

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: 3 DECEMBER 2015

Start: 7.30pm

Finish: 8.35pm

PRESENT:

Councillors: Dowling (Chairman) West (Vice Chairman)

Mrs Atherley	G Hodson
Barron	Hudson
Mrs Blake	McKay
Blane	Oliver
Delaney	O'Toole
Greenall	Westley

Officers: Assistant Director Community Services (Mr D Tilleray)
 Deputy Assistant Director Housing & Regeneration (Mr I Gill)
 Head of Leisure and Cultural Services (Mr J Nelson)
 Technical Services Manager (Mr C Brady)
 Economic Regeneration Manager (Ms P Huber)
 Arts Development Manager (Ms H Juste)
 Assistant Solicitor (Mr N Astles)
 Principal Overview and Scrutiny Officer (Mrs C A Jackson)

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

35. APOLOGIES

Apologies for absence were submitted on behalf of Councillors Bailey and L Hodson.

36. MEMBERSHIP OF THE COMMITTEE

In accordance with Council Procedure Rule 4, Members noted the termination of membership of Councillor Mrs Marshall and the appointment of Councillor D Westley, for this meeting only, thereby giving effect to the wishes of the political group.

37. URGENT BUSINESS

There were no items of urgent business.

38. DECLARATIONS OF INTEREST

There were no declarations of interest.

39. MINUTES

RESOLVED: That the Minutes of the Corporate and Environmental Overview and Scrutiny Committee meeting held on 15 October 2015 be received as a correct record and signed by the Chairman.

40. A MARKET STRATEGY FOR ORMSKIRK REVIEW

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

41. REGENERATION, LEISURE AND THE NIGHT TIME ECONOMY

Consideration was given to the presentation by the Economic Regeneration Manager and Arts Development Manager which was supported by a series of slides as contained on pages 207 to 220 of the Book of Reports.

Ormskirk Town Centre Strategy

The Economic Regeneration Manager provided an update relating to the Ormskirk Town Centre Strategy, the draft of which had been approved by Cabinet at its meeting in September 2015 and reported that partner endorsement was being secured. She informed Members that four sub-groups had now been established namely, Market and Car Parks; Building and the Public Realm; BID and Marketing.

She then went on to explain the projects that the Marketing Sub-Group would be tasked with, to include: visitor profiling; shopping habits; perceptions; competitor analysis and the unique selling point (USP). It was envisaged that these would underpin the branding and subsequent marketing of Ormskirk.

An update in relation to events previously reported during the course of the review was provided. Actions delivered in the latter part of 2015 had included the Events Marquee and the expansion of events at the Chapel Gallery to include a vintage/handmade fair and the introduction, for Christmas 2015, of a "storyteller" narrating the Fairy Tale of Ormskirk, through banner and illuminated installations in empty shops.

It was acknowledged that the High Street was changing from the traditional shopping only purpose and its potential was now seen as more of a leisure destination.

The Arts as a tool for Regeneration

The Arts Development Manager explained that by looking at the experiences of other towns and cities who had explored an alternative approach, through innovative arts programmes, a quality experience for visitors could be achieved. It was explained that by drawing on a town's local heritage as an inspiration for an event the outcome could bring positive memories and encourage revisits.

Cultural Tourism – West Lancashire

Members heard of the great potential in Ormskirk to attract visitors. Examples included the changes proposed at Chapel Gallery, as part of its exhibition and events programme and the potential of the High Street as a leisure destination.

In relation to the “High Street”, the various options to accomplish a change, through animating and improving the environment were referred to including: the introduction of visual sculpture; creating opportunities for animation (the festive displays in empty shops were an example of this); through the performing arts (street entertainers; drama; dance and storytellers) and exhibitions, arts and craft markets (Ormskirk Handmade and Vintage Fair).

It was emphasised that the provision of quality experiences within town centres for its visitors was likely to encourage revisits. The impact of the annual Motofest in Ormskirk town centre was cited as evidence of this.

Reference was also made to the success of the Sunday Summer Vintage and Handmade Fairs piloted in 2013/14 that saw an increase in visitor numbers to Chapel Gallery from 29,000 to 37,000, despite the small exhibition space.

In conclusion, the Arts Development Manager referred to potential ideas /actions for the future. These included the development of an annual fairy tale event; arts and crafts; vintage and handmade stalls alongside the more established traders on the Market, with an outcome, through the provision of a mix of activities, of an increase in the footfall across the town, including Chapel Gallery, thus attracting more visitors and adding to their overall experience of Ormskirk.

Thanks was expressed to the Economic Development Manager and Arts Development for their informative presentations.

RESOLVED: That the presentations be noted.

42. THE MARKET AND MOOR STREET IMPROVEMENTS

The Technical Services Manager gave an oral update on the Market and Moor Street Improvements, including an update on the refurbishment work undertaken by Lancashire County Council on the gullies, an issue identified at the previous meeting.

The Market and Moor Street Improvements

It was reported that resurfacing had been completed; bins installed and installation of the benches and lit street trees were scheduled to be completed during December.

In relation to improvements to the gullies, bonded aggregate had now been inserted and colour-matched to the channels. It was understood that Lancashire County Council (LCC) would be monitoring the effectiveness of the aggregate.

Comments and questions were raised in relation to:

- Moor Street Improvements – effective drainage / performance of the gullies.
- Ormskirk Town Centre traffic management in the pedestrian area – methods to restrict vehicle access / indiscriminate vehicle movement; the effectiveness of enforcement; advantages/disadvantages and types of more physical solutions; restrictions for heavy goods vehicles.

- Derby Street Railway Bridge – proposed works; vehicle restrictions; impact on business deliveries; diversion of traffic.

In relation to questions raised on vehicle enforcement orders in force in the Town Centre, Members were informed that issues affected by these were regularly raised with Lancashire County Council (LCC), as the responsible highway authority.

During discussion on traffic management safety in the pedestrian area, solutions to deter misuse of vehicle access in / through the town centre were put forward including: narrowing the access points to the area; installation of gates; installation of automated barriers or rise/fall bollards. It was acknowledged that any proposals for more permanent “solutions” would need to include measures to allow access by the emergency services and delivery vehicles.

It was agreed that traffic management safety in the pedestrian area was an issue requiring further consideration and the Technical Services Manager was asked to provide further detail in relation to ideas raised and information on the Traffic Regulation Orders (TROs) covering the Town Centre.

In answer to a Member question relating to maintenance of the gullies and the drainage problems that had been referred to, the Technical Services Manager undertook to raise the issue with LCC.

In relation to the Market, the Technical Services Manager stated that, since the provision of trade/stall data, earlier in the review, the popularity of stall trading on “Thursdays” had risen with a larger variety of goods now being made available. The demand for stalls by traders on Saturday remained high. The monitoring of the performance of the two market days would continue.

It was further reported that the wet weather had had an impact on some improvements. However, with the provision of the new canopies, a re-launch of the Market was planned for Spring 2016.

- RESOLVED:
- A. That the presentation be noted.
 - B. That a further update on The Market and Moor Street Improvements be provided to the next meeting.
 - C. That information on Traffic Management Safety in the Pedestrian Area of Ormskirk Town Centre be sought in relation to issues raised for consideration at the next meeting.
 - D. That clarification in relation to the maintenance of the refurbished gullies be sought from LCC.

43. NEXT STEPS

Consideration was given to the timetable, as set down in the Project Plan for the Review.

The date and the proposed content, as put forward by the Deputy Assistant Director Housing and Regeneration, of the Workshop in January 2016 was considered.

RESOLVED: A. That arrangements be put in place for the Workshop to be held on 19 January 2016.

B. That, in relation to the next steps of the review, the proposals for the next meeting, to be held on 18 February 2016 be confirmed and the Project Plan be amended to include consideration of Traffic Management Safety in the Pedestrian Area of Ormskirk Town Centre.

44. ITEMS FROM THE MEMBERS' UPDATE

There were no items under this heading.

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Chairman



AGENDA ITEM: 8

CABINET: 12 JANUARY 2016

**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY
COMMITTEE:
18 FEBRUARY 2016**

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 (Q2 2015/16)

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

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

2.0 RECOMMENDATIONS TO CABINET

2.1 That the Council's performance against the indicator set for the quarter ended 30 September 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 18 February 2016.

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 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:
- 22 indicators met or exceeded target
 - 3 indicators narrowly missed target; 5 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*)

As a general comparison, Q2 performance in 2014/15 gave 21 (from 32) indicators on or above target (to enable a comparison this figure does not include 14/15 outturn information for WL08a, WL18, or WL24 as in 15/16 these indicators either do not have targets or are no longer monitored quarterly).

- 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-B4. 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 Q2 July-September 2015/16

Appendix B – Current Improvement Plans

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

B2: NI157b+c: Processing of planning applications: Minor apps/ Other applications

B3: WL121 Working Days Lost Due to Sickness Absence

B4: WL01: No. residual bins missed per 100,000 collections

Appendix C – Minute of Cabinet 12 January 2016 (Corporate and Environmental 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	22		Improved	15
	Warning (within 5%)	3		Worse	11
	Alert (by 5% or more)	5		No change	6
	Data only	2	/	Comparison not available	0
	Awaiting data	2		Awaiting data	2
N/A	Data not collected for quarter	0			
Total number of indicators		34			

Shared Services ¹

PI Code & Short Name	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Current Target	Comments	Q2 15/16 vs Q2 14/15	Quarter Performance
	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%	99.0%	99.0%	99.0%	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)	99.0%	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 (ytd)	7.66	8.31	7.44	6.79	7.66	8.23	6.62	8.89	8.07	12.00			
B2 Overpayment Recovery of Housing Benefit overpayments (payments received)	£84,613	£123,567	£170,909	£34,524	£82,895	£130,906	£203,868	£67,408	£149,382	£84,611			
R1 % of Council Tax collected	55.47%	82.85%	95.32%	28.95%	56.11%	83.60%	96.03%	29.64%	56.69%	54.90%			
R2 % council tax previous years arrears collected	11.71%	16.94%	20.94%	3.38%	12.36%	27.34%	33.56%	8.97%	25.31%	12.36%			

PI Code & Short Name	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Current Target	Comments	Q2 15/16 vs Q2 14/15	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
R3 % of Non-domestic Rates Collected	58.57%	84.58%	95.53%	30.75%	58.26%	83.29%	96.40%	28.09%	54.83%	54.70%		↓	✓
R4 % Sundry Debtors % of revenue collected against debt raised	66.83%	71.07%	90.05%	62.59%	79.34%	86.49%	90.73%	72%	83.67%	65.75%		↑	✓

Housing & Regeneration

PI Code & Short Name	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Current Target	Comments	Q2 15/16 vs Q2 14/15	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
HS1 % Housing repairs completed in timescale	96.57%	96.46%	96.68%	96.36%	95.86%	96.58%	97.36%	97.04%	96.11%	97.00%	Head of Service's amber assessment: improvement plan not required.	↑	⚠
HS13 % LA properties with CP12 outstanding	0.04%	0.01%	0.1%	0.1%	0.04%	0.06%	0.1%	0.05%	0.01%	0%	Reported performance is an average from months in the period. August and September both had 0 properties outstanding. Target based on legal requirement for all eligible properties to have certificate. 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) ²	97.58	98.25	98.47	99.2	98.04	98.18	98.65	102.3	100.12	97.00	A higher than anticipated rent collection rate in Q1 was achieved which has been maintained and carried on into Q2	↑	✓
TS24a Average time taken to re-let local authority housing (days) - GENERAL NEEDS	49.52	58.10	65.74	30.25	18.19	22.77	29.42	26.63	25.93	28.00		↓	✓
TS24b Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS	64.73	98.01	62.31	79.20	41.39	65.66	92.24	60.33	63.09	50.00	Figure skewed by the allocation of 1 long term category II sheltered void. If this were excluded turnaround time would be within target. Improvement plan attached at Appendix B1	↓	⛔

Planning

PI Code & Short Name	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Current Target	Comments	Q2 15/16 vs Q2 14/15	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 157a Processing of planning applications: Major applications ³	77.78%	54.55%	85.71%	100%	76.92%	44.44%	62.50%	100%	100%	65.00%		↑	✔
NI 157b Processing of planning applications: Minor applications	84.62%	82.43%	72.15%	74.67%	70.00%	70.59%	80.88%	72.22%	66.15%	75.00%	Outturn is above the government target of 65%. Improvement plan attached at Appendix B2	↓	⛔
NI 157c Processing of planning applications: Other applications	93.02%	92.99%	84.35%	79.83%	76.10%	84.51%	88.71%	85.03%	83.33%	85.00%	Improvement plan attached at Appendix B2	↑	⚠

Transformation









PI Code & Short Name	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Current Target	Comments	Q2 15/16 vs Q2 14/15	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
BV8% invoices paid on time	97.03%	97.75%	96.24%	96.53%	98.44%	98.73%	99.27%	99.06%	98.65%	98.24%		↑	✔
WL19b(ii) % Direct Dial calls answered within 10 seconds ⁴	80.18	80.49	81.82	82.01	81.50	82.13	82.28	81.30	80.80	82.21	This relates to 64,735 calls. 89.7% of which were answered within 20 seconds. Head of Service's amber assessment: improvement plan not required. Information has been circulated to staff to remind them of telephone protocol during absences from their desk.	↓	⚠
WL90 % of Contact Centre calls answered	93.6%	92.6%	91.3%	93.1%	93.6%	91.1%	91.6%	90.6%	93.8%	91.0%		↑	✔
WL108 Average answered waiting time for callers to the contact centre (seconds)	17.00	25.00	34.00	20.00	24.00	44.00	31.00	43.00	23.00	30.00		↑	✔
WL121 Working Days Lost Due to Sickness Absence	2.74	2.88	1.87	1.71	1.93	2.32	2.76	2.61	2.73	2.02	Improvement plan attached at Appendix B3	↓	⛔

Community Services

PI Code & Short Name	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Current Target	Comments	Q2 15/16 vs Q2 14/15	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL08a Number of Crime Incidents	1,403	1,449	1,329	1,312	1,277	1,277	1,105	1,120	1,169				
WL_18 Use of leisure and cultural facilities (swims and visits) ⁵	313,674	243,378	326,547	310,875	315,366	254,704	322,129	314,915	303,157				

Street Scene

PI Code & Short Name	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Current Target	Comments	Q2 15/16 vs Q2 14/15	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 191 Residual household waste per household (Kg) ⁶	111.36	140.5	134.38	133.82	125.47	129.69	117.6	122.66	(124.96)	123.75	Provisional amber outturn. Awaiting external confirmation of data.		
NI 192 Percentage of household waste sent for reuse, recycling and composting ⁶	42.16%	39.93%	37.10%	50.88%	49.70%	41.66%	41.08%	51.08%	(51.37%)	50.00%	Provisional above target outturn. Awaiting external confirmation of data. Traditionally Q1 and Q2 provide the highest composting figures.		
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	0.83%	1.67%	0.16%	N/A	1.17%	1.00%	0.33%	N/A	1.17%	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	7.09%	2.70%	2.47%	N/A	2.75%	2.50%	8.89%	N/A	3.41%	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	0.33%	0.00%	0.17%	N/A	0.33%	2.17%	1.00%	N/A	0.00%	1.00%	Survey carried out three times each year. No data for Q1.		

PI Code & Short Name	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Current Target	Comments	Q2 15/16 vs Q2 14/15	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 195d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	0.00%	0.00%	0.00%	N/A	0.00%	0.00%	0.00%	N/A	0.00%	0.00%	Survey carried out three times each year. No data for Q1.		
WL01 No. residual bins missed per 100,000 collections	63.54	65.40	134.20	90.52	87.07	85.20	74.23	81.12	93.34	70.00	Improvement plan attached at Appendix B4		
WL06 Average time taken to remove fly tips (days)	1.07	1.08	1.12	1.12	1.06	1.08	1.09	1.07	1.05	1.09			
WL122 % Vehicle Operator Licence Inspections Carried Out within 6 Weeks	N/A	N/A	N/A	100%	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. ICT data and RBS data reflect progress to year end.

² 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.

³ 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.

⁴ WL19bii / WL121: Data does not include BTLS seconded staff.

⁵ 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.

⁶ 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>Three 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. Three properties let in Quarter 2 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 28.6 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. Improvements to Evenwood Court, Tanhouse are planned.</p> <p>Facebook is now being utilised to generate demand plus further promotional exercises will be undertaken as appropriate.</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	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 long term sickness absence . - A significant increase in workloads 	
Brief Description of Proposed Remedial Action	
<p>We experienced considerable staffing difficulties in Q2 when a member of the team who primarily deals with minor and other applications was on long term sick leave. This coincided with the annual holiday period and a higher level of workload due to the economic upturn. The member of staff has now returned to work and following a phased return has resumed dealing with a full caseload of applications.</p>	
Resource Implications	From within existing budget
Priority	High
Future Targets	
Action Plan	
Tasks to be undertaken	Completion Date
As set out above.	Completed

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 quarterly outturn for the period Q2 showed an outcome of 2.73 days per FTE. This compares to the Q1 period, which shows an outturn figure of 2.61.</p> <p>All cases continue to be closely monitored and are intensely managed by Service managers, assisted by the HR team. However, there remain a number of long term absence cases, which by their nature, have been complex and difficult to resolve quickly. The HR team and Managers continue to work closely with staff and trade unions to facilitate speedy returns or other solutions, such as exits from the organisation where appropriate.</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 HR team will provide enhanced support in the day to day management of sickness cases, and encourage a robust approach to the use of the existing policy to manage sickness absences. • 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

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL01: missed bins per 100,000 collections
Reasons for not meeting target	
<p>Due to a loss of regular drivers (Team Leaders) there was an impact on “local knowledge” in the collection area. During the period 322,349 collections of residual waste took place across the borough, and of the 298 missed bins, 121 (41%) were from the Skelmersdale area, a part of the borough where this local knowledge is particularly beneficial.</p>	
Brief Description of Proposed Remedial Action	
<p>The introduction of the in-cab communication system will assist all collection team members that are unfamiliar with a collection round. The system will provide the driver with the opportunity to refer to a collection round and therefore reduce the likelihood of missed collections.</p> <p>A revision of what constitutes a missed collection should be considered, possibly limiting the reporting period to 24 hours after the day of collection.</p>	
Resource Implications	
Purchase of in-cab communications - the funding of the system has been identified and approved.	
Priority	
Medium	
Future Targets	
Continue with existing performance target.	
Action Plan	
Tasks to be undertaken	Completion Date
Weekly performance monitoring	March 2016

MINUTE OF CABINET – 12 JANUARY 2016

80. QUARTERLY PERFORMANCE INDICATORS (Q2 2015-16)

Councillor Moran introduced the report of the Transformation Manager which presented performance monitoring data for the quarter ended 30 September 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 September 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 18 February 2016.



AGENDA ITEM: 9

**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY COMMITTEE:
18 FEBRUARY 2016**

CABINET: 12 MARCH 2016

Report of: Interim Borough Transformation Manager

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 (Q3 2015/16)

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To present performance monitoring data for the quarter ended 31 December 2015.

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 2015 be noted.

3.0 RECOMMENDATIONS TO CABINET

3.1 That the Council's performance against the indicator set for the quarter ended 31 December 2015 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 18 February 2016.

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:

- 21 indicators met or exceeded target
- 2 indicators narrowly missed target; 7 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*)

As a general comparison, Q3 performance in 2014/15 gave 17 (from 32) indicators on or above target (to enable a comparison this figure does not include 14/15 outturn information for WL08a, WL18, or WL24 as in 15/16 these indicators either do not have targets or are no longer monitored quarterly).

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-B4. 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 Q3 October-December 2015/16

Appendix B – Current Improvement Plans

- B1: WL108: Average answered waiting time for callers to the contact centre (seconds)
- B2: WL121 Working Days Lost Due to Sickness Absence
- B3: NI 195b Improved street and environmental cleanliness - levels of detritus
- B4: WL01: No. residual bins missed per 100,000 collections

Appendix C – Minute of Corporate and Environmental Overview and Scrutiny Committee 18 February 2016 (Cabinet only)

APPENDIX A: QUARTERLY PERFORMANCE INDICATORS

Icon key					
PI Status		Performance against same quarter previous year			
	OK (within 0.01%) or exceeded	21		Improved	16
	Warning (within 5%)	2		Worse	12
	Alert (by 5% or more)	7		No change	3
	Data only	2	/	Comparison not available	0
	Awaiting data	3		Awaiting data	3
N/A	Data not collected for quarter	0			
Total number of indicators		34			



Shared Services ¹

PI Code & Short Name	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Current Target	Comments	Q3 15/16 vs Q3 14/15	Quarter Performance
	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%	99.0%	99.0%	99.0%	99.0%	98%	97.0%			
ICT3 Major Business Disruption (P2)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100%	89%	97.0%	Outturn reflects 7 incidents to December date, 1 of which has missed target. No plan attached since actions planned to improve performance are discussed and managed through contractual monthly Quality of Service meetings.		
ICT4 Minor Disruption (P4)	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	98%	97.0%			
B1 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	8.31	7.44	6.79	7.66	8.23	6.62	8.89	8.07	8.00	12.00			
B2 Overpayment Recovery of Housing Benefit overpayments (payments received)	£123,567	£170,909	£34,524	£82,895	£130,906	£203,868	£67,408	£149,382	£207,159	£123,697			







PI Code & Short Name	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Current Target	Comments	Q3 15/16 vs Q3 14/15	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
R1 % of Council Tax collected	82.85%	95.32%	28.95%	56.11%	83.60%	96.03%	29.64%	56.69%	84.37%	83.4%		↑	✓
R2 % council tax previous years arrears collected	16.94%	20.94%	3.38%	12.36%	27.34%	33.56%	8.97%	25.31%	32.64%	20.7%		↑	✓
R3 % of Non-domestic Rates Collected	84.58%	95.53%	30.75%	58.26%	83.29%	96.40%	28.09%	54.83%	80.41%	82.00%	No plan attached since actions planned to improve performance are discussed and managed through contractual monthly Quality of Service meetings.	↓	⚠
R4 % Sundry Debtors % of revenue collected against debt raised	71.07%	90.05%	62.59%	79.34%	86.49%	90.73%	72%	83.67%	88.84%	76.25%		↑	✓

Housing & Regeneration









PI Code & Short Name	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Current Target	Comments	Q3 15/16 vs Q3 14/15	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
HS1 % Housing repairs completed in timescale	96.46%	96.68%	96.36%	95.86%	96.58%	97.36%	97.04%	96.11%	97.02%	97.00%		↑	✓
HS13 % LA properties with CP12 outstanding	0.01%	0.1%	0.1%	0.04%	0.06%	0.1%	0.05%	0.01%	0.08%	0%	Reported performance is an average from months in the period. Outturn equates to around 4 properties. Target based on legal requirement for all eligible properties to have certificate. 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) ²	98.25	98.47	99.2	98.04	98.18	98.65	102.3	100.12	99.74	97.00		↑	✓
TS24a GN Average time taken to re-let local authority housing (days) - GENERAL NEEDS	58.10	65.74	30.25	18.19	22.77	29.42	26.63	25.93	26.97	28.00		↓	✓



PI Code & Short Name	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Current Target	Comments	Q3 15/16 vs Q3 14/15	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
TS24b SP Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS	98.01	62.31	79.20	41.39	65.66	92.24	60.33	63.09	24.89	50.00			

Community Services













PI Code & Short Name	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Current Target	Comments	Q3 15/16 vs Q3 14/15	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL08a Number of Crime Incidents	1,449	1,329	1,312	1,277	1,277	1,105	1,120	1,169	1,271				
WL_18 Use of leisure and cultural facilities (swims and visits) ³	243,378	326,547	310,875	315,366	254,704	322,129	314,915	303,157	(15.9%)		Awaiting external data for golf and swim/leisure. Figure relates to sports development, Chapel Gallery, parks/countryside events.		







Transformation

PI Code & Short Name	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Current Target	Comments	Q3 15/16 vs Q3 14/15	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
BV8 % invoices paid on time	97.75%	96.24%	96.53%	98.44%	98.73%	99.27%	99.06%	98.65%	99.28%	98.24%			
WL19b(ii) % Direct Dial calls answered within 10 seconds ⁴	80.49	81.82	82.01	81.50	82.13	82.28	81.30	80.80	82.30	82.21	56,708 calls offered. 90.4% were answered in 20 seconds.		
WL90 % of Contact Centre calls answered	92.6%	91.3%	93.1%	93.6%	91.1%	91.6%	90.6%	93.8%	92.4%	91.0%			
WL108 Average answered waiting time for callers to the contact centre (seconds)	25.00	34.00	20.00	24.00	44.00	31.00	43.00	23.00	37.00	30.00	Improvement Plan attached at Appendix B1.		







PI Code & Short Name	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Current Target	Comments	Q3 15/16 vs Q3 14/15	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL121 Working Days Lost Due to Sickness Absence ⁴	2.88	1.87	1.71	1.93	2.32	2.76	2.61	2.73	2.36	2.02	Improvement Plan attached at Appendix B2.		

Street Scene

PI Code & Short Name	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Current Target	Comments	Q3 15/16 vs Q3 14/15	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 191 Residual household waste per household (Kg) ⁵	140.5	134.38	133.82	125.47	129.69	117.6	122.66	124.96		123.75	Awaiting external confirmation of data.		
NI 192 Percentage of household waste sent for reuse, recycling and composting ⁵	39.93%	37.10%	50.88%	49.70%	41.66%	41.08%	51.08%	51.37%		50.00%	Awaiting external confirmation of data.		
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	1.67%	.16%	N/A	1.17%	1.00%	.33%	N/A	1.17%	1.17%	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	2.70%	2.47%	N/A	2.75%	2.50%	8.89%	N/A	3.41%	5.97%	5.00%	Survey carried out three times each year. No data for Q1. Improvement Plan attached at Appendix B3.		
NI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	.00%	.17%	N/A	.33%	2.17%	1.00%	N/A	.00%	0.17%	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	0.00%	0.00%	N/A	0.00%	0.00%	0.00%	N/A	0.00%	0.00%	0.00%	Survey carried out three times each year. No data for Q1.		

PI Code & Short Name	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Current Target	Comments	Q3 15/16 vs Q3 14/15	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL01 No. residual bins missed per 100,000 collections	65.40	134.20	90.52	87.07	85.20	74.23	81.12	93.34	87.42	80.00	Improvement Plan attached at Appendix B4		
WL06 Average time taken to remove fly tips (days)	1.08	1.12	1.12	1.06	1.08	1.09	1.07	1.05	1.06	1.09			
WL122 % Vehicle Operator Licence Inspections Carried Out within 6 Weeks	N/A	N/A	100%	100%	100%	100%	100%	100%	100%	100%			

Planning

PI Code & Short Name	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Current Target	Comments	Q3 15/16 vs Q3 14/15	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 157a Processing of planning applications: Major applications ⁶	54.55%	85.71%	100%	76.92%	44.44%	62.50%	100%	100%	100%	65.00%			
NI 157b Processing of planning applications: Minor applications	82.43%	72.15%	74.67%	70.00%	70.59%	80.88%	72.22%	66.15%	67.14%	75.00%	Outturn is above the government target of 65%. Improvement Plan from Q2 is still relevant.		
NI 157c Processing of planning applications: Other applications	92.99%	84.35%	79.83%	76.10%	84.51%	88.71%	85.03%	83.33%	81.82%	85.00%	Improvement Plan from Q2 is still relevant.		

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. ICT data and RBS data reflect progress to year end.

² 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.

³ 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.

⁴ WL19bii / WL121: Data does not include BTLS seconded staff.

⁵ NI191-192: Data is provided to WLBC with a time lag due to time involved to confirm final figures.

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.

'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	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 7 seconds. During the period, there have been some long term staff absences. Agency staff have been recruited to provide 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	
Priority High	
Future Targets The target will be increased in line with the outturn position for 2016/17.	
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 quarterly outturn for the period Q2 showed an outcome of 2.73 days per FTE. This compares to the Q3 period, which shows an encouragingly improved outturn figure of 2.36.</p> <p>All cases continue to be closely monitored and are intensely managed by Service managers, assisted by the HR team. However, there remain a number of long term absence cases, which by their nature, have been complex and difficult to resolve quickly. The HR team and Managers continue to work closely with staff and trade unions to facilitate speedy solutions, such as exits from the organisation where appropriate.</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) • A high level review of the Council's approach to Absence management will be conducted in order improve the position • Training has been commissioned for assisting staff with stress related issues (for both officers affected by these conditions and for managers who need to manage these issues in the workplace). • The HR team has reviewed and enhanced the phased return process, which will help to facilitate earlier returns to work and promote a shared ownership of the responsibility for good attendance between managers and staff. • Managers will endeavour to engage with the Government's 'Fit for Work Scheme' to encourage planned returns to work at an earlier stage. • The Council has recently launched a web page in collaboration with Occupational Health, which provided additional advice and guidance to managers on the various typical illnesses or conditions, to assist in their management of the resultant absences. • The HR team has designed a handy leaflet which further publicises the requirements of the management of sickness absence policy. • The Health and Safety team are developing an eLearning tool for managers on health and safety in the workplace, which will offer advice to prevent illness, accidents and resultant absence. 	
Resource Implications	
Timely interventions by Managers and practical support from the HR Team, together with OH Assist will continue to be needed by managers, to help maximise attendance levels.	
Priority	
High	
Future Targets	
Continue with existing target.	
Action Plan: Tasks to be undertaken	Completion Date
See proposed remedial action (above)	Ongoing

PERFORMANCE IMPROVEMENT PLAN	
Indicator	NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus
Reasons for not meeting target The second tranche (quarter 3) saw an increase of 0.97% above the target figure. During the assessment it was noted that detritus was prominent in some rural Wards.	
Brief Description of Proposed Remedial Action The affected areas have been identified and have been scheduled to be cleaned. These areas will be re-inspected and monitored to ensure appropriate standards are resumed.	
Resource Implications None	
Priority Low	
Future Targets Continue with existing target, for the short to medium term.	
Action Plan	
Tasks to be undertaken	Completion Date
Seasonal monitoring programme	February 2016

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL01: missed bins per 100,000 collections
Reasons for not meeting target	
Human error during the collection process has accounted for the target not being achieved this quarter. There has been an improvement on the number of missed bins from the previous quarter.	
Brief Description of Proposed Remedial Action	
The current performance is 7 missed collections per 100,000 properties above the yearly target of 80 missed collections per 100,000 properties. There has been an improvement from the previous quarter with a reduction of 18 missed collections. This continued progress will enable the target to be achieved.	
The introduction of the in-cab communication system will assist all collection team members that are unfamiliar with a collection round. The system will provide the driver with the opportunity to refer to a collection round and therefore reduce the likelihood of missed collections.	
Resource Implications	
Purchase of in-cab communications - the funding of the system has been identified and approved.	
Priority	
Medium	
Future Targets	
A revision of what constitutes a missed collection should be considered, possibly limiting the reporting period to 24 hours after the day of collection.	
Action Plan	
Tasks to be undertaken	Completion Date
Weekly performance monitoring	March 2016

**CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY
COMMITTEE**

**WORKSHOP SESSION: 19 JANUARY 2016
'A MARKET STRATEGY FOR ORMSKIRK'
WORKSHOP 2**

Present:

Councillors	Dowling (Chairman)	
	Bailey	Delaney
	Barron	G Hodson
	Mrs Blake	Marshall
	Blane	West

Officers:	Assistant Director Community Services (Mr D Tilleray)
	Technical Services Manager (Mr C Brady)
	Senior Planning Officer Housing and Regeneration (Mr D Carr)
	Senior Economic Regeneration Officer (Ms K Mulhearn)
	Principal Overview and Scrutiny Officer (Mrs C A Jackson)

1. Welcome and Apologies

The Chairman welcomed everyone to the Workshop.

Apologies for absence were submitted on behalf of Councillors Mrs Atherley, Oliver, O'Toole, Savage and the Assistant Director Housing and Regeneration.

2. Groupwork

The Assistant Director Community Services explained the format and purpose of the Workshop.

Members broke into three groups and each group discussed key actions related to the Ormskirk Town Centre Strategy which was in its final stage of being adopted. It was had been noted, at the last meeting of the Corporate and Environmental Overview and Scrutiny Committee that three sub-groups were to be set up that would be looking at implementing the actions set out in the strategy. Therefore key areas, relevant to the review, were covered by each group. These were The Market; Marketing and Branding and Buildings and the Public Realm. The themes addressed and summary of the group work are appended below:

2.1 “THE MARKET”

Led by the Technical Services Manager it was explained that Ormskirk Market is scheduled for re-launch in Spring 2016. Members discussed what had been undertaken so far in relation to refurbishment and its environment and looked to the future as to what else could be done to revitalise it.

Summary Feedback

- All groups recognised that there was a need for the Market to acquire its own unique identity.
- That the canopies needed to be replaced. A variety of ideas came forward in relation to this including – canopies to be all one colour; a variety of colour canopies to reflect certain goods, for example food; haberdashery; women’s clothing etc. Canopies with a town logo – an “historical” figure; use of the “tower & steeple” of the Parish Church.
- The positioning of traders was discussed – should clustering of certain goods be together, again the use of colour canopies was referenced.
- Promoting the market – using technology; wi-fi; twitter; facebook. Other forms of publicity – ‘coach’ magazines; promotional bags; ‘meal deals’ with town centre traders.
- Incentive schemes – It was recognised that between January and March is a quiet period for market traders. What approach should be used to encourage visitors at these times?
- Diversification of stall trades was recognised to give a broad spectrum of goods for visitors to choose from.

Additionally Members referred to:

- Vehicle and enforcement in the town centre – the possible introduction of physical barriers / gates.
- Exploration of a ‘bus service’ – bespoke service on Market Days, with possible promotional subsidy.
- Promotion of additional ‘markets’ in West Lancashire
- Handcrafted stalls – smaller stall space for handcrafted goods, jewellery; clothing; etc. Working with Edge Hill and Chapel Gallery.
- Logo – use of local schools; Edge Hill to achieve.

In conclusion it was noted that there was a need for a unique identity to be portrayed via a logo, which should reflect the ‘historical’ elements of the town. That any logo approved for adoption should not be fussy but simple / unique

for transference onto a whole range of promotional materials, as well as, for example the market stall canopies.

2.3 MARKETING AND BRANDING

Led by the Senior Economic Regeneration Officer Members considered one of the actions within the Ormskirk Town Centre Strategy in relation to developing a dedicated website for Ormskirk town centre. Members discussed the practicalities of the arrangements, including regular updating, existing websites already promoting Ormskirk and looked at snapshots of some of web-sites currently promoting Ormskirk including the Council's; Chapel Gallery; Visit Lancashire and Love Ormskirk websites.

Summary Feedback

- All groups recognised the need for a strong and prominent brand identity to promote Ormskirk.
- Promotions and events need to be pulled together in one place. Ideas included: a calendar of events; imaginative activities for visitors, for example, town trails.
- Websites that appeal to different audiences / greater use of new technologies ("apps"; interactive screens)
- Utilisation of skills locally (Edge Hill's Creative Edge; Web Factory projects for students)

Additionally Members referred to:

- Advantages/disadvantages of existing web-site or creation of a new website; financial / resource implications; cross-promotion via other external web-sites (link to redirect back to "Ormskirk" site/s).

In conclusion whatever web-site option was chosen it was important that WLBC maintained control / access and that the chosen option (new or existing web-site) that all related options be thoroughly explored.

2.4 BUILDINGS AND THE PUBLIC REALM

Led by the Senior Planning Officer Housing and Regeneration the physical environment of Ormskirk Town Centre was discussed with a focus on the main issues / ranking of priorities for street scene improvement.

Summary Feedback

- All groups recognised the important of the historical / character of Ormskirk.
- The selection of an easily recognised logo that could be used not just on promotional material but externally on street furniture, was highlighted.
- Building on improvements in the town (Moor Street) to other locations.
- Vacant shops / units – exploring ideas for improvements (public art work; historical story boards)
- Lighting in the Town Centre (“logo” street lighting; lit buildings)
- Information Boards (introduction of interactive visitor boards; advantages/disadvantages of A boards (promotional; nuisance)
- Walkway from Ormskirk rail station to bus station (improvements (encourage use); cycle scheme.
- Shop fronts (traditional) – to build on “character” of town.
- Cornation Park – increasing usage (festivals; family friendly events; seating improvements)
- Parish Church – promoting (uniqueness); encouraging visitors (cruise ships)

In conclusion environmental improvements to the physical appearance of Ormskirk Town Centre were important to help with the promotion of Ormskirk as a visitor destination as well as creating a sense of pride for residents and local business users

In relation to ideas for a “town logo”, referred to during group discussions, the involvement of local schools / colleges in this, perhaps through an Arts competition, it was agreed that this was something that should be considered.

The Chairman thanked Members and Officers for their attendance.

The workshop concluded at 9.00pm.

CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE – PROJECT PLAN

Title: **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.

ESTABLISH WAYS OF WORKING

Officer Support

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.

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 November/December 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 ‘Regeneration, Leisure and the Night-time Economy’ on behalf of the Assistant Directors Community Service and Housing & Regeneration.
- 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

Workshop Session – 19 January 2016**Meeting 8 – 15 February 2016**

- To receive feedback from the Workshop Session.
- To consider traffic management safety in the pedestrian area of Ormskirk.
- 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;
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)
15 October 2015	Ormskirk Town Centre – Current Situation (<i>Town Centre Management; Branding & Marketing; Technology & Contribution of Edge Hill University</i>)
3 December 2015	Regeneration, Leisure and the Night Time Economy -(<i>Presentation Slides – Regeneration and Cultural Tourism</i>)
3 December 2015	Draft Ormskirk Town Centre Strategy 2015 – Consultation Brochure

3 December 2015	Chapel Gallery – Exhibition Programme Oct 2015 – June 2016
3 December 2015	'Let's talk Business'- Ormskirk Town Centre Strategy Moves Forward

CONCLUSION

RECOMMENDATIONS

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