughout the year; funding.)
- Freshers' Week - extension of time period (effect on support / delivery; effectiveness of partnership working.)

The Community Safety Officer responded to questions and provided clarification on issues raised. He made an undertaking to circulate the presentation, via email and information therein, to all Members.

RESOLVED: That the presentation be noted.

11. QUARTERLY PERFORMANCE INDICATORS (Q4 2014-15)

Consideration was given to the report of the Transformation Manager which detailed performance monitoring data for the quarter ended 31 March 2015, as contained on pages 43 to 61 of the Book of Reports. The reported had previously been considered by Cabinet at its meeting on 16 June 2015.

In discussion Members raised questions and comments in respect of the following performance indicators:

- NI 195b (Improved street and environmental cleanliness – levels of litter, detritus, graffiti and fly posting: Detritus) – reasons associated with increase; process for the disposal of inert waste (hardcore / rubble).
- WL121 (Working Days Lost Due to Sickness Absence) - how measured; provision of additional details/reasons for sickness level).
- WL18 (Use of leisure and cultural facilities (swims and visits) – reasons for fluctuations / seasonal fluctuations).

The Partnership and Performance Officer attended the meeting, responded to questions and made an undertaking to seek clarification on issues raised relating to sickness levels and fly-tipping (inert waste).

RESOLVED: That the Council's performance against the indicator set for the quarter ended 31 March 2015 be noted.

12. WORK PROGRAMME 2015/16

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

13. PROCESSING OF PLANNING APPLICATIONS - PIS NI157(A)(B)(C)

This item had been included on the agenda following the request, at the last meeting, for the attendance of the Assistant Director Planning in relation to relevant PIs raised as part of scrutiny of the Performance Indicators (Q3 2014/15).

The Assistant Director Planning attended the meeting and gave an overview of the service, regarded to be one of the busiest for planning applications in Lancashire and the reasons for the fluctuations that had impacted on performance in Q3.

He made reference to the performance monitoring information for Q4, on the same PIs, that showed an increase from 44.44% (Q3), in major planning applications (PI NI157a) processed, to 62.50% in Q4 and the increase in performance, in Q4 too, advised for minor applications (PINI157b) and other applications (PINI157c), resulting in improvement across the monitored PIs.

He further made reference to resources for the Service that had seen the number of officers within the Development Management team increased as a result of the increased workload but there had been some delay in securing the additional staff resource as a result of encountering difficulties in filling the additional posts with the right quality of candidate.

In response to a Member question relating to the approach used to train and fill Planner vacancies, information was provided by the Assistant Director Planning on the recruitment process and methods used to attract suitable candidates.

RESOLVED: That the response of the Assistant Director Planning be noted.

14. A MARKET STRATEGY FOR ORMSKIRK TOWN CENTRE

The following three items, as part of the review, were considered.

15. A MARKET STRATEGY FOR ORMSKIRK TOWN CENTRE - INTERIM REPORT AND REVIEW OF PROJECT PLAN

Consideration was given to the interim report, attached at Appendix A, of the Committee on the findings to date in relation to the review 'A Market Town Strategy for Ormskirk on work undertaken in 2014/15.

In relation to the Project Plan it was reported that this would be amended to include the membership of the Committee for 2015/16.

In discussion comments and questions were raised on:

- Work instigated on the Market element of the review.
- Methods to encourage stallholders (approach to advertising; shopper experience; embracing new technology)
- Stall layout and etiquette for the future (positioning of stalls; keeping pedestrian access clear; discouraging random displays of goods external to stalls)
- Link to Ormskirk Town Centre Strategy (branding of Ormskirk market; encouraging footfall; methods of advertising (local radio; links with local transport; posters at stations)
- Tourism (building on historical perspectives (tours of the Parish Church)
- Visitor Map (identification of venues; locations of "the Map" across the town; historical perspective; inclusion of defibrillator access points)

The Technical Services Manager confirmed that comments relating to issues raised previously in respect of the Market had been fed through, as appropriate and, as the Visitor Map is currently being updated, made an undertaking to pass on Members comments in relation to inclusion of the defibrillator icon to denote locations and suggested sites for the map, to be passed on, as appropriate.

- RESOLVED:
- A That the interim report be noted.
 - B That the Project Plan be amended to include the membership of the Committee for 2015/16.
 - C That comments in relation to the Visitor Map of Ormskirk Town Centre, locations and use of defibrillator icon to be taken forward, as appropriate.

16. CAR PARKING IN THE TOWN CENTRE

The Technical Services Manager gave an oral presentation on the theme 'Car Parking' in Ormskirk Town Centre as part of the Committee's review. He also circulated supporting information on revisions to the Council's car parks map and car parking charges in the town's Council owned car parks, as contained on pages 117 to 121 of the Book of Reports.

Presentation 3 – Car Parking in Ormskirk Town Centre

Members considered information presented by the Technical Services Manager on car parking in the town centre.

In the presentation it was explained that parking in town centres represents a complex of issues hampered by a number of significant problems, including the growth of car ownership, that has exceeded what many traditional urban centres can accommodate. It has had to be recognised that parking comes at a cost that needs to be covered by "someone, somewhere and somehow" but this has proved to be emotive. Car parking policies that are embedded in a holistic transport strategy remain problematic because of the numerous stakeholders involved all working to different objectives.

It is recognised that town centres today are exposed to intense competition and need to do what they can to ensure accessibility. Car use and ownership has continued to rise and saturation point is not expected until 2035.

Cost of Parking

The cost of car parking both to the 'user' and the Council or private companies, who need to cover their costs in relation to maintenance and management of car parks as well as long-term investment in the quality of the car parks, was referenced. Additionally, car parks also attract business rates that must be paid. Consequentially, neither on-street nor off-street parking is "free."

Car Parks in the Town Centre

The Council-run car parks in Ormskirk town centre are controlled through "pay and display" There are 847 spaces on 10 car parks. Two other car parks, Finnigans Square and the Park and Ride car park at Ormskirk Station remain free of charge. Current charges to use the council car parks in Ormskirk are applicable Monday – Saturday between the hours of 08.30am – 5.30pm and details were provided on the income, charges and maintenance. Parking permits are also available costing £195 per year or £24 per calendar month.

Enforcement

In relation to enforcement it was stated that the Borough Council are responsible for off-street car parking but it is the responsibility of Lancashire County Council to look after car parking breaches on-street (Monday to Saturday).

Mr Brady went on to explain the processes in relation to the operation of enforcement including the difficulties encountered by enforcement officers; evidencing breaches and the exceptions that allow some users to park in restricted areas.

It was acknowledged that there had been problems associated with a privately-owned car park servicing the town centre.

Car Parking – Findings of others

Information in relation to access and in particular improving the parking experience in town centres extracted from research undertaken by the Association of Town Centre Management (ATCM) was also circulated.

The Genecon report on 'High Street Performance' issued in December 2011 to coincide with the launch of Mary Portas high street review assessed the causes of decline of the high street and prognosis for the future. Its findings on spacial and physical factors features were referred to as was an extract from the Alliance Boots 'Car Parking – A Retailer's View, featured by the Federation of Small Businesses, in particular the loss of customers to other destinations with insufficient / smart car parking; on-line and out of town retail parks being cited as causes.

Future developments

It was stated that the Council continues to respond to feedback and the experiences of other local authorities.

In relation to the use of technology for alternative methods of payment of the car parking fee, including those via mobile and smart phones, these would continue to be evaluated as were up-grades to the hand-held devices of enforcement officers.

In discussion questions and comments were raised in relation to:

- Pay & Display (P&D) (charges for long and short stays; allocation of disabled bays; facilities at/provision of "cashless" P&D machines; CCTV monitoring; costs associated with provision / maintenance of P&D machines.)
- Alternative methods of fee payment (use of advances in technology; payment via smart phones; credit / debit card payments.)
- Appeals Panel (membership and role of the Panel.)
- Car Parking Map of Ormskirk Town Centre (quality of information provided on the revised Map).

Members also referred to the comments reported in the local paper in respect of issues relating to the, privately owned, car park at Two Saints. The Portfolio Holder for Planning, who was in attendance at the meeting, with the permission of the Chairman, addressed the Committee and made an undertaking to take forward the matter and respond appropriately.

The Technical Services Manager responded to questions and provided clarification on issues raised in discussion. He confirmed, that the updated Ormskirk Town Centre map of council car parks, as circulated, would be included on the Council's web-site.

RESOLVED: A That the presentation and information therein be noted.

 B That comments in relation to:

1. Alternative methods of payments at Pay and Display machines be included as part of any future assessment of these facilities;
2. Ormskirk Town Centre map of council car parks, as revised, to be included on the Council's web-site;

 be taken forward, as appropriate.

17. NEXT STEPS

Members considered the next steps of the review as set down in the Project Plan.

RESOLVED: That in relation to the next steps of the Review the proposals for the next meeting to be held on 15 October 2015 be noted.

18. ITEMS FROM THE MEMBERS' UPDATE

There were no items under this heading.

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Chairman



AGENDA ITEM: 9

**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY
COMMITTEE: 15 OCTOBER 2015**

CABINET: 10 NOVEMBER 2015

COUNCIL: 16 DECEMBER 2015

Report of: Borough Solicitor

Relevant Managing Director: Managing Director (People and Places)

**Contact for further information: Mrs J Denning (Extn. 5384)
jacky.denning@westlancs.gov.uk**

SUBJECT: PUBLIC INVOLVEMENT AT MEETINGS – DRAFT PROTOCOL

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To consider extending public speaking at meetings via an agreed Protocol.

1.2

**2.0 RECOMMENDATIONS TO CORPORATE & ENVIRONMENTAL OVERVIEW &
SCRUTINY COMMITTEE**

2.1 That agreed comments on the report and recommendations at paragraph 4 below, be submitted to Council.

3.0 RECOMMENDATIONS TO CABINET

3.1 That agreed comments on the report and recommendations at paragraph 4 below, be submitted to Council.

4.0 RECOMMENDATIONS TO COUNCIL

4.1 That the work undertaken by the Public Involvement In Meetings Working Group (the Working Group), at its meetings held on 28 July and 28 September 2015, as detailed in paragraph 5, be noted.

4.2 That the resource issues set out in paragraph 9 of the report be given further consideration through the budget setting process for the next financial year.

4.3 That the Protocol, attached at Appendix 1 to the report, be approved and

implemented from April 2016, subject to the related additional staffing requirement being agreed at February Council.

4.4 That in respect of implementation, consideration be given to the recommendation of the Working Group and, Either:

(a) The following meetings affected should start at the times indicated below, ie. 30 minutes earlier, to allow for the extension of public involvement in meetings:

- 7.00pm for meetings of Cabinet, Executive Overview & Scrutiny Committee, Corporate and Environmental Overview & Scrutiny Committee.
- 6.30pm for meetings of Audit & Governance Committee (although the usual training sessions held prior to this Committee would then start at 6.00pm).

(Standards Committee meetings are called on an ad hoc basis.)

Or:

(b) The following meetings affected should continue to start at the usual time ie.

- 7.30pm for meetings of Cabinet, Executive Overview & Scrutiny Committee, Corporate and Environmental Overview & Scrutiny Committee.
- 7.00pm for meetings of Audit & Governance Committee (Training sessions are held at 6.30pm prior to the start of this Committee).

(Standards Committee meetings called on an ad hoc basis)

4.5 That relevant changes to the Constitution, as a result of the decisions above, be made by the Borough Solicitor, as appropriate.

5.0 PUBLIC INVOLVEMENT IN MEETINGS WORKING GROUP

5.1 At its meeting held on 28 July 2015 the Public Involvement in Meetings Working Group considered various options for extending the current arrangements for public involvement in meetings and provided some suggestions on how it would like to see the matter progressed, taking into consideration all relevant matters including current resource issues.

5.2 At its meeting held on 28 September 2015 the Working Group considered a draft Protocol which had been designed to take into account the suggestions put forward by the Working Group, whilst addressing procedural issues and seeking to minimise the need for additional resources.

5.3 The Working Group recommended that meetings of Council should not be included at this time and that meetings of Cabinet, Executive Overview & Scrutiny Committee, Corporate and Environmental Overview & Scrutiny Committee, Audit & Governance Committee and Standards Committee would be more appropriate. It was also recommended by the Working Group that in order to accommodate the additional time to allow for public involvement, meetings should commence 30 minutes earlier. Members will wish to consider what impact the earlier start time could have on Members and Officers.

6.0 CONSTITUTION

- 6.1 If public involvement arrangements are approved by Council, revisions to the relevant parts of the Constitution will be required. These will be undertaken by the Borough Solicitor on implementation.

7.0 FUTURE REVIEW

- 7.1 The Working Group has agreed to review the following matters, 12 months after implementation:
- 'Procedures for the Public and Applicants who wish to Speak at the Planning Committee on Planning Applications that Might Affect Them'
 - Public Participation at meetings of Council
 - Resources.

8.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

- 8.1 Extending the provision of public involvement in meetings provides another method to enable local people to raise concerns or state their views to the Council, providing an additional feedback mechanism for the community and improving access for all.

9.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 9.1 The Working Group has considered various options to take matters forward and agreed that resource implications must be considered as part of any new initiative. The attached protocol has direct resource implications for Member Services and other services, however efforts will be made to contain these.
- 9.2 Additional duties under the attached draft protocol would include:-
- (a) Responding to enquiries regarding public speaking from residents in relation to providing advice and assistance on eligibility to speak
 - (b) After deadline for receipt of prescribed forms:
 - prioritising the order of speakers in accordance with the protocol
 - confirming attendance with applicants and providing advice and assistance in relation to meeting protocols
 - providing reasons to applicants for rejecting applications, should a large number of applications be received or other reasons (this could generate additional phone calls from dissatisfied residents)
 - redacting certain personal information from submitted forms
 - separating and scanning papers into speakers and non speakers and circulating these to relevant officers and members,.
 - (c) At the meeting – Meet with speakers prior to the start of the meeting and provide any further advice and assistance they should require
 - (d) Post meeting – Respond to any queries from residents who had submitted requests in relation to decisions taken (this may also be from dissatisfied residents where they may not agree with the decision taken).

It is estimated that resources equating to 7.12 hours per week on Scale 6, located in Member Services would be required, which would cost an additional £6,000 per year.

- 9.3 There may also be additional work for report authors and other officers, arising from the issues raised via public speaking. This will need to be considered as part of the review after 12 months.

10.0 RISK ASSESSMENT

- 10.1 The report provides an opportunity to further develop public involvement at meetings in order to improve transparency and openness. The Protocol attached to the report balances this opportunity with the commitment to accommodate relevant business at meetings. If the report is not agreed then the current arrangements that are in place will continue to operate.

Background Documents

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

Equality Impact Assessment

There is a direct impact on members of the public, employees, elected members and / or stakeholders. Therefore an Equality Impact Assessment is required, a formal equality impact assessment is attached as an Appendix to this report, the results of which have been taken into account in the Recommendations contained within this report

Appendices

1. Draft Protocol Public speaking at other meetings
2. Equality Impact Assessment

DRAFT

PUBLIC SPEAKING – DRAFT PROTOCOL

(For meetings of Cabinet, Overview & Scrutiny Committees, Audit & Governance Committee and Standards Committee)

1.0 Public Speaking

- 1.1 Residents of West Lancashire may, on giving notice, address any of the above meetings to make representations on any item on the agenda for those meetings, except where the public and press are to be excluded from the meeting during consideration of the item.
- 1.2 The form attached as an Appendix to this Protocol should be used for submitting requests.

2.0 Deadline for submission

- 2.1 The prescribed form should be received by Member Services by 5.00 pm on the Thursday of the week preceding the meeting. This can be submitted by e-mail to member.services@westlancs.gov.uk or by sending to:
Member Services
West Lancashire Borough Council
52 Derby Street
Ormskirk
West Lancashire
L39 2DF
- 2.2 Completed forms will be collated by Member Services and circulated via e-mail to relevant Members and officers and published on the Council website via the Council's Information System (CoInS). Only the name of the resident and details of the issue to be raised will be published.
- 2.3 Groups of persons with similar views should elect a spokesperson to speak on their behalf to avoid undue repetition of similar points. Spokespersons should identify in writing on whose behalf they are speaking.

3.0 Scope

- 3.1 Any matters raised must be relevant to an item on the agenda for the meeting.
- 3.2 The Borough Solicitor may reject a submission if it:
 - (i) is defamatory, frivolous or offensive;
 - (ii) is substantially the same as representations which have already been submitted at a previous meeting; or
 - (iii) discloses or requires the disclosure of confidential or exempt information.

4.0 Number of items

- 4.1 A maximum of one form per resident will be accepted for each Agenda Item.
- 4.2 There will be a maximum of 10 speakers per meeting. Where there are more than 10 forms submitted by residents, the Borough Solicitor will prioritise the list of those allowed to speak. This will be dependent on:
 - a. The order in which forms were received.
 - b. If one resident has asked to speak on a number of items, priority will be given to other residents who also wish to speak
 - c. If a request has been submitted in relation to the same issue.
- 4.3 All submissions will be circulated to relevant Members and officers for information, although no amendments will be made to the list of speakers once it has been agreed (regardless of withdrawal of a request to speak).

5.0 At the Meeting

- 5.1 Speakers will be shown to their seats. An item 'Public Speaking' will be included on the agenda to enable local residents to make their representations within a period of up to 30 minutes at the start of the meeting. Residents will have up to 3 minutes to address the meeting when introduced by the Chairman for that meeting. The address must reflect the issue included on the prescribed form submitted in advance.
- 5.2 Members may discuss what the speaker has said along with all other information, when the item is being considered later on the agenda and will make a decision then. Speakers should not circulate any supporting documentation at the meeting and should not enter into a debate with Councillors.
- 5.4 If residents feel nervous or uncomfortable speaking in public, then they can ask someone else to do it for them. They can also bring an interpreter if they need one. They should be aware there may be others speaking as well.
- 5.5 Speakers may leave the meeting at any time, taking care not to disturb the meeting.

Equality Impact Assessment Form



Directorate: Corporate Services	Service: Member Services
Completed by: Jacky Denning	Date: 24 September 2015
Subject Title: Public Involvement at Meetings	
1. DESCRIPTION	
Is a policy or strategy being produced or revised:	Yes
Is a service being designed, redesigned or cutback:	Yes
Is a commissioning plan or contract specification being developed:	No
Is a budget being set or funding allocated:	No
Is a programme or project being planned:	Yes
Are recommendations being presented to senior managers and/or Councillors:	Yes
Does the activity contribute to meeting our duties under the Equality Act 2010 and Public Sector Equality Duty (Eliminating unlawful discrimination/harassment, advancing equality of opportunity, fostering good relations):	Yes
Details of the matter under consideration:	To extend public involvement in meetings
<p><i>If you answered Yes to any of the above go straight to Section 3</i></p> <p><i>If you answered No to all the above please complete Section 2</i></p>	
2. RELEVANCE	
Does the work being carried out impact on service users, staff or Councillors (stakeholders):	
If Yes , provide details of how this impacts on service users, staff or Councillors (stakeholders): <i>If you answered Yes go to Section 3</i>	
If you answered No to both Sections 1 and 2 provide details of why there is no impact on these three groups: <i>You do not need to complete the rest of this form.</i>	
3. EVIDENCE COLLECTION	
Who does the work being carried out impact on, i.e. who is/are the stakeholder(s)?	Members of the Public
If the work being carried out relates to a universal service, who needs or uses it most? (Is there any particular group affected more than others)?	Members of the Public

Which of the protected characteristics are most relevant to the work being carried out?	
Age	Yes
Gender	Yes
Disability	Yes
Race and Culture	Yes
Sexual Orientation	Yes
Religion or Belief	Yes
Gender Reassignment	Yes
Marriage and Civil Partnership	Yes
Pregnancy and Maternity	Yes
4. DATA ANALYSIS	
In relation to the work being carried out, and the service/function in question, who is actually or currently using the service and why?	Members of the public in relation to Planning & Licensing issues
What will the impact of the work being carried out be on usage/the stakeholders?	An opportunity to extend public participation to other meetings of the Council
What are people's views about the services? Are some customers more satisfied than others, and if so what are the reasons? Can these be affected by the proposals?	Extension to current arrangements will enable participation by a wider audience
What sources of data including consultation results have you used to analyse the impact of the work being carried out on users/stakeholders with protected characteristics?	n/a
If any further data/consultation is needed and is to be gathered, please specify:	n/a
5. IMPACT OF DECISIONS	
In what way will the changes impact on people with particular protected characteristics (either positively or negatively or in terms of disproportionate impact)?	Provide a further opportunity for all members of the public to engage with the Council
6. CONSIDERING THE IMPACT	
If there is a negative impact what action can be taken to mitigate it? (If it is not possible or desirable to take actions to reduce the impact, explain why this is the case (e.g. legislative or financial drivers etc.).	None
What actions do you plan to take to address any other issues above?	No issues
7. MONITORING AND REVIEWING	
When will this assessment be reviewed and who will review it?	If implemented, the protocol will be reviewed after 12 months by the Working Group



AGENDA ITEM: 11

CABINET: 15 SEPTEMBER 2015

**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY
COMMITTEE:
15 OCTOBER 2015**

Report of: Transformation Manager

Relevant Head of Service: Managing Director (Transformation)

Relevant Portfolio Holder: Councillor I Moran

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

SUBJECT: QUARTERLY PERFORMANCE INDICATORS (Q1 2015/16)

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To present performance monitoring data for the quarter ended 30 June 2015.

2.0 RECOMMENDATIONS TO CABINET

2.1 That the Council's performance against the indicator set for the quarter ended 30 June 2015 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 15 October 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 June 2015 be noted.

4.0 CURRENT POSITION

- 4.1 Members are referred to Appendix A of this report detailing the quarterly performance data.
- 4.2 34 data items are reported quarterly, two of these are data only. Of the 32 PIs with targets reported:
- 18 indicators met or exceeded target
 - 4 indicators narrowly missed target; 4 were 5% or more off target
 - 2 indicators have data unavailable at the time of the report (*NI 191: Residual household waste; NI192: Percentage of household waste sent for reuse, recycling and composting*)
 - 4 indicators do not have data reported for Q1 (NI195a-d).

As a general comparison, Q1 performance in 2014/15 gave 14 (from 32) indicators on or above target (to enable a comparison this does not include outturn information for WL08a, WL18, or WL24 as these indicators either do not have targets or are no longer monitored quarterly for 15/16).

- 4.3 Improvement plans prepared by service managers 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 and will be relevant for future monitoring purposes.
- 4.4 These plans provide the narrative behind the outturn and are provided in Appendices B1-B3. 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.
- 4.6 The performance indicator data appended to this report details the council's quarterly performance against key performance indicators. The performance information aims to help demonstrate performance against the corporate priorities as well as providing some service-specific information. The full suite of indicators for 2015/16 was agreed by Cabinet in March 2015. Annual outturn for the full suite is reported to Council within the Annual Report.

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.

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 Q1 April-June 2015/16

Appendix B – Current Improvement Plans










B1: TS24b: Average time to re-let local authority housing-Supported Needs

B2: WL108 Average answered waiting time for callers to the contact centre (seconds)













B3: WL121 Working Days Lost Due to Sickness Absence

Appendix C – Minute of Cabinet 15 September 2015 (Corporate Overview and Scrutiny Committee only)

APPENDIX A: QUARTERLY PERFORMANCE INDICATORS

Icon key					
PI Status		Performance against same quarter previous year			
	OK (within 0.01%) or exceeded	18	 Improved	15	
	Warning (within 5%)	4	 Worse	8	
	Alert (by 5% or more)	4	 No change	5	
	Data only	2	/	Comparison not available	4
	Awaiting data	2		Awaiting data	2
N/A	Data not collected for quarter	4			
Total number of indicators		34			



Shared Services¹

PI Code & Short Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Current Target	Comments	Q1 15/16 vs Q1 14/15	Quarter Performance
	2013/14	2013/14	2013/14	2013/14	2014/15	2014/15	2014/15	2014/15	2015/16				
	Value	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)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.0%	100.0%	99.0%	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)	98.0%	99.0%	99.0%	99.0%	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	7.12	7.66	8.31	7.44	6.79	7.66	8.23	6.62	8.89	12.00			
B2 Overpayment Recovery of Housing Benefit overpayments (payments received)	£43,041	£84,613	£123,567	£170,909	£34,524	£82,895	£130,906	£203,868	£67,408	£43,040			







PI Code & Short Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Current Target	Comments	Q1 15/16 vs Q1 14/15	Quarter Performance
	2013/14	2013/14	2013/14	2013/14	2014/15	2014/15	2014/15	2014/15	2015/16				
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
R1 % of Council Tax collected	28.33%	55.47%	82.85%	95.32%	28.95%	56.11%	83.60%	96.03%	29.64%	27.96%		↑	✓
R2 % council tax previous years arrears collected	4.66%	11.71%	16.94%	20.94%	3.38%	12.36%	27.34%	33.56%	8.97%	5.00%		↑	✓
R3 % of Non-domestic Rates Collected	27.89%	58.57%	84.58%	95.53%	30.75%	58.26%	83.29%	96.40%	28.09%	27.6%		↓	✓
R4 % Sundry Debtors % of revenue collected against debt raised	48.23%	66.83%	71.07%	90.05%	62.59%	79.34%	86.49%	90.73%	72.00%	45.75%		↑	✓

Housing & Regeneration





PI Code & Short Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Current Target	Comments	Q4 14/15 vs Q4 13/14	Quarter Performance
	2013/14	2013/14	2013/14	2013/14	2014/15	2014/15	2014/15	2014/15	2015/16				
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
HS1 % Housing repairs completed in timescale	97.20%	96.57%	96.46%	96.68%	96.36%	95.86%	96.58%	97.36%	97.04%	97.00%		↑	✓
HS13 % LA properties with CP12 outstanding	0.07%	0.04%	0.01%	0.1%	0.1%	0.04%	0.06%	0.1%	0.05%	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 3 properties. No plan has been prepared but we continue to focus on rigorous procedures to ensure compliance.	↑	⬮
TS1 Rent Collected as a % of rent owed (excluding arrears b/f) ³	97.58%	97.58	98.25%	98.47%	99.2%	98.04%	98.18%	98.65%	102.3%	97.00%	A higher level of rent payments were collected in the first two weeks of the financial year compared to 2014/15. As these were non-collection weeks, no rent debit was raised and any payments received reduced the arrears position in full. A higher than anticipated rent collection rate in Q1 was therefore achieved.	↑	✓
TS24a GN Average time taken to re-let local	53.61	49.52	58.10	65.74	30.25	18.19	22.77	29.42	26.63	28.00		↑	✓







PI Code & Short Name	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Current Target	Comments	Q4 14/15 vs Q4 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
authority housing (days) - GENERAL NEEDS													
TS24b SP Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS	29.94	64.73	98.01	62.31	79.20	41.39	65.66	92.24	60.33	50.00	Improvement plan attached at Appendix B1		

Planning







PI Code & Short Name	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Current Target	Comments	Q4 14/15 vs Q4 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 157a Processing of planning applications: Major applications	30.00%	77.78%	54.55%	85.71%	100%	76.92%	44.44%	62.50%	100%	65.00%			
NI 157b Processing of planning applications: Minor applications	87.50%	84.62%	82.43%	72.15%	74.67%	70.00%	70.59%	80.88%	72.22%	75.00%	Outturn is above the government target of 65%. Head of Service's amber assessment: no improvement plan required.		
NI 157c Processing of planning applications: Other applications	91.61%	93.02%	92.99%	84.35%	79.83%	76.10%	84.51%	88.71%	85.03%	85.00%			

Transformation



PI Code & Short Name	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Current Target	Comments	Q4 14/15 vs Q4 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
BV8 % invoices paid on time	97.21%	97.03%	97.75%	96.24%	96.53%	98.44%	98.73%	99.27%	99.06%	98.24%			
WL19b(ii) % Direct Dial calls answered within 10 seconds ⁵	79.55	80.18	80.49	81.82	82.01	81.50	82.13	82.28	81.30	82.21	Head of Service's amber assessment: no improvement plan required.		







PI Code & Short Name	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Current Target	Comments	Q4 14/15 vs Q4 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL90 % of Contact Centre calls answered	87.3%	93.6%	92.6%	91.3%	93.1%	93.6%	91.1%	91.6%	90.6%	91.0%	Head of Service's amber assessment: no improvement plan required.		
WL108 Average answered waiting time for callers to the contact centre (seconds)	47.00	17.00	25.00	34.00	20.00	24.00	44.00	31.00	43.00	30.00	Improvement plan attached at Appendix B2		
WL121 Working Days Lost Due to Sickness Absence ⁵	2.63	2.74	2.88	1.87	1.71	1.93	2.32	2.76	2.61	2.02	Improvement plan attached at Appendix B3		

Description Community Services

PI Code & Short Name	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Current Target	Comments	Q4 14/15 vs Q4 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL08a Number of Crime Incidents	1,281	1,403	1,449	1,329	1,312	1,277	1,277	1,105	1,120		Cabinet approved a change to 'data only' for 2015/16 reporting.		
WL_18 Use of leisure and cultural facilities (swims and visits) ⁶	293,167	313,674	243,378	326,547	310,875	315,366	254,704	322,129	314,915		Cabinet approved a change to 'data only' for 2015/16 reporting.		

Street Scene

PI Code & Short Name	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Current Target	Comments	Q4 14/15 vs Q4 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 191 Residual household waste per household (Kg) ⁷	114.84	111.36	140.5	134.38	133.82	125.47	129.69	124.57		123.48	Awaiting external confirmation of data		
NI 192 Percentage of household waste sent for reuse, recycling and composting ⁷	52.35%	42.16%	39.93%	37.10%	50.88%	49.70%	41.66%	40.74%		47.58%	Awaiting external confirmation of data		

PI Code & Short Name	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Current Target	Comments	Q4 14/15 vs Q4 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	N/A	.83%	1.67%	.16%	N/A	1.17%	1.00%	0.33%	N/A	1.61%	Survey carried out three times each year. No data for Q1.	/	/
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	N/A	7.09%	2.70%	2.47%	N/A	2.75%	2.50%	8.89%	N/A	5.00%	Survey carried out three times each year. No data for Q1.	/	/
NI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	N/A	.33%	.00%	.17%	N/A	.33%	2.17%	1.00%	N/A	1.00%	Survey carried out three times each year. No data for Q1.	/	/
NI 195d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	N/A	0.00%	0.00%	0.00%	N/A	0.00%	0.00%	0.00%	N/A	0.00%	Survey carried out three times each year. No data for Q1.	/	/
WL01 No. residual bins missed per 100,000 collections	64.78	63.54	65.40	134.20	90.52	87.07	85.20	74.23	80.3	80.00	Head of Service's amber assessment: no improvement plan required.		
WL06 Average time taken to remove fly tips (days)	1.05	1.07	1.08	1.12	1.12	1.06	1.08	1.09	1.07	1.09			
WL122 % Vehicle Operator Licence Inspections Carried Out within 6 Weeks	N/A	N/A	N/A	N/A	100%	100%	100%	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 provided 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.

³ TS1: For 2014/15, this replaced BV66a with a simplified calculation. A direct comparison with 2013/14 outturn is therefore not possible, but data is provided for reference/information.

⁴ 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.

⁵ WL19bii / WL121: Data does not include BTLS seconded staff.

⁶ WL18: from Q1 2014/15, Community Resource Centre (CRC) data is no longer included. Data from 2013/14 has been restated without CRC to allow comparison with previous performance.

⁷ NI191-192: Data is provided to WLBC with a time lag due to time involved to confirm final figures.

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

Following the annual review of PIs, the following changes to QPIs were approved by Cabinet for 2015/16:

TS1 Rent Collected – target changed to 97% from 99.83%; WL90 % of Contact Centre calls answered – target changed to 91% from 90.6%; WL108 Average answered waiting time for callers – target changed to 30 from 26.25s; NI 191 Residual household waste per household – target changed to 495 from 493.91kg; NI 192 Percentage of household waste sent for reuse, recycling and composting – target changed to 50% from 47.58%; NI 195b Improved street and environmental cleanliness (levels of detritus) – target changed to 5% from 7.33%; NI 195c Improved street and environmental cleanliness (levels of graffiti) – target changed to 1.00% from 1.11%; WL01 missed bins – target changed to 80 from 70; WL08a Number of Crime Incidents & WL_18 Use of leisure and cultural facilities – reported as data only; WL24 Building Regs within 5 weeks – annual outturn only.

PERFORMANCE IMPROVEMENT PLAN	
Indicator	TS24b - Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS
Reasons for not meeting target	
<p>Two 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. Two properties let in Quarter 1 had been empty for over 6 months due to the lack of demand for sheltered accommodation. Letting these properties skews the performance figures.</p> <p>If these were to be excluded the quarters performance would be on target at 29.52 days.</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 Council's 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	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 13 seconds. During the period, we have had a vacant post due to maternity leave and long term staff sickness. Agency staff have been recruited to provide sickness absence cover, although it does take some time to adequately train temporary staff on the services we deliver.</p>	
Brief Description of Proposed Remedial Action	
<ul style="list-style-type: none"> • Continued training of agency staff. • Reshaping workloads to maximise resources within the team. • 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	
The target was increased to 30 seconds for 2015/16.	
Action Plan	
Tasks to be undertaken	Task Completion Date
See above comments.	Ongoing.

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL121 Working Days Lost Due to Sickness Absence
Reasons for not meeting target	
<p>The Council's target for 2015/16 is to achieve (not more than) 8.08 working days lost per employee, measured on a rolling 12-month basis. This equates to a quarterly target of 2.02 days per full time equivalent (FTE). The overall annual outturn figure, however, 31 March 2015 showed an annual outcome of 8.74 days per FTE.</p> <p>The current Quarter 1 period shows an outturn figure of 2.61 against the 2.02 days lost per FTE quarterly target.</p> <p>All cases are being closely managed, but unfortunately long term absence cases are difficult to resolve quickly due to the often complex nature of them. The HR team and Managers continue to work closely with staff and trade unions to facilitate speedy returns.</p>	
Brief Description of Proposed Remedial Action	
<ul style="list-style-type: none"> • Heads of Service will continue to closely monitor sickness levels within their respective service areas and take urgent action as necessary in line with the Sickness Absence Policy • The Council will continue to focus on providing detailed management information to assist managers in identifying all short-term cases of sickness absence which have exceeded the agreed 'trigger' levels, together with all on-going long-term cases of sickness absence. • The HR team will continue to meet with individual Heads of Service, where appropriate, to provide advice and support to ensure managers have the continued skills and confidence to address absence issues appropriately. • The Council will continue to work closely with the Occupational Health provider (OH Assist) 	
Resource Implications	
Timely interventions and practical support from the HR Team and OH Assist will continue to be needed by managers, which can make a real positive difference to attendance levels.	
Priority	
High	
Future Targets	
Continue with existing target.	
Action Plan: Tasks to be undertaken	Completion Date
See proposed remedial action (above)	Ongoing

MINUTE OF CABINET – 15 SEPTEMBER 2015

39. QUARTERLY PERFORMANCE INDICATORS (Q1 2015/16)

Councillor Moran introduced the report of the Transformation Manager which presented performance monitoring data for the quarter ended 30 June 2015.

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 June 2015 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 15 October 2015.

CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE – PROJECT PLANTitle: **A MARKET TOWN STRATEGY FOR ORMSKIRK****MEMBERSHIP:**

2015/16

Chairman: Councillor Dowling Vice-Chairman: Councillor West
 : Councillors Mrs Atherley, S Bailey, Barron, Mrs Blake, Blane, Delaney,
 Devine, Greenall, G Hodson, L Hodson, Hudson, McKay, Mrs Marshall,
 Oliver, O'Toole, Savage

2014/15

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/>

<http://www.westlancs.gov.uk/news/january-news-2015/time-to-give-your-views-on-an-important-strategy-for-the-future-of-ormskirk-town-centre.aspx>

<http://genecon.co.uk/news-comments/genecon-high-streets-review.aspx>

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.
<p>ESTABLISH WAYS OF WORKING</p> <p><u>Officer Support</u></p> <p>Lead Officer (Corporate and Environmental Overview & Scrutiny Committee) – Dave Tilleray, Assistant Director Community Services Scrutiny Support Officer (SSO) – Cathryn Jackson, Principal Overview and Scrutiny Officer Legal Officer (LO) – Tina Sparrow, Assistant Solicitor 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>	

<p><u>Reporting Arrangements</u></p> <ul style="list-style-type: none"> • 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 - 9 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 – 15 October 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 consider an update on the Market and Moor Street improvements from the Technical Services Manager.
- To identify/confirm the next steps in the review.
- To review the Project Plan

Meeting 7 – 3 December 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

Workshop Session, if required – January 2016	
Meeting 8 – 15 February 2016	
<ul style="list-style-type: none"> • 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	
<ul style="list-style-type: none"> • To consider any identified outstanding final aspects of the review. • To review the Project Plan. 	
Meeting 10 - ?? October 2016	
<ul style="list-style-type: none"> • To agree draft final report and final recommendations for submission to Cabinet and Council, if applicable, in November/December 2016 	
Cabinet – ?? November 2016	
<ul style="list-style-type: none"> • Submission of the final report. 	
Council – ?? December 2016	
<ul style="list-style-type: none"> • 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;
19 February 2015	Draft Ormskirk Town Centre Strategy 2015-2025 – Consultation Questionnaire
9 July 2015	Ormskirk Town Centre – Map of council car parks
9 July 2015	Parking Charges – Current charges for council car parks in Ormskirk town centre (short & long stay pay & display)
9 July 2015	Car Park Income (1 April 2014 to 31 March 2015) – Wheatsheaf and Stiles
9 July 2015	Access and the Car Parking Experience - Association of Town Centre Management (ATCM)
9 July 2015	Alliance Boots, Car Parking – A Retailer’s View <i>sic</i> Federation of Small Businesses (FSB) (page 43 ‘Understanding High Street Performance’)
9 July 2015	Understanding High Street Performance - Department for Business Innovation & Skills (BIS) – A report prepared by Gencon LLP and Partners (December 2011)

CONCLUSION

RECOMMENDATIONS

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