



Kim Webber B.Sc. M.Sc.
Chief Executive
52 Derby Street
Ormskirk
West Lancashire
L39 2DF

6 July 2016

TO: COUNCILLORS **N HENNESSY, D WEST, M BARRON, MRS M BLAKE, T BLANE,
P COTTERILL, CURRIE, D EVANS, GREENALL, G HODSON,
J KAY, D MCKAY, M NIXON, N PRYCE-ROBERTS AND YATES**

Dear Councillor,

A meeting of the **CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE** will be held in the **CABINET/COMMITTEE ROOM - 52 DERBY STREET, ORMSKIRK L39 2DF** on **THURSDAY, 14 JULY 2016** at **7.00 PM** at which your attendance is requested.

Yours faithfully

A handwritten signature in black ink, appearing to be 'Kim Webber', written over a horizontal line.

Kim Webber
Chief Executive

AGENDA
(Open to the Public)

1. APOLOGIES

2. MEMBERSHIP OF THE COMMITTEE

To be apprised of any changes to the membership of the Committee in accordance with Council Procedure Rule 4.

3. URGENT BUSINESS, IF ANY, INTRODUCED BY THE CHAIRMAN

Note: No other business is permitted unless, by reason of special circumstances, which shall be specified at the meeting, the Chairman is of

the opinion that the item(s) should be considered as a matter of urgency.

4. DECLARATIONS OF INTEREST 1 - 2

If a member requires advice on Declarations of Interest, he/she is advised to contact the Borough Solicitor in advance of the meeting. (For the assistance of members a checklist for use in considering their position on any particular item is included at the end of this agenda sheet.)

5. DECLARATIONS OF PARTY WHIP

In accordance with Overview and Scrutiny Committee Procedure Rule 16, Members must declare the existence of any Party Whip, and the nature of it, when considering any matter in the following categories:

- The review of any decision of the Cabinet or
- The performance of any Member of the Cabinet

N.B. The Secretary of State believes whipping is incompatible with Overview and Scrutiny.

6. MINUTES 3 - 10

To receive as a correct record the Minutes of the meeting held on 18 February 2016.

7. PUBLIC SPEAKING 11 - 15

Residents of West Lancashire, on giving notice, may address the meeting to make representations on any item on the agenda except where the public and press are to be excluded during consideration of the item. The deadline for submissions is 5.00pm 7 July 2016. A copy of the public speaking protocol and form to be completed is attached.

8. ELECTORAL REVIEW OF WEST LANCASHIRE 16 - 30

To consider the report of the Borough Solicitor.

9. BT LANCASHIRE SERVICES ANNUAL REVIEW 31 - 59

To consider the report of the Borough Transformation Manager & Deputy Director of Housing and Inclusion.

10. QUARTERLY PERFORMANCE INDICATORS Q4 2015-16 60 - 66

To consider the report of the Borough Transformation Manager & Deputy Director of Housing & Inclusion.

11. A MARKET TOWN STRATEGY FOR ORMSKIRK - DRAFT FINAL REPORT OF THE CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE 67 - 111

To consider the report of the Director of Leisure and Wellbeing (Lead Officer).

- 12. WORK PROGRAMME 2016/17** 112 -
122
- To consider the joint report of the Borough Solicitor and the Director of Leisure and Wellbeing (Lead Officer)
- 13. MINUTES OF THE MEMBER DEVELOPMENT COMMISSION** 123 -
126
- To note the minutes of the Member Development Commission meeting held on 17 March 2016.
- 14. MEMBERS ITEMS/COUNCILLOR CALL FOR ACTION (CCFA)**
- There are no items under this heading.
- 15. ITEMS FROM THE MEMBERS UPDATE**
- There are note items under this heading.

We can provide this document, upon request, on audiotape, in large print, in Braille and in other languages.

FIRE EVACUATION PROCEDURE: Please see attached sheet.

MOBILE PHONES: These should be switched off or to 'silent' at all meetings.

For further information, please contact:-
Cathryn Jackson on 01695 585016
Or email cathryn.jackson@westlancs.gov.uk

**FIRE EVACUATION PROCEDURE FOR:
COUNCIL MEETINGS WHERE OFFICERS ARE PRESENT
(52 DERBY STREET, ORMSKIRK)**

PERSON IN CHARGE: Most Senior Officer Present
ZONE WARDEN: Member Services Officer / Lawyer
DOOR WARDEN(S) Usher / Caretaker

IF YOU DISCOVER A FIRE

1. Operate the nearest **FIRE CALL POINT** by breaking the glass.
2. Attack the fire with the extinguishers provided only if you have been trained and it is safe to do so. **Do not** take risks.

ON HEARING THE FIRE ALARM

1. Leave the building via the **NEAREST SAFE EXIT**. **Do not stop** to collect personal belongings.
2. Proceed to the **ASSEMBLY POINT** on the car park and report your presence to the **PERSON IN CHARGE**.
3. **Do NOT** return to the premises until authorised to do so by the **PERSON IN CHARGE**.

NOTES:

Officers are required to direct all visitors regarding these procedures i.e. exit routes and place of assembly.

The only persons not required to report to the Assembly Point are the Door Wardens.

CHECKLIST FOR PERSON IN CHARGE

1. Advise other interested parties present that you are the person in charge in the event of an evacuation.
2. Make yourself familiar with the location of the fire escape routes and inform any interested parties of the escape routes.
3. Make yourself familiar with the location of the assembly point and inform any interested parties of that location.
4. Make yourself familiar with the location of the fire alarm and detection control panel.
5. Ensure that the zone warden and door wardens are aware of their roles and responsibilities.
6. Arrange for a register of attendance to be completed (if considered appropriate / practicable).

IN THE EVENT OF A FIRE, OR THE FIRE ALARM BEING SOUNDED

1. Ensure that the room in which the meeting is being held is cleared of all persons.
2. Evacuate via the nearest safe Fire Exit and proceed to the **ASSEMBLY POINT** in the car park.
3. Delegate a person at the **ASSEMBLY POINT** who will proceed to **HOME CARE LINK** in order to ensure that a back-up call is made to the **FIRE BRIGADE**.
4. Delegate another person to ensure that **DOOR WARDENS** have been posted outside the relevant Fire Exit Doors.

5. Ensure that the **ZONE WARDEN** has reported to you on the results of his checks, **i.e.** that the rooms in use have been cleared of all persons.
6. If an Attendance Register has been taken, take a **ROLL CALL**.
7. Report the results of these checks to the Fire and Rescue Service on arrival and inform them of the location of the **FIRE ALARM CONTROL PANEL**.
8. Authorise return to the building only when it is cleared to do so by the **FIRE AND RESCUE SERVICE OFFICER IN CHARGE**. Inform the **DOOR WARDENS** to allow re-entry to the building.

NOTE:

The Fire Alarm system will automatically call the Fire Brigade. The purpose of the 999 back-up call is to meet a requirement of the Fire Precautions Act to supplement the automatic call.

CHECKLIST FOR ZONE WARDEN

1. Carry out a physical check of the rooms being used for the meeting, including adjacent toilets, kitchen.
2. Ensure that **ALL PERSONS**, both officers and members of the public are made aware of the **FIRE ALERT**.
3. Ensure that **ALL PERSONS** evacuate **IMMEDIATELY**, in accordance with the **FIRE EVACUATION PROCEDURE**.
4. Proceed to the **ASSEMBLY POINT** and report to the **PERSON IN CHARGE** that the rooms within your control have been cleared.
5. Assist the **PERSON IN CHARGE** to discharge their duties.

It is desirable that the **ZONE WARDEN** should be an **OFFICER** who is normally based in this building and is familiar with the layout of the rooms to be checked.

INSTRUCTIONS FOR DOOR WARDENS

1. Stand outside the **FIRE EXIT DOOR(S)**
2. Keep the **FIRE EXIT DOOR SHUT**.
3. Ensure that **NO PERSON**, whether staff or public enters the building until **YOU** are told by the **PERSON IN CHARGE** that it is safe to do so.
4. If anyone attempts to enter the premises, report this to the **PERSON IN CHARGE**.
5. Do not leave the door **UNATTENDED**.

Agenda Item 4

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: 18 FEBRUARY 2016

Start: 7.30pm

Finish: 9.20pm

PRESENT:

Councillors: Dowling (Chairman)

S Bailey	G Hodson
Barron	Hudson
Mrs Blake	McKay
Blane	Ms Melling
Delaney	Oliver
Mrs C Evans	Savage
Furey	Mrs Westley
Greenall	

Officers: Interim Director Community Services (Mr D Tilleray)
Interim Director Planning (Mr J Harrison)
Environmental Protection & Community Safety Manager (Mr A Hill)
Technical Services Manager (Mr C Brady)
Performance Officer (Ms A Grimes)
Assistant Solicitor (Mr N Astles)
Principal Overview and Scrutiny Officer (Mrs C A Jackson)

In attendance: Councillor Cotterill

45. APOLOGIES

Apologies for absence were submitted on behalf of Councillor L Hodson.

46. MEMBERSHIP OF THE COMMITTEE

In accordance with Council Procedure Rule 4, Members noted the termination of membership of Councillors Mrs Atherley, Mrs Marshall, O'Toole and West and the appointment of Councillors Mrs C Evans, Mrs Westley, Ms Melling and Furey, respectively, for this meeting only, thereby giving effect to the wishes of the political groups.

47. URGENT BUSINESS

There were no items of urgent business.

48. DECLARATIONS OF INTEREST

Councillor Barron declared a disclosable pecuniary interest (DPI) in item 12, Members' item as an occupier of an agricultural dwelling and left the Chamber during consideration of this item.

49. DECLARATIONS OF PARTY WHIP

There were no declarations of a Party Whip.

50. MINUTES

RESOLVED: That the Minutes of the Corporate and Environmental Overview and Scrutiny Committee meeting held on 3 December 2015 be received as a correct record and signed by the Chairman.

51. CRIME AND DISORDER PRESENTATION

A presentation was received from the Environmental Protection and Community Safety Manager on behalf of the West Lancashire Community Safety Partnership (CSP). The presentation was supported by a series of slides as contained on pages 295 to 303 of the Book of Reports.

In his presentation, the Environmental Protection and Community Safety Manager gave an overview of the CSP structure; its funding streams and performance 2015/16; the multi-agency approach to manage key local priorities, referencing 'Fresher's Week as an example of an effective multi-agency delivery and looking to the future, the CSP work streams for 2016/17.

During discussion comments and questions were raised in respect of:

- Operation Nemesis – outcomes; injunction orders awarded.
- CSP funded projects – Bright Sparx; 'Crossing the Line'; Respect Project and funding allocated in relation to child sexual exploitation; Divert Group – interaction with schools.
- Other anti-social behaviour issues (support throughout the year; funding).
- Closure of Magistrates Court (Ormskirk) and Custody Suite (Skelmersdale) – impact of transfer to Preston.
- Community Action and Engagement Days – environmental improvements; community interaction; rubbish removed (volume / type).

The Environmental Protection and Community Safety Manager responded to questions and provided clarification on issues raised.

RESOLVED: That the presentation be noted.

52. QUARTERLY PERFORMANCE INDICATORS (Q2 2015-16)

Consideration was given to the report of the Interim Borough Transformation Manager, as contained on pages 229 to 243 of the Book of Reports, which detailed performance monitoring data for the quarter ended 30 September 2015. The report had previously been considered by Cabinet at its meeting on 12 January 2016.

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

- WL01 (missed bins per 100,000 collections) – reasons for missed target (impact on "local knowledge"); remedial action (introduction of in-cab communication system).

The Performance Officer attended the meeting and provided clarification on issues raised. In relation to a request for further details on the proposed introduction of an in-cab communication system, she made an undertaking to seek an explanation on its wider benefits from the Interim Director Street Scene and to circulate the details to the Committee.

RESOLVED: That the Council's performance against the indicator set for the quarter ended 30 September 2015 be noted.

53. QUARTERLY PERFORMANCE INDICATORS Q3 - 2015-16

Consideration was given to the report of the Interim Borough Transformation Manager, as contained on pages 245 to 258 of the Book of Reports, which detailed performance monitoring data for the quarter ended 31 December 2015. The report was scheduled for consideration by Cabinet at its meeting on 15 March 2016.

It was reported that the estimated data, as set down at Appendix A, in relation to Q3 for Performance Indicator WL18 had now been provided as confirmed below:

WL18 (Use of leisure and cultural facilities (swims and visits) – outturn 215,442.

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

- WL108 (average waiting time for callers to the Contact Centre – seconds) – balance of target against no. of calls taken; 'call-waiting' systems – use of advances in technology; proposed improvements to telephone system.

The Performance Officer attended the meeting and provided clarification on issues raised.

RESOLVED: A That the Council's performance against the indicator set for the quarter ended 31 December 2015, to include the revised figure of outturn of 215,442 for PI - WL18, be noted.

54. A MARKET STRATEGY FOR ORMSKIRK REVIEW

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

55. A MARKET TOWN STRATEGY FOR ORMSKIRK - WORK UNDERTAKEN IN 2015/16

Consideration was given to the report of the Interim Borough Solicitor, attached at Appendix A, in relation to the review 'A Market Town Strategy for Ormskirk' on the Committee's findings and work undertaken in 2015/16.

In discussion comments and questions were raised in relation to:

- Improvement works undertaken in the Town Centre – visual results.
- Events in the Town Centre (Ormskirk Motorfest; Christmas Lights Switch-on) – Support from local businesses.

- Promoting/encouraging visitors to the Town Centre – “promotional offers”; involvement of bus/tour operators/local businesses / town centre traders.

RESOLVED: A That the report, attached at Appendix A, be noted and its contents form part of the draft final report of the review for consideration by the Committee at its conclusion.

B. That, it be recommended, that businesses located within the Town Centre be encouraged to contribute towards events, for example, the annual Motorfest and Christmas Lights “Switch-on”.

C. That, it be recommended, that the promotion of Ormskirk as a visitor destination to encourage bus and tour operators into West Lancashire be taken forward, as appropriate.

56. WORKSHOP SESSION - 19 JANUARY 2016

Consideration was given to the Notes and feedback from the Workshop held on 19 January 2016. The Chairman thanked everyone who had attended and made reference to the themes discussed. It was indicated that the notes would assist the compilation of the final report of the Review.

RESOLVED: That the Notes of the Workshop Session held on 19 January 2016, be noted.

57. THE MARKET AND MOOR STREET IMPROVEMENTS

The Technical Services Manager gave an update on the Market and Moor Street Improvements, including a further update on work undertaken by Lancashire County Council on the gullies.

The Market and Moor Street Improvements

It was reported that, as referred to at the Workshop Session, the branding and marketing of the Town Centre as part of the actions within the Ormskirk Town Centre Strategy was under consideration. In relation to the “branding” of the Market, the inclusion of the visual “sails” to enhance the street scene were welcomed by the traders.

Other areas currently being looked at by the Council and traders were the influence of social media and smart phones as promotional tools.

In relation to Moor Street it was reported that the planting of mature trees and the installation of bespoke benches in Moor Street had now been completed. The lighting that adorned the trees would be lit in the evenings.

In relation to the maintenance of the “gullies” it was reported that maintenance checks had been undertaken by LCC. Maintenance / cleanliness of the area would continue to be monitored.

The revised layout of the stalls (Thursdays and Saturdays) was also circulated.

In discussion comments and questions were raised in relation to:

- Facilities for coaches – long-term parking; pick up and drop off points.
- Catering truck (clock tower) – update on repositioning.
- Aughton Street – completion of refurbishment work to tie-in with Moor Street Improvements.

It was reported that negotiation with the coach tour operators was on-going with a view to providing a designated drop-off / pick up point in the Town Centre, with the coaches then parking up long-term on the former Hattersley' site.

RESOLVED: A That the presentation be noted.

- B That it be recommended that consideration be given to refurbishment of Aughton Street to tie-in with the Moor Street improvements.

58. TRAFFIC MANAGEMENT SAFETY IN THE PEDESTRIAN AREA OF ORMSKIRK TOWN CENTRE

The Technical Services Manager provided details in relation to the management of traffic particularly in the pedestrian area of the Town Centre.

Traffic Management Safety in the Pedestrian Area of Ormskirk

It was reported that the control of traffic in the pedestrian area was part of a Traffic Regulation Order (TRO) the details of which were related to the Committee.

Following a request from Members at the last meeting for further information, the Technical Services Officer circulated the results of a desktop exercise undertaken in relation to three possible traffic management solutions. The three options included: Option 1 - the provision of Gates (to Aughton Street, Church Street and Burscough Street with a "lift assist" bollards to Moor Street/Moorgate. Option 2 – Hydraulic "lift assist" Bollards in Church Street, Aughton Street, Burscough Street and Moor Street/Moorgate. Option 3 – Automatic Rise and Fall Bollards – in the same areas. However, it was reported that currently there were no budget allocations identified for any works in relation to these options and funding would therefore need to be approved by Cabinet for any proposed future works.

In discussion comments and questions were raised in relation to:

- Traffic management solutions - provisions for emergency vehicles.
- Practicalities associated with any proposed options
- Current TROs "signage" – Visually strong signage to alert drivers.
- Use of CCTV to assist enforcement.
- The impact of heavy goods traffic on the refurbished area.

RESOLVED: A. That the presentation be noted.

- B. That it be recommended that when considering any future solutions relating to traffic management safety in the pedestrian area of Ormskirk that provisions for emergency vehicles are also considered.

59. PROJECT PLAN

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

It was agreed that as the in-depth review was now nearing completion that the draft final report and final recommendations come forward to the July meeting of the Committee and, if agreed, that the final report be submitted to Cabinet and Council, if applicable, in September 2016.

RESOLVED: A. That, in relation to the next steps of the review, the Project Plan be amended and the draft final report and recommendations be considered by the Committee at its July meeting and if agreed, that the final report be submitted to Cabinet and Council, if applicable, in September 2016.

60. WORK PROGRAMME - PROGRESS REPORT

Consideration was given to the report of the Interim Borough Solicitor as contained on pages 283 to 286 of the Book of Reports. The report provided an update of the current position of the Work Programme for the Corporate and Environmental Overview and Scrutiny Committee and the way forward for 2016/17,

- RESOLVED: A. That progress against the Work Programme for the Committee for 2015/16 be noted.
- B. That work in relation to the in-depth review 'A Market Town Strategy for Ormskirk' be concluded and arrangements be put in place for the draft final report and recommendations to be brought forward for consideration by the Committee at the first meeting in 2016/17.
- C. That the Work Programme 2016/17 for the Corporate and Environmental Overview and Scrutiny Committee be considered at the first meeting of the Committee 2016/17.

**61. MEMBERS ITEM/COUNCILLOR CALL FOR ACTION (CCFA)
ITEM FROM COUNCILLOR COTTERILL**

Consideration was given to the report of the Interim Borough Solicitor as contained on pages 287 to 294 of the Book of Reports that advised that an item had been submitted by a Member.

The item had been included on the Agenda at the request of Councillor Cotterill who explained in the notice to the item (Appendix 1) that he had requested the item on the subject “the suitability of using Annexe A of previous PPS7 to reach decision pertaining to current NPPF para 55, and suitability person/agency to engage in financial test under Annexe A of previous PPS7.”

Councillor Cotterill attended the meeting and at the request of the Chairman spoke in relation to the submitted item explaining his reasons for the request and why/how he would wish the issue to be pursued by the Committee.

The Interim Director Planning, who was in attendance, at the request of the Chairman provided information in relation to the issue raised.

A discussion ensued as to whether the item should / should not be considered further by the Committee.

RESOLVED: That, as a consequence of the discussion on this item is was agreed:

- A. That the Member’s Item detailed at Appendix 1 be noted.
- B. That the Committee does not wish to consider the item submitted at Appendix 1 further for the following reason:

“that scrutiny of the issues is unlikely to result in improvements for local people.”

(Note: Councillor Barron, having declared an interest, was not present during consideration of this item)

64. ITEMS FROM THE MEMBERS UPDATE

There were no items under this heading.

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Chairman

AGENDA ITEM: 7

PUBLIC SPEAKING – 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 (ColnS). 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.



REQUEST FOR PUBLIC SPEAKING AT MEETINGS

MEETING & DATE

NAME

ADDRESS

.....

Post Code

PHONE

Email

Please indicate if you will be in attendance at the meeting

YES/NO*
*delete as applicable

Note: This page will not be published.

(P.T.O.)

PUBLIC INVOLVEMENT AT MEETINGS WORKING GROUP HELD: 5 JULY 2016
Start: 5.30pm
Finish: 5.50pm

PRESENT:

Councillors: R Pendleton (Chairman)
C Cooper
D Westley

Officers: Borough Solicitor (Mr T Broderick)
Elections and Administration Services Manager (Mr T Lynan)
Assistant Member Services Manager (Mrs J Denning)

1. APOLOGIES

An apology for absence was received on behalf of Councillor Bullock.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. NOTES

The notes of the meeting held on 22 March 2016 were considered.

AGREED That the notes of the meeting held on 22 March 2016 be agreed as a correct record.

4. ELECTORAL REVIEW OF WEST LANCASHIRE (THE REVIEW)

The Working Group considered the draft report of the Borough Solicitor proposed to be submitted to the Corporate and Environmental Overview & Scrutiny Committee and Council, which detailed the work undertaken in relation to a review of the Council's elected membership, ward boundaries, members per ward and the electoral cycle and recommended that the status quo be maintained and that no further action be taken.

Comments and questions were raised in respect of the following:

- The Parliamentary review scheduled for 2018
- The lack of substantial savings from the projected figures circulated at the last meeting
- Reasons for recommending the status quo.

AGREED That the report be submitted to Corporate and Environmental Overview & Scrutiny Committee on 14 July 2016 and Council on 20 July 2016 for consideration.



AGENDA ITEM: 8

**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY
COMMITTEE: 14 JULY 2016**

COUNCIL: 20 JULY 2016

Report of: Borough Solicitor

**Contact for further information: Mr Thomas Lynan (Extn. 5013)
(E-mail: thomas.lynan@westlancs.gov.uk)**

SUBJECT: ELECTORAL REVIEW OF WEST LANCASHIRE

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To inform members of the outcome of work undertaken by the Public Involvement in Meetings Working Group (the Working Group) in regard to a review of the Council's elected membership, ward boundaries, members per ward and the electoral cycle.

2.0 RECOMMENDATIONS TO CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

2.1 That the report and appendices be noted.

2.2 That the Committee accept the view of the Working Group that the status quo be maintained for the reasons stated within sections 4 to 9 of this report and recommend to Council that no further action be taken at this time.

3.0 RECOMMENDATION TO COUNCIL

3.1 That the recommendation of the Corporate & Environmental Overview & Scrutiny Committee be considered.

4.0 BACKGROUND

4.1 By a decision of Council and then Corporate Overview and Scrutiny Committee the Working Group's Terms of Reference were extended to include the following:

- "2. To undertake a formal review of:
 - The elected membership of this Council,
 - Current ward boundaries,

- The number of members per ward, to assess the most appropriate, efficient, effective, democratic and cost effective membership structure for West Lancashire Borough Council.
3. To, as part of the review, consider the pros and cons of ‘all out’ or ‘en-bloc’ elections versus the current ‘rotation’ elections and make recommendations for consideration by Members, and residents via public consultation.”
- (Minute 30 of Council, 22 July 2015 and Minute 28 of Corporate & Environmental Overview & Scrutiny Committee of 15 October refer.)

Following consideration of its extended Terms of Reference (and the carrying out of relevant work) the Working Group were requested to report to the Corporate & Environmental Overview & Scrutiny Committee and Council on the steps it considers necessary to carry out this review, indicating the timescales and any financial impact.”

- 4.2 The Working Group has met several times, considered two detailed reports from officers and also undertook a visit to Knowsley Metropolitan Borough Council to discuss their recently completed Boundary Review. Relevant Minutes of the Group are at Appendix B to the report.

5.0 CHANGING COUNCIL SIZE AND WARD BOUNDARIES

- 5.1 A review is required before any changes to councillor numbers and/or ward boundaries can be made. West Lancashire does not currently meet any of the requirements for an automatic review by the Local Government Boundary Commission (the Commission) and based on the population estimates used for the recently completed Lancashire County Council Review, West Lancashire will not meet the requirements for an automatic review by 2021.
- 5.2 Whilst 5.1 does not prevent the Council from requesting that the Commission undertake a Review of West Lancashire, the cost of undertaking such a review would rest solely with the Council, and given the Commission’s current workload and requirement for preliminary work to be completed by the Council, any requested Review of West Lancashire would only likely be completed by 2020/21 at the earliest.
- 5.3 Once a Review is undertaken, the final decision on Council Size, Members per Ward and Ward Boundaries rests with the Commission and not with the Council. Whilst the Council can submit a representation, the Commission will base its decision on all representations received through several periods of public consultation and its need to secure equality of representation, reflect the identity and interests of local communities and also secure effective and convenient local government. This means that the final outcome may differ from what the Council desire.
- 5.4 There would also be complications around coterminosity with other reviews and boundaries, particularly the recently completed LCC review (which was based on existing Polling Districts), the 2018 Parliamentary Boundary Review and also

Polling District Reviews (the next due to take place in 2019/20 and would be required again following the completion of any West Lancashire Review).

6.0 CHANGING THE ELECTORAL CYCLE TO WHOLE COUNCIL ELECTIONS

- 6.1 Current legislation enables an authority to change the electoral cycle from elections by Thirds to Whole (all out) or vice versa without the need for a boundary review, and outlines the relevant process for this. Whilst the authority can decide as to if and when the change of electoral cycles would take place (except in a County election year), other authorities of our type who have made the change recently have consulted not only on the change of cycle but also the year change is proposed to be enacted.
- 6.2 West Lancashire could not propose a switch to Whole Council Elections in 2017 as this is a Lancashire County Council Election year. The earliest any change could be enacted is 2018.
- 6.3 West Lancashire bears the full cost of Council elections if they are not combined with another election happening on the same day (PCC, General, etc). Depending on what year Whole Council Elections first take place and the subsequent cycle thereafter, based on current national election timetables, any savings would be minimal and could actually cost more than the current system of Thirds.
- 6.4 It should also be noted that a switch to Whole Council Elections from the current system of Thirds would significantly increase the length of the count, having not only cost implications but also meaning that results would take longer to be declared.

7.0 OTHER ISSUES

- 7.1 The Boundary Commission for England has published initial documents regarding its 2018 review of Parliamentary constituencies. In these documents the Commission noted that only ward boundaries as of 7 May 2015 would be considered. This means that authorities such as Knowsley, Bristol and Sheffield (who have recently completed reviews) will have new Parliamentary boundaries drawn against out-dated ward boundaries. These boundaries would stay in place until the completion of the 2023 review of Parliamentary constituencies which means that there will be very low coterminosity in these areas, incurring additional costs to create polling districts and stations to cover anomalous areas.
- 7.2 For West Lancashire this would mean that if a review was not completed and new boundaries in effect for elections in 2020, the subsequent 2023 Parliamentary Boundary review would most likely be based on out-dated ward boundaries as is the case with Knowsley in 7.1.
- 7.3 The next compulsory statutory review of Parliamentary Polling Districts and Polling Places is not scheduled to take place until 2019-20. Any West Lancashire electoral review before or around this time could coincide, but should an electoral review take place after the completion of a Polling review, a further Polling Review would be required to match districts and places to the new wards. This

would not only duplicate work but generate additional financial implications as well.

8.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

8.1 Reducing the number of Councillors will increase the number of electors to Councillor Ratio, which may result in increased ward related work for individual Councillors, which in turn could reduce accessibility for some. Members of the public will however be consulted on any review undertaken by the Commission.

9.0 FINANCIAL AND RESOURCE IMPLICATIONS

9.1 The financial implications of a review and switching to whole council elections are noted at various points in the report, however they can be summarised as follows:

- i. The cost of undertaking a review would rest solely with the Council and could take a number of years.
- ii. Any review undertaken, depending on timing, may require a full Polling District Review outside of statutory timescales, funded solely by the Council.
- iii. Such a Polling District Review following a Boundary Review, or clash with other reviews, could create additional Polling Districts & Stations and the subsequent cost of these, to deal with any lack of coterminosity of boundaries.
- iv. A change in electoral cycle to Whole Council Elections will increase the length and therefore cost of the count.
- v. Any change in electoral cycle must first be preceded by several periods of consultation and their associated costs.
- vi. Depending on the year any change is enacted, the impact of bearing the full cost of Whole Council Elections is predicted to cost the Council more money than the current system of Thirds, or only generate very modest savings over the medium term, due to the timing of other elections where costs could be shared.
- vii. A contingency budget would be required to deal with the expected increase in By-elections that a switch to Whole Council Elections would likely generate.

9.2 Officer resources to support a review would need to be identified. This would be a significant commitment of time possibly justifying a temporary post for one year at SO1 level.

10.0 RISK ASSESSMENT

10.1 A reduction in the number of Councillors will only be considered if the Electoral Commission is satisfied that the Council is able to take decisions effectively, manage its business and responsibilities successfully, and provide effective leadership and representation. Should a review be undertaken, these elements will form part of the Council's submission.


10.2 The risks of other changes have been taken account of in earlier paragraphs of 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

- A. Equality Impact Statement
- B. Notes of the Working Group - meetings held on:
 - 21 December 2015
 - 18 February 2016 (site visit)
 - 22 March 2016
 - 5 July 2016

Equality Impact Assessment Form	
	
Service: Legal and Democratic Services	
Completed by: Thomas Lynan	Date: 27/06/2016
Subject Title: Electoral Review of West Lancashire Borough – Final Report	
1. DESCRIPTION	
Is a policy or strategy being produced or revised:	No
Is a service being designed, redesigned or cutback:	No – Not at this stage
Is a commissioning plan or contract specification being developed:	No
Is a budget being set or funding allocated:	No – Not at this stage
Is a programme or project being planned:	No – Not at this stage
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):	No
Details of the matter under consideration:	Scoping report regarding a boundary review in West Lancashire, including possible changes to; <ul style="list-style-type: none"> • The Number of Councillors • Ward Boundaries • Number of Wards • Members Per Ward • Electoral Cycle
<i>If you answered Yes to any of the above go straight to Section 3</i>	
<i>If you answered No to all the above please complete Section 2</i>	
2. RELEVANCE	
Does the work being carried out impact on service users, staff or Councillors (stakeholders):	Yes
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>	Staff – Changes to work programmes, including additional work. Councillors – Possible increase in workload due to a potential decrease in the overall number of councillors. Service Users – Possible impact in the area in which they vote, the number of members

	representing them and also the timing of when they vote.
If you answered No to both Sections 1 and 2 provide details of why there is no impact on these three groups:	N/A
3. EVIDENCE COLLECTION	
Who does the work being carried out impact on, i.e. who is/are the stakeholder(s)?	There is a direct impact on members of the public, employees, elected members and or other stakeholders.
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)?	All groups are equally affected.
Which of the protected characteristics are most relevant to the work being carried out? Age Gender Disability Race and Culture Sexual Orientation Religion or Belief Gender Reassignment Marriage and Civil Partnership Pregnancy and Maternity	Does not affect any protected characteristics. No No No No No No No No No
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, employees, elected members and or other stakeholders currently use the service because it is a universal service integral to the function of the Council.
What will the impact of the work being carried out be on usage/the stakeholders?	None at this stage.
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?	All relevant stakeholders will get the opportunity to express their views through several consultations, should a review be decided upon.
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?	No protected characteristics are affected.
If any further data/consultation is needed and is to be gathered, please specify:	Several sources and data, along with several consultations would be required should a review be decided upon.
5. IMPACT OF DECISIONS	
In what way will the changes impact on people	No changes are proposed at this stage.

with particular protected characteristics (either positively or negatively or in terms of disproportionate impact)?	
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.).	As there are no changes at this stage, there is no impact to consider.
What actions do you plan to take to address any other issues above?	N/A <i>If no actions are planned state no actions</i>
7. MONITORING AND REVIEWING	
When will this assessment be reviewed and who will review it?	This assessment will be reviewed before any further report on this issue is released.

PRESENT: Councillor Pendleton (Chairman)
Councillor Westley

Officers: Borough Solicitor (Mr T. Broderick)
Electoral and Administration Services Manager (Mr T Lyнан)
Assistant Member Services Manager (Mrs J Denning)

12. APOLOGIES

An apology for absence was received from Councillor Oliver.

13. DECLARATIONS OF INTEREST

There were no declarations of interest.

14. MINUTES

RESOLVED That the minutes of the last meeting of the Working Group held on 28 September 2015 be agreed as a correct record.

15. EXTENDED TERMS OF REFERENCE

RESOLVED That the extended terms of reference be noted as follows:

“(b) To undertake a formal review of:

- the elected membership of this Council
- current ward boundaries
- the number of members per ward

To assess the most appropriate, efficient, effective, democratic and cost effective membership structure for West Lancashire Borough Council.

(c) To, as part of the review, consider the pros and cons of ‘all-out’ or ‘en-bloc’ elections versus the current ‘rotation’ elections and make recommendations for consideration by Members and residents via public consultation.”

16. ELECTORAL REVIEW OF WEST LANCASHIRE BOROUGH COUNCIL

Consideration was given to the report of the Borough Solicitor, which referred to the request that Members take steps towards the preparation of a report to Corporate and Environmental Overview and Scrutiny and Council on the steps considered necessary to carry out an electoral review.

Comments and questions were raised in respect of the following:

- Reviews undertaken by Knowsley and South Ribble Councils
- Financial implications and potential savings
- Lancashire County Council's ongoing review
- Timing
- All out elections for the Borough (and Parishes) and implications in terms of costs

- RESOLVED
- A. That the report and appendices be noted, in particular, that the triggers for an automatic electoral review by the Local Government Commission are not met.
- B. That a meeting be arranged in January 2016 to consider further progress, including:
- feedback from Knowsley and South Ribble, either by telephone link or visit, on the process they have undertaken and the views of their members (preferably the Chairman of the relevant body that carried out the review on behalf of the Council) and officers, in relation to the review and the reduction in the number of Councillors
 - the costs of elections by thirds and the potential for savings on an all-out elections model, including the potential savings if Parishes had all out elections during the same year.
 - Examples of the impact on ratio should 3 member wards be reduced to 2 compared to the current ratios.
- C. That a meeting be arranged possibly in January/February 2016, to consider the draft report to be submitted to Corporate Overview and Scrutiny Committee and Council, which should consider the matters referred to in B. above and include relevant timescales for submitting a request to the Boundary Commission, taking into account the timescales of the compulsory statutory review to be undertaken in 2019/20 and the Commissions indication that a review for West Lancashire would not take place before 2017.

**NOTES OF PUBLIC INVOLVEMENT IN MEETINGS WORKING GROUP
VISIT TO KNOWSLEY MBC
HUYTON
18 FEBRUARY 2016**

PRESENT:

Councillors: **West Lancashire BC:**
R Pendleton (Chairman) and D Westley

Knowsley MBC:
A Moorhead (Leader) and M Murphy

Officers: **West Lancashire BC:**
Borough Solicitor (Mr T Broderick)
Elections Manager (Mr T Lynan)
Assistant Member Services Manager (Mrs J Denning)

Knowsley MBC:
Assistant Executive Director – Governance (Mrs Y Ledgerton)

1.0 BOUNDARY REVIEW – KNOWSLEY MBC

1.1 Members of the Working Group and Officers from WLBC were welcomed by Members and an Officer from Knowsley MBC, the purpose of the visit was noted: to obtain their views and reasons as to why Knowsley decided to embark on a Boundary Review and to gain an understanding of the issues they faced during the process.

1.2 Knowsley provided details in respect of:

- The reasons for the review – savings and sustainability of the arrangements ie. to prevent any potential changes that may be imposed by the Boundary Commission as part of a future Parliamentary Boundary Review
- Options they looked at – Number of Members, size of Wards, Number of Members per Ward
- Timescales – the lengthy process for just the initial stages of evidence gathering which was started in June 2013
- The Membership of the body set up to consider – Senior Members and a Member from each geographical area
- The importance of Political Group consultation
- The Officer Project Team which had been put together from across the Council to consider the various elements of the review, as evidence was gathered prior to a formal review by the Boundary Commission
- The first meeting held with the Boundary Commission in December '13 where the Council set out the basic principles in relation to what change it wanted ie. to reduce the number of Councillors for Knowsley
- The reasons why Knowsley retained a 3 Member Ward structure ie. sustainability

- How the revised Ward Boundaries were drafted firstly by officers based on geography and established transport, education and community links, number of electors, projected elector figures and existing Polling Districts.
- The detailed preparation of the submission prior to the formal hand over to the Boundary Commission
- The much needed informal briefings for Town and Parish Councils
- The importance of Knowsley's own communications campaign to be sustainable and lean
- Saving to be eventually achieved in relation to Members Allowances
- The requirement from the Boundary Commission to ensure that adequate governance structures are in place following any change
- Elections by thirds in Knowsley
- Crucial to follow the guidance issued by the LG Boundary Commission
- Changes for Polling Districts and polling Places
- Register changes.

2.2 Members of the Working Group thanked Knowsley for receiving them.

**PUBLIC INVOLVEMENT AT MEETINGS
WORKING GROUP**

HELD: 22 MARCH 2016
Start: 5.00pm
Finish: 6.00pm

PRESENT:

Councillors: Pendleton (Chairman)
Oliver

Officers: Borough Solicitor (Mr T Broderick)
Elections and Administration Services Manager (Mr T Lynan)
Assistant Member Services Manager (Mrs J Denning)

17. APOLOGIES

There were no apologies for absence received.

18. DECLARATIONS OF INTEREST

There were no declarations of interest.

19. NOTES

The notes of the meeting held on 21 December 2015 were considered.

RESOLVED That the notes of the meeting held on 21 December 2015 be agreed as a correct record.

20. VISIT TO KNOWSLEY MBC

The notes of the visit to Knowsley MBC on 19 February 2016 were circulated.

RESOLVED That the notes of the visit to Knowsley MBC be noted.

21. ELECTORAL REVIEW OF WEST LANCASHIRE - UPDATE

The Working Group considered the report of the Borough Solicitor, which provided an update on the review and considered further progress of the preparation of a report to Corporate and Environmental Overview and Scrutiny Committee and Council.

Comments and questions were raised in respect of the following:

1. Changing the Electoral Cycle to whole council elections in relation to:
 - Political stability
 - Voter confusion
 - Lack of significant savings
 - Impact on other elections held eg. County Council, PCC, etc. and benefits of sharing costs
 - Length of process comparative to outcomes and cost
2. Reducing the number of Councillors
 - Ratio of electors to elected Member and the national average
 - Increased ward related work for individual Councillors
 - Reduced accessibility for electors

- AGREED
- A. That the report and appendices be noted.
 - B. That the status quo be maintained for the reasons discussed ie. risk of voter confusion in relation to whole council elections, lack of significant savings and the ratio of electors to elected Members compared to the national average.
 - C. That the draft report for Corporate and Environmental Overview & Scrutiny Committee and Council be presented to the next meeting of the Working Group.

22. DATE AND TIME OF NEXT MEETING

AGREED That the next meeting be held at 5.30pm on Tuesday, 5 July 2016.



AGENDA ITEM: 9

CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

14 JULY 2016

Report of: Borough Transformation Manager and Deputy Director of Housing & Inclusion Services

**Contact for further information: Mr S Walsh (Extn. 5262)
(E-mail: shaun.walsh@westlancs.gov.uk)**

SUBJECT: BT LANCASHIRE SERVICES ANNUAL REVIEW 2015/16

1.0 PURPOSE OF REPORT

1.1 To consider the BT Lancashire Services Annual Review 2015/16 of services provided to West Lancashire Borough Council as part of the partnership agreement with Lancashire County Council.

2.0 RECOMMENDATIONS

2.1 That the BT Lancashire Services Annual Review 2015/16, attached at Appendix A, and accompanying presentation be noted.

3.0 CURRENT POSITION

3.1 West Lancashire Borough Council entered into a shared service arrangement with Lancashire County Council in July 2011 for the delivery of a Revenues & Benefits service and ICT service on behalf of WLBC. The arrangement makes significant savings for the Council.

3.2 The services are delivered through BT Lancashire Services (BTLS) whilst WLBC remains responsible for agreeing relevant policy and direction.

3.3 As required, BT Lancashire Services has carried out its annual review for the year end which details performance and progress in respect of the financial year 2015/16.

4.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

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

5.0 FINANCIAL AND RESOURCE IMPLICATIONS

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

6.0 RISK ASSESSMENT

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

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 – BT Lancashire Services Annual Review 2015/16

BT Lancashire Services

Annual Review
West Lancashire Borough Council
2015/2016

Reference: WLBC Annual Review
Version: Final
Date: June 2016
Owner(s): Mark Orford/Claire Hall

Contents		Page
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2	2015/2016 High Level Performance Review	5
3	2016/2017 Continuous Improvement & Planned Developments	6
4	2015/2016 ICT Review	12
5	2015/2016 Revenues and Benefits Review	18
6	Quality	25

1 Introduction

Welcome to the 2015/2016 Annual Review of the work of BT Lancashire Services (BTLS) on behalf of West Lancashire Borough Council (WLBC), for the delivery of both its Revenues and Benefits Service and ICT Service. In July 2011, a contract between Lancashire County Council and West Lancashire Borough Council was agreed. This is a 10 year contract to deliver shared Revenues, Benefits and ICT Services on behalf of West Lancashire Borough Council through the strategic partnership with BT Lancashire Services.

The agreed business model continues to be based on ‘up front savings’ (of 15%) with no reduction in services. The cost of the ICT Service and the Revenue and Benefits Service in 2015/2016 was £3.227m and for this period, direct savings to West Lancashire Borough Council amounted to £552k. This is in addition to the agreement which also aims to deliver added value and investment (borne by the Partnership).

In summary the Contract in 2015/2016 has delivered to West Lancashire Borough Council:

- Direct savings of £552k.
- Combined ICT and Revenues and Benefits Added Value of £20k (incl. members refresh and Wifi solution, support for Flood Crisis and Empty Homes Review).

A high level summary of the financial benefits to West Lancashire Borough Council from the Partnership in its first five years, as at the 31 March 2016, is as follows:

Activity	2011/2012 (£k)	2012/2013 (£k)	2013/2014 (£k)	2014/2015 (£k)	2015/2016 (£k)	Total to Date (£k)
Savings	266	522	530	539	552	2,409
Revenue and Benefit ICT System	150	550	141	607	0	1,448
Payroll Service	-	13.5	13.5	0	0	27
Other Financial Benefits	25	30.5	79	160	20	315
Total Cashable Savings	441	1,116	763.5	1,306	572	4,199

Table 1: Summary of Financial Benefits 2011-2016.

Note: (1) 2011/2012 = Part Year

Governance

The governance of the Contract continues to be overseen by the Shared Services Board, having representation from West Lancashire Borough Council, Lancashire County Council and BT Lancashire Services. The role of this Board is to review the implementation and delivery of services, monitor service delivery and performance, discuss future opportunities, working together and building positive long term relationships.

The key contractual elements of the Agreement include:

- A Shared Services Agreement between West Lancashire Borough Council and Lancashire County Council to deliver these services through its partner, BT Lancashire Services.
- A double secondment model for all West Lancashire Borough Council employees from the Borough Council to the County Council and then seconded into BT Lancashire Services. This was a first of its kind which protected the terms and conditions of staff and their public sector pensions. These costs are borne by BT Lancashire Services as part of its financial obligations and Contract.

A set of fundamental principles agreed by all the parties is viewed as key to the creation of a successful and long term relationship.

- In terms of the Revenues and Benefits Service, the partnership provides a Revenues and Benefits Service that delivers a service including Council Tax and National Non-Domestic Rates billing and collection, debt recovery, prevention and detection of fraud and a creditors and debtors function.
- In terms of ICT, the partnership delivers a service that includes provision of a service desk, operations service, desktop service, applications service, and network and voice services. It also includes access to a range of BTLS technical specialist and project management capability to enable business areas within the council to set an ICT strategy and implement projects to meet its business requirements.

A monthly 'Quality of Service' Report is produced which includes the following information in respect of the services provided:

- A synopsis of the services delivered (executive summary)
- Performance against any Contractual and Non-Contractual Service Levels
- Continuous Improvement – Service improvements and on-going developments
- A preview of key activity looking forward

2 2015/2016 High Level Performance Review

Details of performance against targets in respect of 2015-16 for both services have been provided on an on-going basis in monthly Quality of Service Reports. In addition this data has been presented on a quarterly basis to the Shared Service Board – again via the Quality of Service Report. A high level summary of performance for the year can be summarised as follows:

ICT:

- Severe Business Disruption – **100%** resolved within agreed timeframe against target of **99%**.
- Major Business Disruption – **92%** resolved within agreed timeframe against target of **97%**.
- Minor Business Disruption – **98%** resolved within agreed timeframe against target of **97%**.
- Minor Disruption – **98%** resolved within agreed timeframe against target of **97%**.
- Advice and Guidance – **100 %** resolved within agreed timeframe against target of **97%**.

Revenues and Benefits:

- Collection of current year's Council Tax – collected **97.02%** against a target of **97.10%**.
- Collection of current year's NNDR – collected **98.32%** against a target of **97.2%**.
- Collection of previous year's Council Tax – collected **37.31%** against a target of **24.5%**.
- Collection of Sundry Debtors – Collected **95%** against a target of **89.1%**.
- Benefits overall processing time – **7.02 days** against a target of **12 days**.
- **£82,401** of Housing Benefit Local Authority Error – against a target of less than **£139,235**
- Collection of Housing Benefit overpayments – collected **£276,577** against a target of **£170,000pa**

3 2016/2017 Continuous Improvement & Planned Developments

In this section we highlight the planned activity for each of the services scheduled to take place during 2016/2017 (in ICT Services this will also be in line with the implementation of the ICT Strategy).

ICT Services:

West Lancashire Borough Council Standardisation Project

The following components make up the West Lancashire Borough Council Standardisation Project:

- The Estate Refresh Policy Proposal - which will inform the strategy for standardisation of the ICT estate and its replacement PC process - has been completed. This will improve support timescales and implement a cost effective replacement policy, and will be taken forward during 2016/17, based on WLBC's preferred options which have yet to be decided.

- The Network Equipment Refresh identifies all end of life or unsupported network equipment to be replaced and brought up to supportable hardware solution.

- The standardisation of the desktop estate will provide the following benefits:

Roaming capabilities for staff enabling them to log in anywhere
Moving staff to a newer supported version of Office
Automatic software and upgrade deployment
Improved support via enhanced remote access aka; "Zero Touch"
Remote self-service rebuild capability.

- The Application licensing review will conduct investigative work to ensure WLBC is suitably licensed, and will determine evidence of licensing to reduce the potential risk of fine. Freeware alternatives will also be identified in order to reduce costs.
- A further project will see the creation of processes, documentation and training to provide access to services and products in most efficient cost effective manner. This is intended to result in a better customer experience, the creation of a larger pool of support staff for customers, and the implementation of a new web presence for West Lancashire Borough Council's ordering, knowledge, guides, communications, faults and work requests.

- In order to deliver roaming capability for users, standardised drive access for files and folders will be implemented which will facilitate this remote support. This work will also support future reviews of data storage quota management and document management.
- Developments to remote access provision will see PSN compliant remote access to corporate desktop (RACD) for existing users, as well as agility laptops for current laptop users.

Security/Data Retentions and Public Services Network

- A review will take place of the Email/Vault policy – with a view to move the customer from an open ended retention policy to one that mirrors Lancashire County Council. Data security, storage, costs and retention (best practise/DPA compliance). The following points have been approved in principle but are yet to be formalised :
 - Nothing is automatically archived (and is removed from mailbox after 12 months)
 - Users can manually archive at any time – to be retained in the vault for 5 years
 - User vault size of 2gb is applied

Additional high priority projects

- Customer Services Customer Relationship Manager upgrade or replacement
- Upgrade or replacement of Customer Services Telephony
- Coins replacement to Modern.gov (committee decisions management system)
- Planning Service replacement of Electronic Document Management system
- 1st touch Self-Serve tenant portal
- Wi-Fi corporate and public offering (to remove dependency on LCC infrastructure/policies)

Revenues and Benefits:

- **Transitional Activity:** A significant amount of activity will be required specifically during the first two quarters of the year to ensure changes required to roles within the new staffing structure implemented on 1st April 2016 are well managed and controlled. This will involve a considerable amount of staff training to increase resilience and upskill staff to ensure optimum resource to demand allocation and efficient ways of working. Although it is very early day's staff involved have embraced the new opportunities with an extremely positive and 'can do' attitude and this appears to have had a really positive impact on team spirit across the service.
- **Recovery and Enforcement:** Targeted action and close monitoring will continue throughout the new financial year to ensure that performance is delivered to target, and to ensure early identification of any issues in order that appropriate action can be undertaken to mitigate deterioration and deliver performance in line with the year-end targets.
- **Welfare Reform:** With regards to Universal Credit (UC), the Delivery Partnership including West Lancashire Borough Council, BT Lancashire Services, Department for Work & Pensions (DWP) and Lancashire County Council will continue to meet on a regular basis to discuss progress to date and next steps in continuing to work together to manage the effective local roll out of UC.
- **Improved Management Information:** A fundamental work programme for the service and one which will be a priority objective over the coming months is the development of much needed and improved management information. This is an essential development which is required to support better understanding of activity trends and decision making within the service and the Council.

ICT colleagues from within BTLs are currently working with officers within the service to assess whether this can be developed and maintained in house, which is the preferred option. However if this does not prove to be a feasible option an alternative external solution has already been identified and will be procured and funded by BTLs.

- **eDocumentation / Self-Serve Agenda :** The research and identification of options to develop the service by use of more electronic documents and increased levels of customer self-service will be a key objective for the service this coming year. Resources have been redirected as part of the service redesign in order for appropriate research, analysis and feasibility studies to be undertaken to agree the most suitable service strategy, prior to implementation. This will be

considered both from an efficiency but also from a customer service perspective and will be aligned to the Councils own overriding Corporate E Strategy.

- **Learning and Workforce Development:** A detailed training skills matrix and subsequent skills gap analysis will be developed this year to further support the ongoing development of staff aligned to the new service structure. In the interim staff training and development needs will be identified as part of the annual PDR process.

All managers are being encouraged to undertake Management Style Questionnaires and a selection of managers will also attend the BTLS Pioneers Leadership Course.

Corporate info bite training sessions will continue throughout the year along with mandatory training such as Health & Safety. Technical training will continue on an ongoing basis including refresher courses on new / changed regulations and ways of working.

Detailed succession plans will also be developed in order to best prepare and manage the staff and service through the anticipated transfer of activity to the Department of Work & Pensions as a result of the Universal Credit Roll out.

- **Internal and External Audit:** Agreed schedules of work for 2016/2017 in respect of both internal and external audit activity have now been developed and agreed in collaboration with the respective audit leads and we will work to support auditors throughout the year in performing their respective duties.
- **Financial liaison:** All activity relating to the Council's financial data requirements for the service has been agreed and scheduled. Information and data required by the Council will continue to be provided on an on-going basis and data will be provided in accordance with this schedule.
- **Maintenance of ISO 9001 Quality Management standard:** Work will continue across the service to increase levels of efficiency and effectiveness and continue to maintain accreditation to this highly regarded international standard.
- **2016/2017 Year End and 2017/2018 Billing:** A significant amount of activity will be undertaken to ensure that key 2016/17 Year End and 2017/18 New Year billing requirements are delivered, and all bills for Council Tax and NNDR are dispatched within the timescales required to enable collection of the New Year's charges in accordance within a challenging timeframe.

Challenges in 2016/17

As we look at our plans for continuous improvement in the new financial year we also need to bear in mind the challenges we are aware of both nationally and locally which will impact on service delivery. A few key challenges are summarised below;-

Increase in Council Tax: WLBC gross Council Tax charge has increased by 1.75% in 2016/17. Lancashire County Council, Lancashire Fire and Rescue and Lancashire Police Authority have also increased their respective Council Tax charges by 3.99%, 0.99% and 1.99%. This has resulted in an overall gross increase in Council Tax at a Council Tax Band D equivalent of 3.39% for 2016/17, compared to 2015/16. In cash terms this has resulted in an extra £2.4m net collectable debt which in the current economic climate may present additional challenges in terms of helping customers meet their liabilities and achieving SLA targets.

Welfare Changes: Whilst Central Government continue to work to improve the electronic transfer of benefits related data to LAs to support the impact of welfare reform and migration to UC. This process requires continued testing, checking and maintenance activity to be performed by R&B staff which has consumed a significant amount of senior resource to support throughout 2015/16 and is expected to continue throughout 2016/17.

The impact of other Welfare Reform changes on claimant income may also present additional challenges in terms of customers meeting their liabilities and we have already seen a recent impact of this in the significant increase in the number of applications for Discretionary Housing Payments, (short term support to meet Housing Benefit shortfalls in rent liabilities). In excess of 800 DHP applications were processed by R&B staff in 2015/16 and this level is likely to continue and potentially increase in 2016/17.

Business Rates Revaluation – The Valuation Office (VOA) is in the process of updating the rateable values of all business properties and as such Business Rates will be calculated using the new rateable values from 1st April 2017. The last general revaluation was effective as from 1st April 2010 and so a considerable shift in valuations is anticipated. As a result of this it is highly likely that a "transitional relief (TR)" scheme may be introduced if this happens, any TR scheme in itself will increase the administrative burdens for the service.

Whilst the preparation for the revaluation will be led by the VOA, R&B will need to liaise closely with them and local rate payers to ensure resultant Rating Lists are accurate and up to date, this will place additional pressure on service delivery and our ability to maximise current year collection rates.

We will endeavour to prepare for the full NNDR Retention from 2020 by maximising rating liability using local intelligence and actively communicating with local business community but again, this will place added pressure on service delivery and our ability to maximise current year collection rates.

Council Tax Support - The current CTS scheme ends on 31st March 2017 and a new scheme will need to be consulted upon. Whilst WLBC will lead on the consultation it is anticipated that R&B staff will be heavily involved in supporting this process together with providing data to support decision making within the council to shape the new scheme.

Closure of Magistrates Court - Ormskirk Magistrates Court will close in June 2016. Whilst pre booked CT & NNDR courts have been secured until that date, it remains uncertain where and how many future court hearings will be made available. This will impact on our ability to escalate CT & NNDR non-payers to the more serious collection methods such as bailiffs where necessary, and could impact on our ability to meet SLA targets. We are awaiting further information on designated court locations which will no doubt also present challenges for resourcing court hearings.

Implementation of New Structure – The new staffing structure came into effect 1st April 2016. One of the key benefits of the changes is the ability to cross skill staff and re focus resources to where demand is greatest. However the change to a more streamlined, generic way of working requires a significant amount of transitional activity and staff training. This will add additional pressure to the delivery of 'Business As Usual' activity specifically during the first half of the year but will be invaluable in terms of improved efficiency and effectiveness of service delivery moving forward.

4 2015/2016 ICT Review

The service is currently delivered through:

- Provision of a Customer Service Desk function.
- Desktop, Network and Infrastructure Support.
- Support of Key West Lancashire Borough Council applications.
- Delivery of ICT projects and Service Improvement Plans.

The total cost of the ICT Service in 2015/2016 was **£1.201m**, giving a guaranteed saving of **£211k** to West Lancashire Borough Council. These savings are in addition to the **£4.179m** combined for 2011 - 2016.

In addition to the delivered saving of **£552k** (in 2015/2016), other financial benefits have been gained by West Lancashire Borough Council through the delivery of the BT Lancashire Services ICT Service.

ICT Strategy

- BT Lancashire Services completed the Microsoft Enterprise Support Agreement (MS ESA) annual review exercise and also provided the council with details of all applications and software products on their estate; the latter exercise identified the requirement for a further piece of work where BT Lancashire Services are assisting WLBC in the rationalization of their applications with the intention of ensuring license compliance whilst minimizing cost outlay.

Infrastructure Improvements

- During July the ICT Service co-ordinated improvement works with a key service provider, Vodafone. This involved the installation of new fibre circuits to the Robert Hodge Centre. This work was in preparation for general modernisation works to be undertaken by Vodafone to improve service and reliability. During November 2015 ICT Services completed work in conjunction with Vodafone as part of a network improvement plan that Vodafone are undertaking across West Lancashire. The work involved the migration of three key telephony circuits formerly owned by Cable & Wireless onto Vodafone's core network. These circuits included the main outbound telephony service from Derby Street, the telephony link to Robert Hodge Centre and the telephony link to West Lancashire Business Investment Centre. ICT Services involvement included the co-ordination of Vodafone engineers whilst on site and the testing of telephony services upon completion. This work was scheduled during the weekend

period to minimise disruption with an ICT engineer on site during to ensure successful completion of the work.

Other ICT Projects

- June 2015 saw the go live of the new West Lancashire Borough Council intranet. Feedback has been positive, with the new solution praised for being both aesthetically pleasing and easy to navigate.
- During April 2015, ICT Services resolved some long standing issues with the lettings system Abritas. This is a key tool for Housing Services, who had been experiencing issues since the installation of Windows 7 PCs during 2014. The issue was previously being dealt with internally by Housing Services staff. The ICT Service took ownership of the issue in March 2015 and were able to resolve the issues during April by working closely with Housing officers.
- Following the successful deployment of the AirWatch Mobile Device Management tool to early adopters in May 2015, the ICT Service provided support to officers included in the full roll out during June. This included face to face support for senior officers when enrolling devices and general support and troubleshooting. Twenty five per cent of mobile e-mail users required a mobile phone upgrade to an IOS device to accommodate the Airwatch installation. The ICT Service procured, configured and delivered these devices as part of the roll out, including the management of the migration of mobile telephone numbers to the new devices in a way that caused minimum disruption to users.
- The core Environmental Services application, Northgate M3 Public Protection, was upgraded during July 2015.
- During August 2015, ICT Services installed the Unified Messaging system for 40 Housing Services' staff. This followed on from the procurement and installation of 50 new system licences in July and included the configuration of each user's mailbox, installation of the necessary software and a brief one to one demonstration for each user on how to use the system.
- During October 2015, ICT Services also successfully upgraded and migrated West Lancashire Borough Council's ETARMIS system, used for recording clocking details. In addition, the upgrade and migration of the IKEN system was completed in October along with scheduled training.
- During November 2015, ICT Services created a Secure FTP site for use both internally and by external contractors, to allow the transference of information.

- The West Lancashire Investment Centre Building Management System is aimed at reducing operating costs, energy usage and CO2 emission and as such, its efficient operation at all times is essential. During December 2015, ICT Services created a dedicated secure Virtual Private Network that allows the external contractor direct access to the system (Trend 360) ultimately resulting in savings in both time and money in resolving software related control issues, as physical call-outs will be unnecessary and accordingly, no call-out charges will apply. This change will also facilitate better response times which, in turn, will lead to a much improved service for the Centre's tenants and conference delegates.
- Browsealoud was launched on the West Lancashire Borough Council Intranet on 15 March 2016. This is support software that adds a speech, reading and translation service to websites, facilitating access and participation for people who require online reading support. It is particularly useful for those with print disabilities such as dyslexia or mild visual impairments, those with English as a second language and for people who just prefer listening to content rather than reading it.
- During May 2015, ICT Services provided support for the 2015 Elections, this included; the preparation of the corporate network to Ormskirk Civic Hall the installation, preparation and testing of PCs print and scanning services telephony and fax services and the setup of audio visual equipment to the stage area. A BTLS Technician was on site at the Civic Hall for the duration of both counts.

Performance

2015/2016 was a strong year in terms of performance against contractual Service Level Agreement. There are five targets, based on the impact of an issue and in four of the five cases the target figure for resolution was exceeded.

No.	Definition of SLA	Target (%)	Performance Year 2015/2016 (%)
1	Severe Business Disruption Business Unit (sub-unit): <ul style="list-style-type: none"> unable to operate service component failed or severely impaired 	99	100
2	Major Business Disruption Critical user or user group: <ul style="list-style-type: none"> unable to operate business unit experiencing significant reduction in service performance 	97	92
3	Minor Business Disruption: Single user or user group unable to work with no available workaround	97	98
4	Minor Disruption: Single user or user group experiencing problems but with ICT defined available workaround	97	98
5	Advice and Guidance	97	100

Table 2: Contractual Targets.

A single Priority Two incident was logged in October 2015 which subsequently breached, causing an overall failure of the Priority Two target for that month. This also had the effect of lowering the Yearly Performance figure for Priority Two incidents and causing a failure of the overall target.

The number of escalated and auto generated incidents reported during 2015/2016 compared to the same period last year:

Incidents Raised	Incidents Meeting SLA (%)	2014/2015 Year to Date	2015/2016 Year to Date	2015/2016 Year to Date Variation (%)
Priority 1	100	0	0	-
Priority 2	92	4	15	275
Priority 3	98	211	341	61.6
Priority 4	98	1,075	1044	(2.9)
Priority 5	98	137	116	21.2
Total	-	1,427	1516	6.2

Table 3: Incidents reported in 2012/2013 compared to 2013/2014.

Key performance indicators gathered monthly:

Key Performance indicator	Year 2015/2016
Percentage of incidents resolved 0–8 hours (any priority)	69
Priority 3 - percentage resolved within 8 hours	80
Priority 4 - percentage resolved within 8 hours	67
Priority 5 - percentage resolved within 8 hours	55
Percentage of Interactions resolved at first point of contact (any priority) by service desk	12
Number of incidents raised by Elected Members	76

Table 4: Key performance indicators.

The following table shows the volume of telephone calls answered by AskICT Service Desk during 2015/2016 compared to last year.

Activity	Year 2012/2013	Year 2013/2014	Year 2014/2015	Year 2015/2016
Calls answered	2,157	1,594	1194	1340
% of calls answered	93	91	92	92

Table 5: AskICT calls answered.

5 2015/2016 Revenues and Benefits Review

The total cost of the Service in 2015/2016 was £2.025m giving a guaranteed recurring saving of £340k per annum to West Lancashire Borough Council. These savings are in addition to the recurring savings of £169k delivered in 2011/2012, £323k delivered in 2012/2013, £328k delivered in 2013/2014 and £332k delivered in 2014/15.

In addition to the delivered saving of £340k (in 2015/2016), other financial benefits have been gained by West Lancashire Borough Council through the delivery of the Revenues and Benefits Service by BT Lancashire Services most notably a significant improvement in Revenues collection and arrears reduction when compared to previous financial years.

Performance

The agreed Service Level Agreement (SLA) for Revenues and Benefits comprises in total eight performance indicators covering the Service. All eight are contractual indicators although it has been agreed that one - Benefit Fraud Sanctions & Prosecutions should remain suspended.

No.	Definition of SLA	Target (%)	Annual Performance 2015/2016
1	NI 181 – Average time to process all items.	12 days	7.02 days
2	Overpayment Recovery of Housing Benefit overpayments	£170,000 p.a.	£276,577
3	Benefit Fraud Sanctions & Prosecutions.	Target suspended	-
4	Benefits Local Authority Error Overpayments	Below £139,235	£82,401
5	Council Tax: Collection Rate Current Year	97.10%	97.02%
6	Council Tax: Previous Years Arrears	24.50%	37.31%
7	NNDR Collection rate current year (BVPI10)	97.20%	98.32%
8	Sundry Debtors	89.10%	95.00%

Table 6: Revenues and Benefits Performance 2015/16

The overall year end performance is extremely positive and the final 2015/16 outturn is the strongest performance which has been delivered since the contract commenced.

As we have previously struggled to meet the Current Year Council Tax and NNDR annual Service Level Agreement Targets there has been a key focus on maximising revenue collection and arrears reduction throughout the year.

Strict governance arrangements were put in place and a detailed action plan developed and implemented specifically during the final two quarters of the financial year. Specific activity undertaken included;-

- Production of detailed analysis to better understand both the internal and external factors impacting on performance, in order to inform decision making
- Increased staff resources in the recovery of accounts in arrears
- Introduction of more robust weekly monitoring arrangements
- Introduction of additional steps within the recovery programme e.g. telephone calls at pre bailiff letter stage
- Refocus of enforcement activity and application of advanced recovery options e.g. hand delivery of summons
- Advertisements placed in both the local newspaper and the Councils 'Let's Talk Business' publication as a reminder to settle accounts and offer support and advice

As a direct result of the above activity we have for the first time since the contract commenced not only met the Current Year NNDR Target but exceeded it by 1.12%. We have also delivered the strongest performance against the Current Year Council Tax Target only marginally missing the target by 0.08%, which equates to approximately £44k against a liability of in excess of £53m.

Financial Impact of Year End Performance

In order to provide some financial context surrounding performance, the overall financial impact of the year end performance along with the estimated direct impact to WLBC has been summarised for information in the table below:

No.	Definition of SLA	Target	Annual Performance 2015/ 2016	Total Financial Impact	Estimated Impact to WLBC
1	NI 181 – Average time to process all items	12 days	7.02 days		
2	Overpayment Recovery of Housing Benefit	£170k	£277k	£107k	£107k
3	Benefit Fraud Sanctions & Prosecutions.	Target suspended	-	-	-
4	Benefits Local Authority Error Overpayments	Below £144k	£82k	£62k	£62k
5	Council Tax Current Year Collection Rate (WLBC 13%)	97.10%	97.02%	-£44k	-£6k
6	Council Tax Previous Years Collection Rate (WLBC 13%)	24.50%	37.31%	£894k	£116k
7	NNDR Current Year Collection Rate (WLBC 40%)	97.20%	98.32%	£367k	£147k
8	Sundry Debtors (WLBC 100%)	89.10%	95.00%	£423k	£423k
Total 'cash value' impact				£1.640m	£680k

Table 7: Financial Impact of Revenues and Benefits Performance 2015/16

As can be seen from the table above the overall financial impact of the over performance against annual SLA targets in 2015/16 equates to approximately £1.64m in 'cash value' with an estimated direct positive impact to the Council of £680k.

In addition to the contractual targets we also set an 'internal' target surrounding the recovery of NNDR - Previous Years arrears, which we aspire to achieve an annual recovery of 24.5%. This year we have recovered approximately 46.2%, the over performance equates to a financial value of almost £1.56m, positive direct impact of £423k to the Council.

Challenges in 2015/16

The above performance levels have been delivered under some quite challenging circumstances experienced in 2015/16. Several key areas are listed below;-

- Whilst delivering all statutory and internal obligations to challenging timescales
- Whilst experiencing a significant operational impact of both the Revenues & Benefits Managers

being absent from work due to serious medical conditions, from July and November 2015 respectively and ongoing.

- Whilst undergoing a service redesign and restructure during the period of November 2015 to January 2016.
- Whilst providing additional unplanned supporting activity for the Council surrounding; the Flood crisis, Capacity Grid, Member Briefings and Free School Meals

Key Activity in 2016/2017

During the year the team has focused on a range of activities and initiatives aimed at delivering overall and sustainable improvements to all elements of the Revenues and Benefits Service.

Our key objectives for 2015/16 included addressing those priorities for the service specifically, from a Revenues perspective, collection and arrears reduction and for Benefits, timely and accurate claim management. In addition, a further objective was to build on a culture of effective stakeholder engagement underpinned by collaborative and strong working relationships and further improve the governance and communications arrangements with our staff.

A summary of key areas of activity are listed below:

- *Organisational restructure:* A significant amount of activity was undertaken during the year to redesign and restructure the service making it 'fit for purpose' moving forward. Four key objectives underpinned the redesign these included the development of;-
 - A service 'best aligned' to future service demands. One which is 'future proofed' to best adapt to key national and local factors that will impact on the structure and staff
 - A more flexible workforce whereby we look to optimise cross skilling of staff to enable effective resource management
 - A more generic workforce whereby we minimise specialism and increase resilience however where appropriate ensure access to specialist support within each service area
 - Clearly defined and understood managerial roles and responsibilities which ensure managers clearly understand what is expected of them

In order to achieve these objectives a significant amount of time and resource was invested in considering the organisational structure, talent and people and processes and technology. New roles were evaluated and moderated and a full consultation exercise undertaken. Initial proposals were adjusted to take into account staff feedback and the new structure was approved. The redeployment exercise was completed in January 2016 with all existing staff

retaining a post within the new structure. Positive feedback was received from staff and union representatives with regards to the management and communication of the overall process.

- *Recovery and Enforcement:* The recovery programme introduced last year has been repeated for 2015/2016 and results as previously detailed have been extremely positive.
- *Welfare Reform:* Work has continued throughout the year to support the Universal Credit Delivery Partnership which included representation from WLBC, BTLS RBS, the local Job Centre and also Lancashire County Council to continue to work together to manage the effective local roll out of UC.

The Single Fraud Investigation Service (SFIS) was transferred from BTLS to the Department for Work & Pensions (DWP) in August 2015. Priority was given to staff engagement and involvement in the run up and during the transition of the service and as such a smooth transfer was undertaken.

Discretionary Housing Payments (DHP) also continues to have been managed well in collaboration with colleagues from the Councils Housing Service – in particular spend in relation to grant funding.

- *Internal and External Audit:* Agreed schedules of work for 2015/2016 in respect of both internal and external audit activity has been on-going throughout the year. All audit work was completed with minimal impact on service delivery. Feedback received from the audit work has been really positive and no major areas of concern were identified.
- *Financial liaison:* All activity relating to the Council's financial data requirements for the RBS has been delivered in accordance with a challenging schedule. This activity includes the collection, consolidation and provision of RBS-related data required by the Council to enable and/or support the submission of key financial returns.
- *2015/2016 Year end and 2016/2017 billing:* A significant amount of activity was undertaken to ensure that key Year End and New Year billing requirements were delivered and all bills for Council Tax and NNDR were dispatched within the timescales required to enable collection of the New Year's charges in accordance within a challenging timeframe.
- *Learning and Development:* Various approaches have been taken to meet the learning and development needs of our staff this year. This includes a rolling programme of E-Learning courses, targeted technical training and a pan BTLS info bite training programme.
- *The implementation of ISO 9001 Quality Management standards:* Activity has continued throughout the year to introduce improved standards and ways of working with a specific focus on; easy access to key data including regulations and working practices, improved governance

and communications including 121's, Team Briefs and Training, and also the identification and rectification of non-conformances, identifying when we have done something wrong and getting it right in the future. As such the service was awarded the accreditation of ISO9001 earlier in the year and further improvements and refinements have continued to improve working practises across the service.

Added Value

In addition to the planned key areas of activity summarised in the above section the service has also played a significant role in supporting the Council across various unplanned activities throughout the year. Some of these tasks have absorbed a significant amount of resource and have been provided within minimal notice. They have been provided willingly by staff within the service and at no additional charge to the Council. Some of the key activities are summarised below;-

- *Empty Homes Review* – Following the Borough Council's decision to sign up for the Capacity Grid exercise, staff within the service worked closely with the third party supplier to provide source data to initiate a postal review process and then subsequently processed resultant outcomes via the RBS Council Tax computer software.
- *Flood Crisis* – Staff worked closely with WLBC Colleagues at short notice to assist in the processing of flood payment claims from affected customers, dealing with customer queries and processing the resultant flood payments.
- *Service Updates* – Two service updates have been provided to members throughout the year along with occasional additional briefing notes around subject areas such as 'Impact of Tax Credits'. This is in addition to a face to face presentation made to members in conjunction with colleagues from the DWP.
- *Free School Meals (FSM)* – Staff worked with Lancashire County Council colleagues on behalf of the Borough Council, in promoting and confirming eligibility for FSM across the WLBC Benefit caseload. This involved identifying the source data set, writing out to potentially eligible customers and with the assistance of WLBC Customer Contact Centre staff collating eligible applicants and updating LCC.

Key Highlights

To summarise the highlights for the Revenues and Benefits service for 2015/16:

- The strongest performance has been delivered by the service this year since the contract commenced
- The service has been redesigned and restructured making it 'fit for purpose' and 'best aligned' to meet future service demands
- Over performance of revenue collection and arrears reduction against annual SLA targets of approximately £1.64m in 'cash value' with an estimated direct positive impact to the Council of £680k
- A range of added value activities have been provided to the Council throughout the year at no additional charge
- Continued excellent cross organisational joint working to plan, prepare and manage the impact of Welfare Reforms and in particular UC go-live
- Overall, an improvement in all SLA's when compared to previous years – more revenue collected, local tax arrears reduced and a redesigned service structure implemented which will ensure the service is fit for purpose, 'best aligned' to meet future service demand and 'future proofed' to best adapt to key national and local factors

6 Quality

We have made a commitment to place quality at the core of the business. BT Lancashire Services maintain or is working towards of a number of management systems to align our organisation to a number of national and international standards. These provide a proven business improvement framework and a robust mechanism for achieving excellence.

ISO 9001 Quality Management System

ISO 9001 Quality Management Systems is the internationally recognised standard for the quality management of businesses. It focuses on processes which control the delivery of products and services and ensures that customer needs and expectations are met. It gives a clear demonstration of commitment to quality. The ICT Service successfully achieved certification to the standard in June 2012. We are externally audited at six monthly intervals and last year were re-accredited in June 2014 and December 2014. It is our aim for the Revenues and Benefits Service to be included in the scope by mid-2015.

ISO 27001 ICT Information Security Systems

ISO 27001 aims to ensure that adequate controls are in place to address the confidentiality, integrity and availability of information. The standard is designed to ensure the selection of adequate and proportionate security controls, which help the organisation to protect its information assets and gives confidence to any interested parties.

During 2015/16 ICT Services undertook the following activities in improving ICT Security.

Activity	Description
<i>Information Assurance Framework</i>	<i>At the request of the Council, an expansive information assurance framework developed by BTLS that encompasses the use, processing, storage and transition of Council information and the systems and processes used for those purposes. This framework is to be made available by the Council to external auditors.</i>
<i>Public Services Network Code of Connection</i>	<i>An annual PSN Code of Connection must be completed to send and receive information over the PSN network. Details include technical infrastructure and compliance to specified information assurance requirements – a process that includes extensive penetration testing to identify vulnerabilities and remedial actions.</i>
<i>CISP Registration</i>	<i>The Cyber Security Information Sharing Partnership (CiSP) has been set up by central government in conjunction with key stakeholders from the private sector. It is run by CERT UK, the UK National Computer Emergency Response Team. At the request of the Council, CISP registration for WLBC has been completed so that the Council are informed of cyber security alerts and BTLS ICT Services response to such alerts.</i>
<i>PCI Attestation of Compliance</i>	<i>BTLS ICT Services commissioned a "mandatory" Qualified Security Assessor from BT Plc to review/assess and declare compliance with the Payment Card Industry Data Security Standard (PCI DSS) – applying to Cardholder Data (Contact Centre (Call Centre); Customer Service Point (Retail Outlet); Data Centre.</i>
<i>SIRO Annual Governance Statement</i>	<i>Assurance by BTLS ICT Services that tasks specified by the Council have been completed in line with the Council's Data Protection policy framework.</i>
<i>ICT Risk Exception Form</i>	<i>Used in instances where business applications are configured and managed locally by the Council. The form validates information security risks relating to the deployment and management of business applications by the Council.</i>

Table 8: Improving Security

ISO 20000 IT Service Management Systems

ISO 20000 is the first worldwide standard specifically aimed at IT Service Management. It describes an integrated set of IT service management system processes for the effective delivery of services to the business and its customers. It is aligned to the approach defined within the IT Infrastructure Library (ITIL) from The Office of Government Commerce (OGC). BTLS is committed to delivering its ICT services in line with best practise guidelines of ISO 20000; we undertook a major organisational restructure in 2015/2016 to further improve the way in which are services are delivered in line with ITIL Best Practice, including significant investment in staff training.

MINUTE OF CABINET 14 JUNE 2016

17. QUARTERLY PERFORMANCE INDICATORS Q4 2015-16

The Leader introduced the report of the Borough Transformation Manager & Deputy Director of Housing and Inclusion which presented performance monitoring data for the quarter ended 31 March 2016.

Minute no. 7 of the Landlord Services Committee (Cabinet Working Group) held on 8 June 2016 was circulated at the meeting.

In reaching the decision below, Cabinet considered the minute of the Landlord Services Committee (Cabinet Working Group) and 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 31 March 2016 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 and Scrutiny Committee on 14 July 2016.



Agenda Item 10

AGENDA ITEM: **10**

CABINET: 14 JUNE 2016

CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY
COMMITTEE:
14 JULY 2016

Report of: Borough Transformation Manager and Deputy Director of Housing & Inclusion Services

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 (Q4 2015/16)

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To present performance monitoring data for the quarter ended 31 March 2016.

2.0 RECOMMENDATIONS TO CABINET

2.1 That the Council's performance against the indicator set for the quarter ended 31 March 2016 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 14 July 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 31 March 2016 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:
- 17 indicators met or exceeded target
 - 3 indicators narrowly missed target; 10 were 5% or more off target
 - 2 indicators and 1 data item have data unavailable at the time of the report (*NI191: Residual household waste per household; NI 192: % household waste sent for reuse, recycling and composting; WL18: Use of leisure and cultural facilities*)

As a general comparison, Q4 performance in 2014/15 gave 20 (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.
- 4.7 Although the purpose of this report is to comment on quarterly information, where available, a brief reference on draft annual performance is also given in Appendix A.
- 4.8 Performance against the full corporate suite of indicators 2015/16 will be reported within the Council Plan Annual Report. This suite of indicators was agreed by Cabinet in March 2015. Targets for 2016/17 were agreed through Cabinet in March 2016 and in consultation with the Leader following consideration of comments from the Executive Overview and Scrutiny Committee. These future targets will be reported alongside the 2015/16 annual performance data.

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 Q4 January-March 2015/16

Appendix B – Current Improvement Plans

B1: HS1: % Housing repairs completed in timescale

B2: TS24a: Average time taken to re-let local authority housing – General Needs

B3: TS24b: Average time taken to re-let local authority housing – Supported Needs

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

Appendix C – Minute of Landlord Services Committee (Cabinet Working Group) held on 8 June 2016 (Cabinet only) – *to follow*

Appendix D – Minute of Cabinet 14 June 2016 (Corporate & Environmental Overview and Scrutiny Committee only) –*to follow*

LANDLORD SERVICES COMMITTEE (CABINET WORKING GROUP) – 8 JUNE 2016

7. QUARTERLY PERFORMANCE INDICATORS (Q4 2015-16)

Consideration was given to the draft report of the Borough Transformation Manager & Deputy Director of Housing and Inclusion which detailed performance monitoring data for the quarter ended 31 March 2016.

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

- TS2b (Average time taken to re-let local authority housings (days) – Support Needs) – Improvements to Evenwood Court.
- TS2a (Average time taken to re-let local authority housings (days) – General Needs) – Issues related to ‘hard to let’ properties; re-lets and remedial action.
- Void properties in other sheltered schemes – options for future investment.

In response the Chairman stated the improvements to Evenwood Court were nearing completion, including the installation of the lift and reported that there was now only one void in the property.

In relation to performance improvement the Borough Transformation Manager & Deputy Director Housing and Inclusion provided clarification on the issues raised and reported that the data for the next quarter should see an improvement in the performance of the PIs highlighted.

RESOLVED: That, as a consequence of the discussion on this item, the report be noted.



Report of: Director of Leisure and Wellbeing (Lead Officer)

**Contact for further information: Cathryn Jackson (Extn. 5016)
(E-mail: cathryn.jackson@westlancs.gov.uk)**

**SUBJECT: 'A MARKET TOWN STRATEGY FOR ORMSKIRK' - DRAFT FINAL
REPORT OF THE CORPORATE AND ENVIRONMENTAL OVERVIEW &
SCRUTINY COMMITTEE**

District wide interest

1.0 PURPOSE OF THE REPORT

1.1 To consider the draft final report and recommendations of the Corporate and Environmental Overview & Scrutiny Committee following a review entitled 'A Market Town Strategy for Ormskirk'

2.0 RECOMMENDATION

2.1 That the draft final report and recommendations therein be approved and, subject to any amendments, be submitted to Cabinet on 13 September 2016 and Council, as appropriate.

3.0 CURRENT POSITION

3.1 Members will find attached the report of the Corporate and Environmental Overview and Scrutiny Committee 'A Market Town Strategy for Ormskirk'.

4.0 RISK ASSESSMENT

4.1 Should any of the proposals at Recommendation (1) be taken forward, the County Council should carry out a risk assessment to determine the impact of the proposals on local residents, business users and visitors, particularly options 1(vii) relating to traffic management safety in the pedestrian area of Ormskirk, which would need to be carefully managed and monitored.

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 EIA is required. However, there would be a direct impact on those groups as a result of the recommendations within the attached report, that may come forward, if implemented. An EIA would need to be undertaken as part of that process.

Appendices

Draft Final Report of the Corporate and Environmental Overview & Scrutiny Committee
‘A Market Town Strategy for Ormskirk’



West Lancashire Borough Council

Report of the Corporate and Environmental Overview & Scrutiny Committee
'A Market Town Strategy for Ormskirk'





A Market Town Strategy for Ormskirk Report of the Corporate and Environmental Overview & Scrutiny Committee

FOREWORD by the Chairman Councillor Nikki Hennessy



“The Corporate and Environmental Overview and Scrutiny Committee commenced a review on ‘A Market Town Strategy for Ormskirk’ in 2014/15 and completed its work, under the Chairmanship of Councillor Dowling in February 2016. This report sets down the outcomes of the work undertaken by Members of the Committee during that period.

In undertaking the review Members looked at various themed topics that comprised: ‘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 University, as part of the work being undertaken in relation to the Ormskirk Town Strategy.

During the course of the review the Committee held cross party workshops to obtain the wider views of Members and gain an on-going insight into the progression of the work, particularly related to Ormskirk Town Centre.

I would like to thank everyone, Members and Officers for their assistance and knowledge that has contributed to the outcomes of the review.”

Councillor N Hennessy
July 2016

THE REVIEW

BACKGROUND

Following the submission of topics by the public, Members and Directorate Service Heads (DSH) and the subsequent scoring exercise, the Corporate and Environmental Overview and Scrutiny Committee at its meeting on 16 July 2014 agreed to undertake a review on the topic 'A Market Strategy for Ormskirk Town Centre'. The title of the review was subsequently revised to 'A Market Town Strategy for Ormskirk'.

TERMS OF REFERENCE

Members of the Committee agreed:

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 appropriate, in relation to the themed topics.
3. To present a report of the Committee's findings to Cabinet and Council, as appropriate.

RECOMMENDATIONS

The Corporate and Environmental Overview and Scrutiny Committee make the following recommendations:

- (1) That Lancashire County Council (LCC), as the Highway Authority, give due consideration to the following:
 - (i) the impact of heavy goods traffic in the refurbished area of Ormskirk Town Centre.
 - (ii) the on-going maintenance of the gullies and the monitoring of the effectiveness of the aggregate resin within them.
 - (iii) the refurbishment of Aughton Street to tie-in with the Moor Street improvements.
 - (iv) the impact of town centre congestion, including the bottle necks at Derby/Stanley Street/Wigan Road/Moor Street/Moorgate and Park Road.
 - (v) the on-going improvements to the rail bridge and cycle link from the Town Centre to Edge Hill University, as contained in the West Lancashire Highways and Transport Masterplan.
 - (vi) encourage effective enforcement of the Traffic Regulation Orders (TROs) operating in Ormskirk Town Centre, particularly on Market Days by exploring:
 - (a) the provision of more clearer signage to alert drivers to the restrictions of the TROs;
 - (b) breaches of on-street parking.

- (vii) in relation to finding a permanent solution to traffic management safety in the pedestrian area of Ormskirk by exploring:
 - (a) the provision of Gates at access points (Aughton Street, Church Street and Burscough Street with a “lift assist” bollards to Moor Street/Moorgate.
 - (b) Hydraulic “lift assist” bollards in Church Street, Aughton Street, Burscough Street and Moor Street/Moorgate.
 - (c) Automatic Rise and Fall Bollards in the areas referred to above.
 - (d) the narrowing of the access points

- (2)** That the Portfolio Holder for Transformation and Regeneration, in consultation with the Director of Development and Regeneration give due consideration to the findings within the report to add to the emerging Ormskirk Town Centre Strategy to include the following:
 - (i) In relation to ‘Events Square that it:
 - (a) is a flexible and multi-functional space;
 - (b) is adaptable for day and evening events.
 - (c) provides an opportunity for wider community use
 - (d) is adaptable and able to embrace new and emerging technologies.
 - (e) is well-managed and
 - (f) there is provision for a semi or permanent cover of the ‘Square’.

 - (ii) In relation to the Market Stalls that the:
 - (a) stall canopies be replaced with matching/branded ones.
 - (b) there is provision for a mixture of traditional and non-traditional stalls
 - (c) there is adequate space around each stall

 - (iii) In relation to Car Parking that
 - (a) on-going discussions with Merseyrail continue in respect of car parking arrangements at Ormskirk rail station.
 - (b) alternative ways of paying for parking be considered as part of any future assessment of these facilities including cashless machines; CCTV and advances in technology.
 - (c) the revised Ormskirk Car Park Map be included on the web-site.

 - (iv) In relation to Technology and Marketing by exploring:
 - (a) the positioning of the Market and Town Centre locally and in the wider community.
 - (b) methods of promotion and advertising: Ormskirk’s historical and special character; embracing traditional and emerging technologies.
 - (c) improvements to the Visitor Map of Ormskirk Town Centre with locations and insertion of the defibrillator icon inserted, as appropriate.
 - (d) digital signage as an alternative to A-boards outside shops.
 - (e) cultural tourism through its visitor attractions- Chapel Gallery; Vintage and Handcraft Fairs and exhibitions.
 - (f) promoting Ormskirk as a tourist destination, to include promotion with the bus and tour operators as a visitor destination.

 - (v) In relation to Edge Hill University (EHU), continue the close association with EHU as a contributor to the economy.

- (3) That the final report of the Corporate and Environmental Overview and Scrutiny Committees review to be circulated to Love Ormskirk, Ormskirk Community Partnership, Marketing Lancashire, Edge Hill University, Edge Hill Students' Union and Business in the Community (BITC), scrutiny at Lancashire County Council and published on the Council and Centre for Public Scrutiny (CfPS) web-sites.
- (4) That the Corporate and Environmental Overview and Scrutiny Committee:review its recommendations in December 2016.

Membership of the Committee 2014/15

Chairman: Councillor R 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, Mrs Marshall, McKay Mee, Ms Melling, Wright and the late B Nolan.

Membership of the Committee 2015/16

Chairman: Councillor G 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 and Savage

Membership of the Committee 2016/17

Chairman: Councillor N Hennessy

Vice Chairman: Councillor West

Councillors: Barron, Mrs Blake, Blane, Cotterill, Currie, D Evans, Greenall, G Hodson, Kay, McKay, Nixon, Pryce-Roberts and Yates

Substitutes

The following Members acted as substitute Members for one or more of the meetings held when considering the review:

Councillors: Mrs C Evans, Forshaw, Furey, Kay, Pryce-Roberts, Pendleton, Mrs Stephenson, Mrs M Westley and D Westley.

INFORMATION GATHERED

Meeting of the Corporate and Environmental Overview and Scrutiny Committee held on 16 July 2014 the Council Chamber, 52 Derby Street, Ormskirk

Following consideration of the results of the scoring exercise, the Technical Services Manager, who attended the meeting, provided additional information on the topic idea that had scored the highest namely 'A Market Strategy for Ormskirk Town Centre'.

Members discussed, raised questions and comments in respect of:

- The position of a Market Strategy, for Ormskirk, as part of the work on the Economic Development Strategy.
- Proposals in relation to the development of Moor Street and its impact on current market arrangements.
- Managing Market Traders / Visitors expectations – response to current and future trends / ventures.
- Raising the profile of the Market – branding; mix of trades;
- Current arrangement and aesthetics of the market stalls;
- The market in relation to other North West markets – best practice /establishing its own profile.

Members agreed to undertake an in-depth study on ‘A Market Strategy for Ormskirk Town Centre’.

Meeting of the Corporate and Environmental Overview and Scrutiny Committee held on 23 October 2014 the Council Chamber, 52 Derby Street, Ormskirk

Presentation 1 – The Role of Ormskirk Town Centre Market

Members considered information presented by the Technical Services Manager on the role of Ormskirk Town Centre Market.

In the presentation it was explained that the two days (Thursday and Saturday), on which Ormskirk market was operational, were distinctly different. Members considered the information circulated.

Reference was made to recent changes to the market layout including relocation of food traders’ stalls from the Market Way car park, behind Moor Street, onto Moor Street itself that had resulted in those market traders reporting a rise in their food trade takings as well as an increased take up of food trade stalls. Other improvements over the past few years had included the provision of new stalls and covers.

The information presented (Table 1 & 2) showed that the Thursday market was currently well supported by traders, however, the number of permanent /casual stallholders trading on a Saturday was lower and the variety of commodities offered smaller. The main reasons suggested for this was the competition from other nearby local markets that also operated on Saturdays, which the Thursday traders attended, coupled with the variety of goods offered by those markets.

Table 1: Number of stalls provided on each day and their occupancy

	Day/Position	No. of stalls		
	THURSDAY	102		
	SATURDAY	101		
LAYOUT	MOOR STREET	55		
	AUGHTON STREET	42	(41 ON SATURDAY)	
	CHURCH STREET	5		
Occupancy	Day			
LICENSED TRADERS	THURSDAY	50	STALLS OCCUPIED	83
	SATURDAY	46	STALLS OCCUPIED	60
CASUAL TRADERS	THURSDAY	17	STALLS OCCUPIED	17
	SATURDAY	12	STALLS OCCUPIED	13

Table 2: Commodities sold and mix of trades

COMMODITY	STALLS THURSDAY	STALLS SATURDAY
Ladieswear	7	6
Bags	4	5
Bedding & Linen	4	4
Footwear	3	4
Menswear	7	4
Bread/Pies	3	2
Cakes	2	2
Cards	3	2
Coats & Outdoor Clothing	6	4
Fruit & Veg	4	2
Gifts	2	1
Household Goods	3	2
Jewellery & Watch Repair	1	1
Ladies Lingerie	4	2
Pet Supplies	2	2
Socks/Underwear etc.	6	6
Sweets	3	3
Towels	1	1
Blinds	1	1
Butchers	1	1
Cd's/DVD's/Games	0	1
Cheeses	1	1
Childrenswear	3	3
Cosmetics	2	1
Crockery	0	1
Dried Flowers	1	1
Flowers	0	1
Fresh Fish	1	1
Hair Accessories	1	1
Hot Food & Drinks	1	1
Material	2	0
Mobile Phone Accessories	1	1
Sportswear	2	0
TOTAL	83	68

Information was also provided in relation to the ‘The National picture – all markets’, extracted from the review, undertaken by the National Association of British Market Authorities (nabma), that through a survey carried out by the National Market Traders’ with their members, measured year on year changes in the performance of retail markets – comparing performance in March 2012 with March 2011 using a series of closed questions. (Table 3)

Table 3 National (all markets) responses – detail 2012

	Questions	Missing Responses	Decreased	Same	Increased	Grand Total
1	Total number of stalls let	1 0%	88 32%	78 28%	112 40%	352 100%
2	Total number of traders standing	3 0%	86 31%	77 28%	113 41%	279 100%
3	Number of market days	2 0%	5 2%	251 90%	21 8%	279 100%
4	Footfall	83 30%	62 22%	89 32%	45 16%	279 100%
5	Stall income	30 11%	81 29%	69 25%	99 35%	279 100%
6	Operational/management staff employed	0 0%	69 25%	179 64%	31 11%	279 100%
7	Profit/Loss (bottom line)	39 14%	69 25%	83 30%	88 31%	279 100%
8	Trader turnover (sales)	167 60%	49 18%	46 16%	17 6%	279 100%
9	Investment in market	51 18%	40 14%	122 44%	66 24%	279 100%

Source: 2012 Retail Market Survey Report – The Market Alliance (nabma Oct 2012)

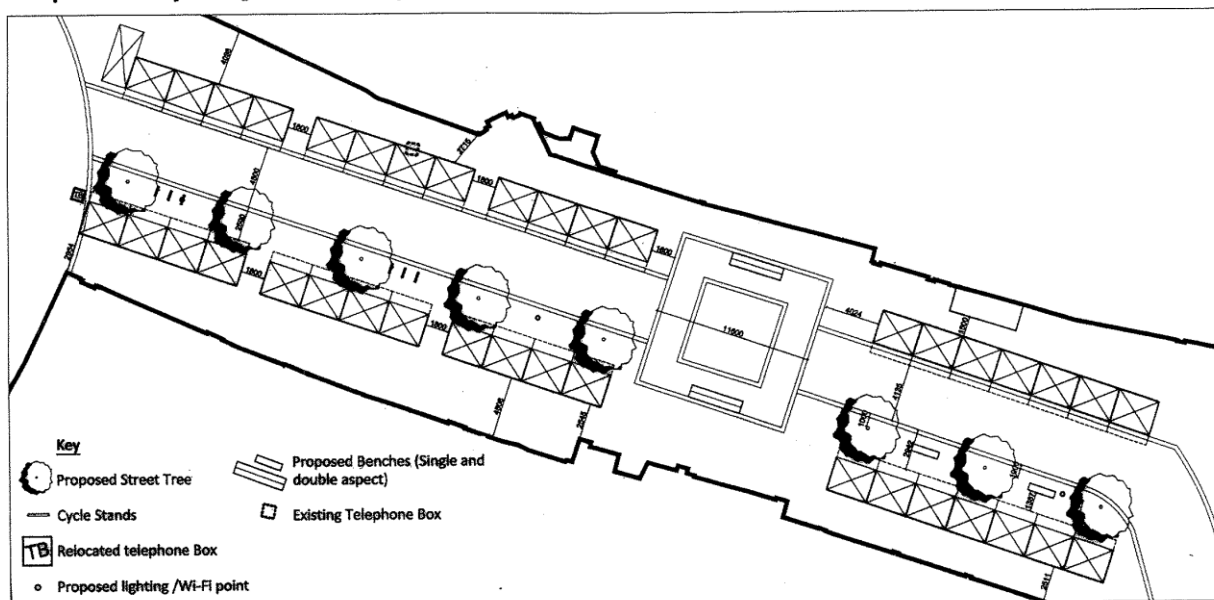
In relation to the aesthetics of the market, the Technical Services Manager referred to the potential use of “pop-up” / gazebo-type stalls, popular in other street markets. However, the practicalities and longevity of use of these types of stalls needed to be balanced against the, often blustery, weather conditions that existed in the location.

Reference was made to ‘The Environmental Improvement of Moor Street, Ormskirk’, supported by a visual example (Table 4) of how the Market stalls could be positioned on Moor Street on Market Days, that was providing an opportunity to look at:

- The impact of the Moor Street improvement works on the current market layout.
- The opportunities open to market traders, including those available to permanent traders / casual traders / start up traders.

Table 4:

Proposed Layout [Market Day]



Summary

- The above layout accommodates 39 stalls [4 less than existing market layout]
- No vehicles will be using the street during the time the market is on
- Stalls positioned to face inwards to maximise market atmosphere within the street
- The “pinch point” outside New Look and Clarks has been reduced, giving more space to get passed
- Seating, artwork and space for temporary events structure within “Events Space”

Additionally, it was reported that a revised Traffic Regulation Order would be sought as part of the Moor Street improvements restricting the movement of vehicles through Ormskirk Town Centre.

The review provided an opportunity to seek views in relation to:

- What type of layout should effectively be used? (back to back; one each side of street)
- Restricting vehicle access on Market Days.
- Consultation on proposals coming forward with Market Traders.
- Opportunities that could be afforded to Casual Traders.
- Attracting New Traders /commodities.
- Promoting Ormskirk Market as a destination.
- Creation of a “Events Space” in a central area of Moor Street.
- Improvements / knock-on effect on the town centre retailers.

Members discussed, raised questions and comments in relation to:

- Charges to Market Traders.
- Initiatives to attract more traders (examples included a regular “Continental Market”; “Local Produce” Market.)
- Prohibiting vehicles access through Ormskirk Town Centre (enforcement / restricted access during market operational times; provision of barriers or gates (Aughton Street); provision of clear signage.

- The changing face of the Town Centre (street scene; footfall; segregation of shared pedestrian/cycle routes; design of “safe” routes; opportunities for out-of-town shoppers (coach park; visitor parking; pick-up/drop-off points)
- Economic considerations – footfall; types of shops/retailers in the town centre; Ormskirk’s identity (“historic market town”); effect of national trends; the “shopping” experience.

Meeting of the Corporate and Environmental Overview and Scrutiny Committee held on 4 December 2014 in the Council Chamber, 52 Derby Street, Ormskirk

Following an indication at the previous meeting a few Members of the Committee had met, together with the Chairman, to discuss further lines of enquiry for the Review and the following themes had been identified:

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

Also identified was an amendment to the title of the review to ‘A Market Town Strategy for Ormskirk’.

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

- Timescales – impact on agreed timetable with Lancashire County Council (LCC) relating to the commencement of the scheduled improvement works in Moor Street and re-siting of the Market in the interim.
- Issues relating to the scope of the additional themes.
- Duplication of the scrutiny role of Executive Overview and Scrutiny Committee on the ‘Ormskirk Town Centre Strategy’, due to go out for consultation in January 2015.

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

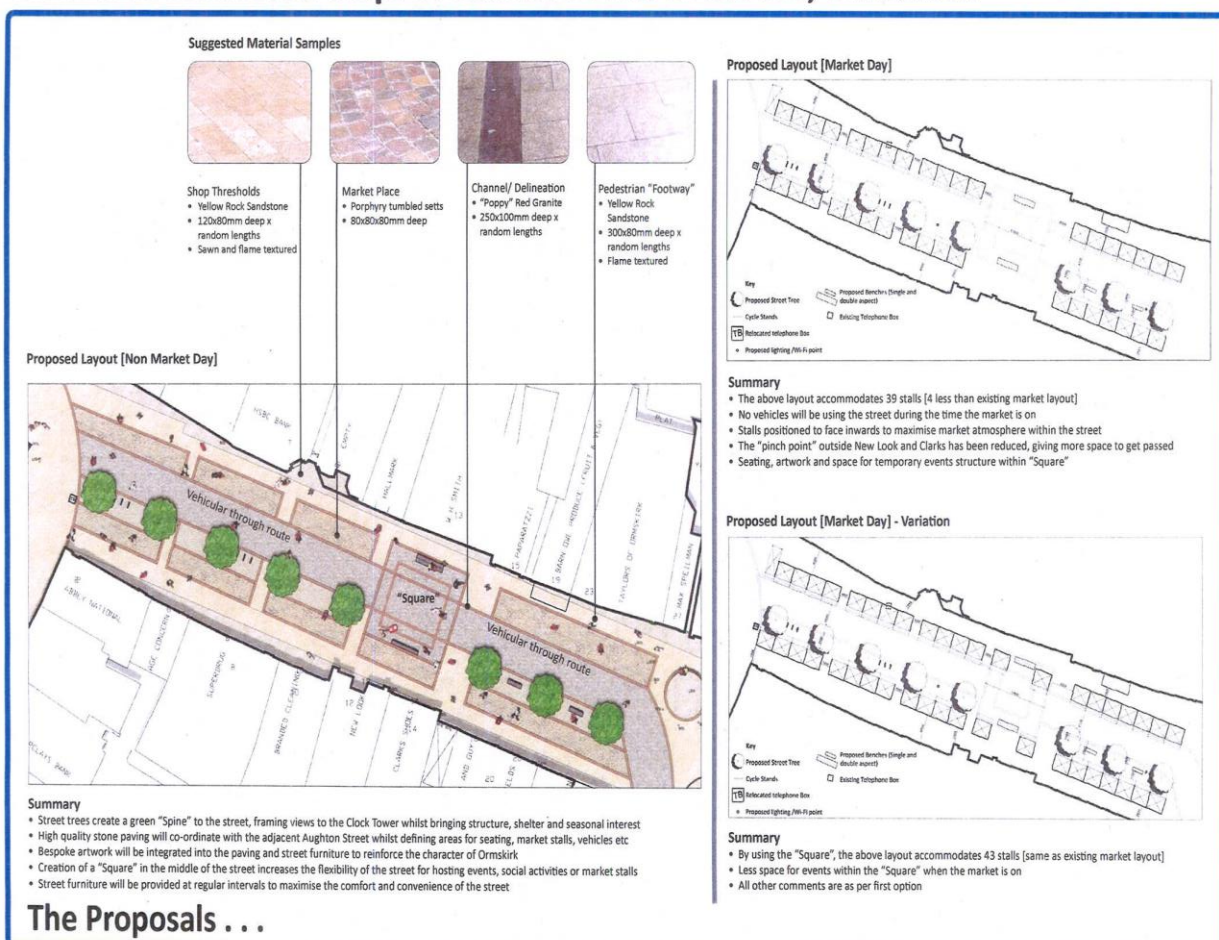
Issues discussed as part of the Moor Street work included:

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

The Technical Services Manager attended the meeting, provided an overview of the current position in relation to the Moor Street improvement works, responded to questions and provided clarification on issues raised, including those related to the current and future arrangements of Ormskirk Market. A summary of proposals (Table 5) on the environmental improvement of Moor Street was circulated.

Table 5:

The Environmental Improvement of Moor Street, Ormskirk



- Agreed:**
1. Revision of the review title to 'A Market Town Strategy for Ormskirk'.
 2. 'The Market' be the priority theme going forward.
 3. Revision of the Project Plan populated to include, for future consideration, the "bite-size" themes:
 - (a) Car Parking
 - (b) The Environment and Special Features
 - (c) Leisure and Night-Time Economy
 - (d) Technology and Marketing (including tourism)
 - (e) Contribution by Edge Hill University.

Workshop 1: “The Market” held on 20 January 2015 in the Cabinet and Committee Room, 52 Derby Street, Ormskirk

The workshop session provided an opportunity for Committee Members and invited Councillors to consider the future of the Market and the proposed Moor Street works to be undertaken in early 2015. The themes / questions addressed and summary of the group work are appended below:

Moor Street Improvement Works – siting/relocation of the Market

The groups put forward siting options for relocation of the Market.

Sites identified

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

<p>Conclusion: Whilst there was no ‘perfect fit’ for an alternative site, the Bus Station Car Park was felt by the majority to be the best one.</p>
--

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

The introduction of an ‘Events Square’ was discussed, ideas for its use and the practicalities associated with the area that included:

- Should the space be covered? (semi-permanent, canopied) – weather dependent
- Is a dais required?
- Flexibility and management of the space?

Ideas consider for use included:

As a:

- ‘multi-functional’ area.
- ‘piazza’ area (night-time economy / bars?)

For:

- ‘specialists stalls’ (pop-up shop area for use on non-market days)
- ‘prestigious events’
- ‘themed’ events
- ‘musical’ festivals / events
- ‘street arts / street entertainers’ (clog dancers; university students)

Collaborative/partnership working:

- Chapel Gallery

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

Conclusion: 1. The space needs to be flexible and multifunctional in its use, be it for specialists' stalls, promotional events; entertainment (day and night), wider community use and embrace new technology.
 2. Thought should also be given to whether the space should be semi or permanently covered.
 3. The overall space must be well-managed.

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

Each Market day and ideas/themes related to “improvements for change” and the look of the stalls / environment were discussed.

Table: 6

Market Day	Perceptions
Thursday	Shoppers attracted – women / ‘older’ visitors
	Judged to be Ormskirk’s ‘Market Day’
Saturday	Shoppers attracted – families / couples / younger visitors
	Number of empty stalls

Source: Group Work (Workshop Jan 2015)

Improvements for change (ideas / themes)

- Identify target audience
- Creation of a Unique Selling Point (USP)
- Re-branding of market day names (Thursday is ‘Gingerbread Market’)
- Setting a ‘theme’ (Marketing Lancashire: ‘Farmers Market (promoting local food / drink products); cluster stalls; specialists’ stalls (hog roast/paella)
- Re-think on stall-holder position (volume by ‘Taylors’; promotion of other positions – Saturday)

Look of stalls / environment (idea / themes)

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

Conclusion: 1. The Moor Street improvement works were providing an opportunity to look at how the Market is identified and positioned both locally and in the wider community.
2. Market research and publicity could assist in ascertaining information in relation to current, future use and attraction.

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

Improvements for change – linked to ideas already raised

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

Conclusion: The overall opinion was that there should be uniformity in the stalls with matching canopies; clustering; better seating and landscaping.

Meeting of the Corporate and Environmental Overview and Scrutiny Committee held on 19 February 2015 in the Council Chamber, 52 Derby Street, Ormskirk

It was reported that the improvement works to Moor Street, being undertaken by Lancashire County Council, had commenced and that part of the Market had been relocated to the Bus Station Car Park for the duration.

Presentation 2 – Ormskirk Town Centre Strategy

Members considered an update from the Senior Planning Officer (Housing and Regeneration) on the consultation that was taking place on the draft Ormskirk Town Centre Strategy 2015 and copies of the questionnaire were made available at the meeting.

The presentation included reference to the:

- length of the consultation period (three months) scheduled to conclude on 14 April 2015.
- comprehensive consultation being undertaken – including a series of 6 exhibitions (at Edge Hill University, Chapel Gallery, Ormskirk Library and Morrisons); the distribution of letters to every business in the town centre and the strategy and electronic surveys available on-line; papers surveys and other

promotional material; press release and the features in the economic newsletter and Lancashire Life.

- consultation with organisations including Love Ormskirk, Ormskirk Community Partnership; Key Landowners; Edge Hill University; Lancashire County Council (LCC), Parish Church, Market Traders, representatives from Business in the Community West Lancashire College, West Lancashire College.

It was stated that, although in the early part of the process, over 50 responses, electronic and paper, had been received. At the conclusion of the consultation process a report outlining the responses received with appropriate responses would be produced.

In discussion questions and comments were raised in relation to:

- Involvement with Liverpool City Port – exploring the potential of the Borough to a wider audience (for example cruise liner passengers).
- Advertising the importance of local historical connections to the wider history of England and the rich heritage of the Borough.
- Promoting Ormskirk as a tourist destination - exploring its future potential.

Meeting of the Corporate and Environmental Overview and Scrutiny Committee held on 9 July 2015 the Council Chamber, 52 Derby Street, Ormskirk

Following consideration of the work undertaken in 2014/15, Members discussed and raised questions on the following:

- 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 was 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, as appropriate.

<p>Agreed: That the Visitor Map of Ormskirk Town Centre be improved with locations and insertion of defibrillator icon to be inserted, forward, as appropriate.</p>
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Presentation 3 – Car Parking in Ormskirk Town Centre

Members considered information presented by the Technical Services Manager on car parking in the town centre, supporting information was circulated (Table 7 and 8) on car parking charges in the town’s Council car parks and revisions to the car parks map.

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.”

Table 7

<p><u>PARKING CHARGES</u> - Council Car Parks in Ormskirk</p> <p>Current charges to use the council car parks in Ormskirk, applicable Monday – Saturday between the hours of 08.30am to 5.30pm are as follows:</p> <p>Short Stay Car Parks (up to 2 hours)</p> <p>Wheatsheaf Walk</p> <p>70p for up to 1 hour £1.10 for up to 2 hours</p> <p>Short Stay Car Parks (up to 4 hours)</p> <p>Park Road, Bus Station, Park Pool, Market Way and Lunesdale</p> <p>70p for up to 1 hour £1.10 for up to 2 hours £1.60 for up to 3 hours £2.00 for up to 4 hours</p>

Long Stay Car Parks (up to 9 hours)

The Stiles and Hutton Way

70p for up to 1 hour
£1.10 for up to 2 hours
£1.60 for up to 3 hours
£2.00 for up to 4 hours
£3.00 for up to 9 hours

Derby Street

70p for up to 1 hour
£1.10 for up to 2 hours
£1.60 for up to 3 hours
£2.00 for up to 4 hours
£3.00 for up to 9 hours

Up to 30 minutes free

Saturday free for up to 4 hours

Hants Lane

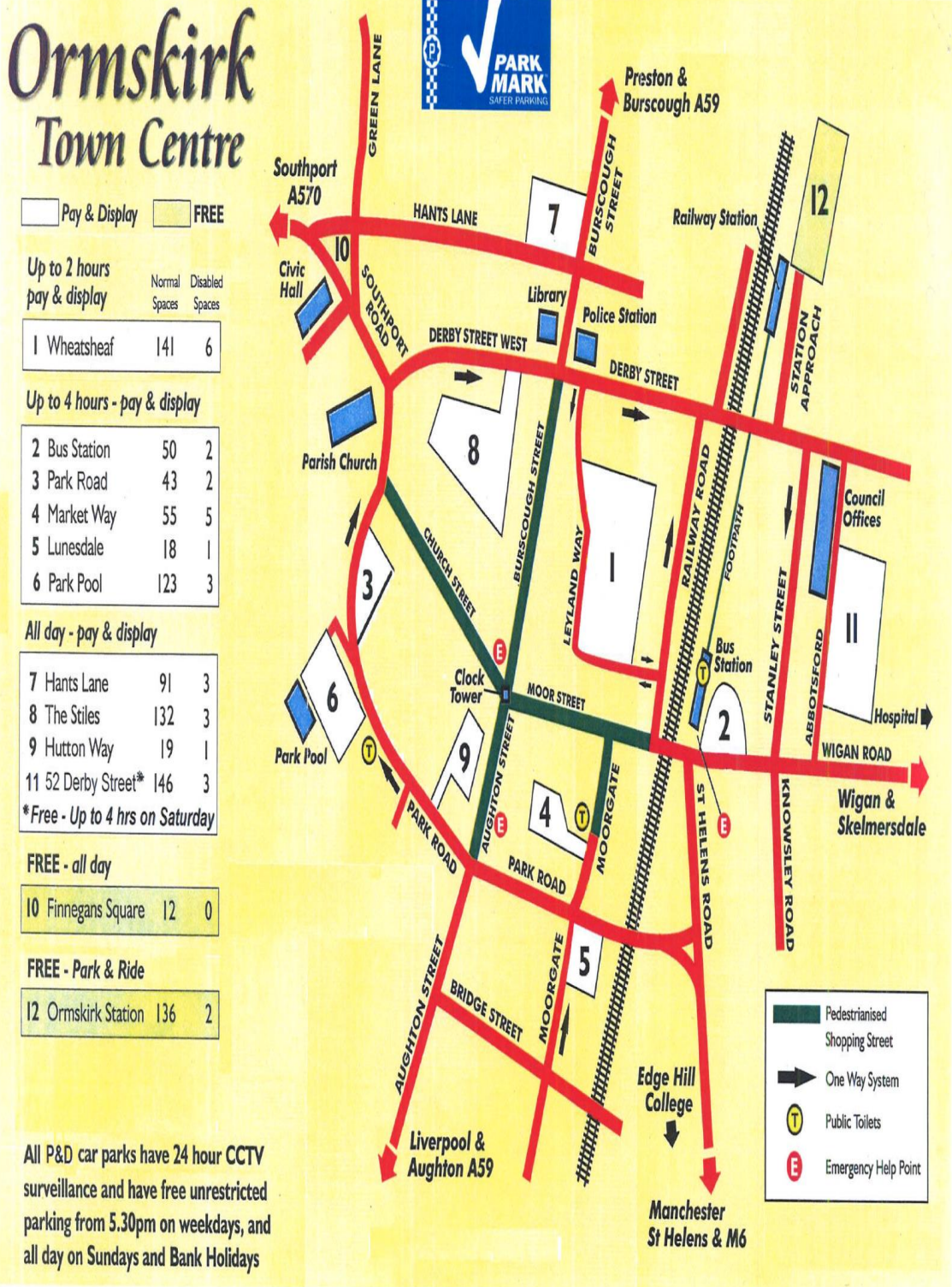
40p for up to 1 hour
60p for up to 2 hours
£1.00 for up to 3 hours
£1.20 for up to 4 hours
£1.70 for up to 9 hours

(as at February 2015)

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, Finnegans 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.

Table 8



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).

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 (Table 9).

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.

Table 9

9. Access

Improving the Parking Experience

There is no such thing as “free parking”. There is always a cost to someone, somewhere. The provision of totally free town centre parking for all town centre users is impossible. Not only that, but local authorities depend on the money from municipal parking. At the same time, Councils need to recognise the fundamental requirement for safe and affordable parking to encourage people back into shops and other town centre facilities by using Park Mark (r) and the Safer Parking Schemes etc. If there are charges, some income should be ring-fenced to benefit town users and businesses as appropriate.

Getting to the town centre, through its accessibility, to take advantage of the services offered (civic as well as economic, social and cultural) is easier because they are the natural hubs for all modes of transport; walking, cycling and all forms of public transport, not just for car owners. Contrast this with out-of-town retail and business parks where, without a car, you are effectively disenfranchised.

We will work with partners to better understand the role of parking and prosperity.

The relationship between “value for money” parking and town centres is not well understood, and must be fully explored and explained.

Town Centres could learn from shopping centres in this respect – the relative balance between day and night parking; the cross-subsidisation of activity for the greater good; and ensuring changes are cost-neutral – all can help improve the vitality of town centres.

We will lobby local authorities to consider car parking promotions and incentives to make town centres accessible to all.

We will work with partners to improve the safety, cleanliness and appearance of car parks to make them more attractive to visitors.

“Remember that car parks are for people. The more you do to make parking attractive to the people you do want in them, the less attractive they are to the people you don’t want in them. Safer Parking attracts customers.”

Kelvin Reynolds
Dir. of Operations and Technical Services, BPA

If you do one thing....

Have a car parking strategy for both public and private provision. This is a very important economic lever and far too important to be developed without taking into consideration the whole economic situation.

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).

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.

- Agreed:**
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.

Meeting of the Corporate and Environmental Overview and Scrutiny Committee held on 15 October 2015 the Council Chamber, 52 Derby Street, Ormskirk

Presentation 4 – Ormskirk Town Centre – Technology, Marketing and the Contribution of Edge Hill University

Members considered information presented by the Senior Planning Officer (Housing and Regeneration) in relation to technology, marketing and the contribution of Edge Hill University and the impact on Ormskirk Town Centre.

Brand and Marketing

The presentation highlighted the need for a single marketing brand for Ormskirk and proposals to establish a Marketing Stakeholder Working Group whose remit would include: undertaking market research to establish a customer base; exploring perceptions and USPs; using evidence to support the development of an “Ormskirk” brand; looking at web and social media; provision of a calendar of events; encouraging footfall through targeted marketing; exploration of the town’s wi-fi provision and other technology to assist marketing.

Technology

Reference was made to the ideas in technology that had been put forward earlier in the review including the exploration of digital signage as an alternative to A-boards outside shops; the display of digital art in empty shops; exploration of a mobile app for Ormskirk (with assistance from Edge Hill University) and exploration of the establishment of a footfall base to assist the measurement / success of marketing.

Contribution of Edge Hill University

The good working relationship of the Borough Council and Edge Hill University (Edge Hill) was referred to. During the development of the Ormskirk Town Centre Strategy the University and Students' Union had been fully involved and would continue to be part via the working group. The role of Edge Hill in contributing to the economy to benefit the town centre was highlighted. This included drawing on their technology expertise, particularly through the development of a mobile app; becoming more involved in the town centre; harnessing student spending power and encouraging visitors not to bypass the town.

In discussion questions and comments were made in relation to:

- Business in the Community – liaising with town centre business owners; traders; Love Ormskirk; effect of business rate on encouraging retail investment in the town.
- Marketing Stakeholder Working Group – composition / membership / remit.
- Research – updating market research; establishment of a footfall base; recognising “our customer and visitors”.
- Priorities for the future – bus station refurbishment; refinement of the bus /rail/ cycle link; coping with traffic congestion in the Town Centre; involvement with the West Lancashire Masterplan for Transport; Derby Street rail bridge (anticipated works); development of the park & ride facility at Ormskirk Station; improvement “visual” impact of visitors alighting from trains / buses into the Town Centre.
- Edge Hill / Ormskirk Bus Station bus service – access by the public to access events at the Ormskirk campus.
- Attracting visitors to the Town – “market day” special bus service (Ormskirk as a tourist destination); advertising more widely (bus shelter hoardings; on transport); improvements to rail station parking facility / access to the town centre; improving the perception of the town as a “whole week” experience, not just for 2 “market” days; impact of car parking charges.
- Role of Merseyrail – liaison; improvements to station approach footpath / car parking arrangements at the station.
- Traffic management - on-going problem of traffic lights combinations; increases in volume of through traffic; bottle necks (Derby /Stanley Street/Wigan Road; Moor Street/Moorgate/Park Road)
- Edge Hill – utilisation as a resource (marketing / business programmes /opportunities for student involvement)
- Investing in technology in the Town Centre – wi-fi accessibility; interactive /touch screens; “big screen” advertisement on “market days”.
- Events Square – exploring effective usage /function.

The Technical Services Manager provided an update in relation to proposed works on the Derby Street railway bridge. He made an undertaking to raise with Lancashire County Council: progress on the railway bridge improvements; the current position relating to traffic-light management in the Town Centre and the proposed cycle link from the town centre to Edge Hill University.

Additional clarification was provided by the Deputy Assistant Director Housing and Regeneration on points raised in respect of on-going discussions with Merseyrail in relation to land affecting improvements to car parking arrangements at Ormskirk Train Station and on the parallel process of the review with the development of the Strategy.

Presentation 5 – The Market and Moor Street Improvements

The Technical Services Manager updated Members on the changes to the Market and Moor Street Improvements as part of the Committee's continuing review.

The Market

The changes to the layout, including the location of stalls and the space that had been created in the town centre as a result of those changes.

Additionally, it was reported that the Market Traders' had made a request, since the introduction of the new arrangements, for additional space to be allocated to them in front of the stalls. This would only be for movable goods and would not include expansion of the canopied area over the additional space.

In consultation with the Council's Arts Development Manager, it was planned to introduce a 'vintage' element to the market. Discussions with existing stallholders in relation to this proposal were currently taking place and it was hoped to commence this venture from April 2016.

The 'branding' of the market was also something that had been referred to earlier in the review and it was anticipated that a relaunch would take place in Spring 2016 with the stalls displaying the new 'branded' canopies.

Members heard that the proposed market research into footfall would include consultation with current market traders as well as town centre retailers.

Moor Street Improvements

The Technical Services Manager reported that the Moor Street Improvements were finished on 28 August 2015, immediately prior to the Motorfest event. Further environmental works, including seating and placement of "trees" was expected to be undertaken in November.

Reference was also made to the 'deep' drainage gullies that had been installed by the contractors were causing problems and that LCC, as the highway authority, would be undertaking remedial work on them. Whilst it was envisaged that the gullies would be replaced by shallower ones, to match those in Aughton Street, it was now understood that the depth of the existing gullies in Moor Street would be reduced with a resin bonded aggregate filler. It was stated that aggregate, whilst initially looking smart, was

prone to displacement and breakage, particularly from the weight of goods traffic. It was understood that this may be a temporary fix.

Members expressed concern about the use of the resin bonded aggregate as a permanent solution and advised Mr Brady to seek clarification from LCC on the decision to fill the gullies with bonded resin aggregate.

Agreed: Clarification to be sought from the County Council to establish if the use of bonded resin aggregate in the gullies on Moor Street is intended to be a temporary or a permanent solution.

Meeting of the Corporate and Environmental Overview and Scrutiny Committee held on 3 December 2015 the Council Chamber, 52 Derby Street, Ormskirk

Presentation 6 – Regeneration, Leisure and the Night Time Economy

Members considered information presented by the Economic Regeneration Manager and Arts Development Manager which was supported by a series of slides.

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.

Presentation 7 – The Market and Moor Street Improvements

Members considered an update from the Technical Services Manager on the Market and Moor Street Improvements. This also included an update on refurbishment work undertaken by Lancashire County Council on the gullies, an issue identified earlier in the review.

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.

In discussion 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. This was added to Project Plan was consideration at the next meeting (*18 February 2016*).

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.

Members heard 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.

In relation to the provision of new canopies and re-launch of the Market covered earlier in the review, it was reported that the wet weather had impacted on some improvements and a re-launch of the Market was planned for Spring 2016.

Workshop 2: “The Market” held on 20 January 2015 in the Cabinet and Committee Room, 52 Derby Street, Ormskirk

The workshop session provided an opportunity for Committee Members to look at key areas relevant to the review. These included ‘The Market’; Marketing and Branding; ‘Buildings and the Public Realm’. The themes addressed and summary of the group worked are appended below:

The Market

Each group 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.

In summary:

- The need for the Market to acquire its own unique identity.
- Replacement of the canopies.
- Methods of promoting the market – use of technology; wi-fi; twitter; facebook

- Other forms of promotion and advertising – ‘coach magazines’; promotional bags; incentive schemes.
- Diversification of stall trades.

Additionally, Members also 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
- Handcrafted stalls – smaller stall space for handcrafted good

Market and Branding

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, including the Council’s Chapel Gallery, Visit Lancashire and Love Ormskirk. Ideas put forward included:

- Strong brand identity to promote Ormskirk
- Promotions and events – calendar of events, imaginative ideas for visitors.
- Greater use of new / emerging technologies (interactive “apps”; interactive screens)
- Utilisation of skills locally – Involvement of Edge Hill University; local schools and colleges.

Additionally Members referred to:

- Advantages/disadvantages of the existing website or creation of a new website
- Financial resource implications
- Cross-promotion via other web-sites.

Buildings and the Public Realm

Each Group discussed the physical environment of Ormskirk Town Centre and the main issues / ranking of priorities for street scene improvement. Of importance was:

- Promotion of the historical / character of Ormskirk
- Use of a recognisable logo.
- Building on the improvements in the town (Moor Street) to other locations – exploring ideas for improvements: use of vacant shops; lighting; shop frontages (building on the character of the town)
- Coronation Park – increasing usage (festivals; family friendly events; seating improvements)

In conclusion, Members referred to the environmental improvements to the physical appearance of the town centre as 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.

Meeting of the Corporate and Environmental Overview and Scrutiny Committee held on 18 February 2016 in the Council Chamber, 52 Derby Street, Ormskirk

Members reviewed, through an Interim report, worked undertaken during the previous twelve months and the findings to date.

In discussion comments and questions were raised in relation to:

- Improvement works undertaken in the Town Centre – visual results.
- Events in the Town Centre (Ormskirk Motorfest; Christmas Lights Switch-on) – Support from local businesses.
- Promoting/encouraging visitors to the Town Centre – “promotional offers”; involvement of bus/tour operators/local businesses / town centre traders.

Agreed: The promotion of Ormskirk as a visitor destination to encourage bus and tour operators into West Lancashire be taken forward, as appropriate.

Presentation 8

The Technical Services Manager gave an update on the Market and Moor Street Improvements, including a further update on work undertaken by Lancashire County Council on the gullies.

The Market and Moor Street Improvements

It was reported that, as referred to at the Workshop Session, the branding and marketing of the Town Centre as part of the actions within the Ormskirk Town Centre Strategy was under consideration. In relation to the “branding” of the Market, the inclusion of the visual “sails” to enhance the street scene were welcomed by the traders.

Other areas currently being looked at by the Council and traders were the influence of social media and smart phones as promotional tools.

In relation to Moor Street it was reported that the planting of mature trees and the installation of bespoke benches in Moor Street had now been completed. The lighting that adorned the trees would be lit in the evenings.

In relation to the maintenance of the “gullies” it was reported that maintenance checks had been undertaken by LCC. Maintenance / cleanliness of the area would continue to be monitored.

The revised layout of the stalls (Thursdays and Saturdays) (Table 10 and 11) was also circulated.

Table 10



Printed: 18/02/2016

Table 11



Printed: 18/02/2016

In discussion comments and questions were raised in relation to:

- Facilities for coaches – long-term parking; pick up and drop off points.
- Catering truck (clock tower) – update on repositioning.
- Aughton Street – completion of refurbishment work to tie-in with Moor Street Improvements.

It was reported that negotiation with the coach tour operators was on-going with a view to providing a designated drop-off / pick up point in the Town Centre, with the coaches then parking up long-term on the former Hattersley' site.

Agreed: That consideration be given to refurbishment of Aughton Street to tie-in with the Moor Street improvements.

Presentation 9

The Technical Services Manager provided details in relation to the management of traffic particularly in the pedestrian area of the Town Centre.

Traffic Management Safety in the Pedestrian Area of Ormskirk

It was reported that the control of traffic in the pedestrian area was part of a Traffic Regulation Order (TRO) the details of which were related to the Committee.

Following a request from Members at the last meeting for further information, the Technical Services Officer circulated the results of a desktop exercise undertaken in relation to three possible traffic management solutions. The three options included:

- Option 1 - the provision of Gates (to Aughton Street, Church Street and Burscough Street with a “lift assist” bollards to Moor Street/Moorgate.
- Option 2 – Hydraulic “lift assist” Bollards in Church Street, Aughton Street, Burscough Street and Moor Street/Moorgate.
- Option 3 – Automatic Rise and Fall Bollards – in the same areas. However, it was reported that currently there were no budget allocations identified for any works in relation to these options and funding would therefore need to be approved by Cabinet for any proposed future works.

In discussion comments and questions were raised in relation to:

- Traffic management solutions - provisions for emergency vehicles.
- Practicalities associated with any proposed options
- Current TROs “signage” – Visually strong signage to alert drivers.
- Use of CCTV to assist enforcement.
- The impact of heavy goods traffic on the refurbished area.

<p>Agreed: That when considering any future solutions relating to traffic management safety in the pedestrian area of Ormskirk that provisions for emergency vehicles are also considered.</p>

Other Information

Information that has assisted the work of the review and compilation of this interim report:

- The Environmental Improvement of Moor Street, Ormskirk – The proposals (*site diagram*)
- Ormskirk Town Centre Market – Statistical data (no. of stalls layout; licensed and casual traders (*Table 1*))
- Ormskirk Town Centre Market – Commodity data (*Table 2*)
- National picture (all markets) – Statistical data (*National Association of British Markets (nabma)(Table 3)*)

- Ormskirk Town Centre – Proposed layout (Market Day) (Table 4)
- The Environmental Improvement of Moor Street, Ormskirk (Table 5)
- Market Day – Perceptions (Table 6)
- Parking Charges – Council Car Parks in Ormskirk (Table 7)
- Ormskirk Town Centre – Car Park Locations (Table 8)
- Extract – Research undertaken by ATCM (Table 9)
- Ormskirk Market – Thursday Stall Layout (Table 10)
- Ormskirk Market – Saturday Stall Layout (Table 11)
- Regeneration, Leisure and the Night Time Economy (Presentation Slides – Regeneration and Cultural Tourism)
- Draft Ormskirk Town Centre Strategy 2015-2025 (Consultation Questionnaire)
- Views of Ormskirk Market and other markets (Lichfields; Wakefield; Skipton; Workingham) (Pictorial views)
- 2012 Retail Market Survey Report – The Market Alliance (Nabma Oct 2012) <http://www.nabma.com/>

Minutes:

- Minutes of the meeting of the Corporate and Environmental Overview and Scrutiny Committee held on 16 July, 23 October, 4 December 2014, 19 February, 9 July, 15 October, 3 December 2015 and 18 February 2016
- Notes of the Workshop Sessions held on 20 January 2015 and 19 January 2016.

Interim Reports

- Interim reports of the Corporate and Environmental Overview and Scrutiny Committee work undertaken in 2014/15 and 2015/16

Web links:

- <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>

OFFICER SUPPORT

- Lead Officer: Dave Tilleray, Director of Leisure and Wellbeing
- Scrutiny Support Officer: Cathryn Jackson, Principal Overview & Scrutiny Officer
- Officers Reporting: Colin Brady, Technical Services Manager
Paula Huber, Economic Regeneration Manager
Helen Juste, Arts Development Manager
Dominic Carr, Senior Planning Officer (Regeneration)
Kathryn Mulhearn, Senior Economic Regeneration Officer

Legal Officers: Tina Sparrow, Principal Solicitor
Neil Astles, Assistant Solicitor

SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

There are no significant sustainability impacts associated with this report. There are links to the West Lancashire Economic Strategy that promotes the West Lancashire visitor economy and particularly the Ormskirk Town Centre Strategy developing to help deliver growth in Ormskirk Town Centre. The strategy aims to address a number of issues and the areas that have been looked at, as part of this review, will add to that work that includes such topics as improving the appearance of the town centre, developing a brand which can be promoted to encourage visitors developing the evening/night time economy and improving access into and out of the town centre.

Lancashire County Council were responsible for the works undertaken during the course of review in Moor Street. There are links to the West Lancashire Highways and Transport Masterplan that contains options for major improvements to railways, highways, public transport and walking and cycling facilities.

The improvements put forward in this report aims to assist in the reinvigoration of the Market Town, increase the footfall adding to the experience of Ormskirk as a visitor destination and work to help the Council deliver a strong and sustainable community.

FINANCIAL AND RESOURCE IMPLICATIONS

There are financial/resource implications arising from this report. The recommendations at 2, if taken forward, will need to be resourced through the usual budget processes. Recommendation 3, if endorsed, will be met using existing budgets.

RISK ASSESSMENT

Should any of the proposals at Recommendation (1) be taken forward, the County Council should carry out a risk assessment to determine the impact of the proposals on local residents, business users and visitors, particularly options 1(vii) relating to traffic management safety in the pedestrian area of Ormskirk, which would need to be carefully managed and monitored.

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 will be a direct impact on members of the public, employees, elected members and / or stakeholders as a result of recommendations that may come forward, if implemented. An EIA would be undertaken as part of that process.

Appendices

- (1) Project Plan

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

2015/16

Chairman: Councillor N Hennessy Vice Chairman: Councillor West
 Councillors: Barron, Mrs Blake, Blane, Cotterill, Currie, D Evans, Greenall, G Hodson, Kay, McKay, Nixon, Pryce-Roberts and Yates

TERMS OF REFERENCE

1. To undertake a review entitled ‘A Market Town Strategy for Ormskirk’, comprising the themed topics: ‘The Market’ (priority topic); ‘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 Director of Leisure and Wellbeing will provide technical support and guidance, together with Officers from Development and Regeneration. Officers from across the Authority, including Housing and Inclusion 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.

ESTABLISH WAYS OF WORKING

Officer Support

Lead Officer (Corporate and Environmental Overview & Scrutiny Committee) –

Dave Tilleray, Director of Leisure and Wellbeing

Scrutiny Support Officer (SSO) – Cathryn Jackson, Principal Overview and Scrutiny Officer

Legal Officers (LO) – Tina Sparrow, Principal Solicitor & Neil Astles, Assistant Solicitor
Officers reporting as and when required –

Colin Brady, Technical Services Manager.

Dave Tilleray, Director of Leisure and Wellbeing, or Officers on his behalf.

John Harrison, Director of Development and Regeneration, or Officers on his behalf.

Bob Livermore, Director Housing and Inclusion, or Officers on his behalf

Graham Concannon, Director Street Scene, or Officers on his behalf.

Ian Gill, Deputy Deputy Director Development and Regeneration, or Officers on his behalf

Shaun Walsh, Borough Transformation Manager & Deputy Director of Housing and Inclusion, or Officers on his behalf.

Reporting Arrangements

- The Director of Leisure and Wellbeing, or Officers on his behalf, will contribute, as appropriate, to aspects of the review relating to Ormskirk Town Centre.
- The Director of Development and Regeneration, or Officers on his behalf, will contribute, as appropriate, to aspects of the review relating to the Ormskirk Town Centre Management, planning and development that includes regeneration of the town centre (Ormskirk Town Centre Strategy 2015-2025) .
- The Director of Housing and Inclusion and Borough Transformation Manager & Deputy Director of Housing and Inclusion will contribute, as appropriate, to aspects of the review relating to the Ormskirk Town Centre Strategy and aspects of the review relating to consultation and community engagement.
- The Director of Street Scene will contribute, as appropriate, to aspects of the review relating to maintenance of the environment (street scene, grounds maintenance).
- The Lead Officer (Director of Leisure and Wellbeing)/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 September/October 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 – 14 July 2016

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

Cabinet – 13 September 2016

- Submission of the final report.

Council – 19 October 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

16 February 2016	'The Market' – Revised layout of stalls (Thursday and Saturdays)
16 February 2016	Ormskirk Town Centre Traffic Management Options (Desktop Study)

CONCLUSION

RECOMMENDATIONS

The Corporate and Environmental Overview and Scrutiny Committee make the following recommendations:

- (1)** That Lancashire County Council (LCC), as the Highway Authority, give due consideration to the following:
- (i) the impact of heavy goods traffic in the refurbished area of Ormskirk Town Centre.
 - (ii) the on-going maintenance of the gullies and the monitoring of the effectiveness of the aggregate resin within them.
 - (iii) the refurbishment of Aughton Street to tie-in with the Moor Street improvements.
 - (iv) the impact of town centre congestion, including the bottle necks at Derby/Stanley Street/Wigan Road/Moor Street/Moorgate and Park Road.
 - (v) the on-going improvements to the rail bridge and cycle link from the Town Centre to Edge Hill University, as contained in the West Lancashire Highways and Transport Masterplan.
 - (vi) encourage effective enforcement of the Traffic Regulation Orders (TROs) operating in Ormskirk Town Centre, particularly on Market Days by exploring:
 - (a) the provision of more clearer signage to alert drivers to the restrictions of the TROs;
 - (b) breaches of on-street parking.
 - (vii) in relation to finding a permanent solution to traffic management safety in the pedestrian area of Ormskirk by exploring:
 - (a) the provision of Gates at access points (Aughton Street, Church Street and Burscough Street with a "lift assist" bollards to Moor Street/Moorgate.
 - (b) Hydraulic "lift assist" bollards in Church Street, Aughton Street, Burscough Street and Moor Street/Moorgate.
 - (c) Automatic Rise and Fall Bollards in the areas referred to above.
 - (d) the narrowing of the access points
- (2)** That the Portfolio Holder for Transformation and Regeneration, in consultation with the Director of Development and Regeneration give due consideration to the findings within the report to add to the emerging Ormskirk Town Centre Strategy to include the following:
- (i) In relation to 'Events Square that it:
 - (a) is a flexible and multi-functional space;
 - (b) is adaptable for day and evening events.
 - (c) provides an opportunity for wider community use
 - (d) is adaptable and able to embrace new and emerging technologies.
 - (e) is well-managed and
 - (f) there is provision for a semi or permanent cover of the 'Square'.

- (ii) In relation to the Market Stalls that the:
 - (a) stall canopies be replaced with matching/branded ones.
 - (b) there is provision for a mixture of traditional and non-traditional stalls
 - (c) there is adequate space around each stall

- (iii) In relation to Car Parking that
 - (a) on-going discussions with Merseyrail continue in respect of car parking arrangements at Ormskirk rail station.
 - (b) alternative ways of paying for parking be considered as part of any future assessment of these facilities including cashless machines; CCTV and advances in technology.
 - (c) the revised Ormskirk Car Park Map be included on the web-site.

- (iv) In relation to Technology and Marketing by exploring:
 - (a) the positioning of the Market and Town Centre locally and in the wider community.
 - (b) methods of promotion and advertising: Ormskirk's historical and special character; embracing traditional and emerging technologies.
 - (c) improvements to the Visitor Map of Ormskirk Town Centre with locations and insertion of the defibrillator icon inserted, as appropriate.
 - (d) digital signage as an alternative to A-boards outside shops.
 - (e) cultural tourism through its visitor attractions- Chapel Gallery; Vintage and Handcraft Fairs and exhibitions.
 - (f) promoting Ormskirk as a tourist destination, to include promotion with the bus and tour operators as a visitor destination.

- (v) In relation to Edge Hill University (EHU) continue the close association with EHU as a contributor to the economy.

- (3)** That the final report of the Corporate and Environmental Overview and Scrutiny Committees review to be circulated to Love Ormskirk, Ormskirk Community Partnership, Marketing Lancashire, Edge Hill University, Edge Hill Students' Union and Business in the Community (BITC), scrutiny at Lancashire County Council and published on the Council and Centre for Public Scrutiny (CfPS) web-sites.

- (4)** That the Corporate and Environmental Overview and Scrutiny Committee:review its recommendations in December 2016.

REVIEW DATE – December 2016

TIMETABLE FOR ESTABLISHING CORPORATE AND ENVIRONMENTAL
OVERVIEW AND SCRUTINY COMMITTEE
WORK PROGRAMME 2016/17

ACTION	DATE
Request for topics from all Members and CMT	w.c. 25 July 2016
Invite members of the public to submit topics via an article on Council web-site and press release	w.c. 25 July 2016
Deadline for topics	5pm Friday 26 August
Publish potential topics on the Council's website and encourage comments from Members of the Public	w.c. Tues 30 August 2016
Scoring of topics – Lead Officer (Director Leisure and Wellbeing) in consultation with Chairman, Vice-Chairman and Conservative Group Spokesperson	w.c. Tues 30 August 2016
Review of Topics and Work Programme 2016/17 - report to Corporate and Environmental Overview and Scrutiny Committee for Members to agree.	13 October 2016



AGENDA ITEM: 13

**CORPORATE AND
ENVIRONMENTAL OVERVIEW &
SCRUTINY COMMITTEE:
14 July 2016**

Report of: Borough Solicitor/Director of Leisure and Wellbeing (Lead Officer)

**Contact for further information: Mrs C A Jackson (Extn.5016)
(E-mail: cathryn.jackson@westlancs.gov.uk)**

SUBJECT: WORK PROGRAMME 2016/17

Wards affected: Borough wide.

1.0 PURPOSE OF THE REPORT

1.1 To consider the Work Programme for the Corporate and Environmental Overview and Scrutiny Committee for 2016/17.

2.0 RECOMMENDATIONS

2.1 That the timetable attached at Appendix 'A' for establishing the Work Programme for the Corporate and Environmental Overview and Scrutiny Committee 2016/17 be agreed.

2.2 That arrangements be put in place to request items for the Work Programme for 2016/17 from Members, the Corporate Management Team (CMT), by inviting members of the public to submit topics via a press release and by the inclusion of an article on the Council's web-site.

2.3 That all potential topics received by the deadline be published on the Council's web site for Members of the public to comment or make suggestions.

2.4 That following the deadline for receipt of potential topics the Lead Officer, in consultation with the Chairman, Vice-Chairman and Conservative Spokesperson be requested to score each of the topics using the agreed selection criteria set out at Appendix B.

2.5 That a report on the Work Programme for 2016/17 together with the results of the scoring exercise, be considered at the next meeting of the Corporate and Environmental Overview and Scrutiny Committee and the Committee select one topic for Review.

3.0 BACKGROUND

- 3.1 The current Work Programme for the Corporate and Environmental Overview and Scrutiny Committee which is referred to on the Council's web site can be summarised as:

'Corporate and Environmental Overview and Scrutiny Committee

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

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 2016/17 as will the 'Public Involvement at Meetings Working Group'.

- 3.2 At its meeting on 18 February 2016 the Committee considered progress against its Work Programme and details in relation to establishing future work programmes and it was determined:

'A That progress against the Work Programme for the Committee 2015/16 be noted.

B That work in relation to the in-depth review 'A Market Town Strategy for Ormskirk' be concluded and arrangements be put in place for the draft final report and recommendations to be brought forward for consideration by the Committee at its first meeting in 2016/17.

C That the Work Programme 2016/17 for the Corporate and Environmental Overview and Scrutiny Committee be considered at the first meeting of the Committee 2016/17."

- 3.3 The Corporate and Environmental Overview & Scrutiny Committee establishes its own Work Programme annually. In relation to that Work Programme it was previously agreed that future work programmes would be informed:

- By inviting all Members and CMT to submit topics.
- By inviting members of the public to submit topics via a press release and the inclusion of an article on the Council's web site.
- And if appropriate, via a workshop session to which all Members be invited, including Key Stakeholders, the Press and members of the

public, if determined by the Lead Officer, in consultation with the Chairman, Vice Chairman and Opposition Spokesperson.

Potential topics to be considered by the Committee for inclusion in its Work Programme shall be included on the Council's web site with a request that any comments be forwarded to Member Services.

- 3.4 An in-depth review is usually undertaken by the Committee, however it may also be carried out by informal cross party member working groups called "Commissions" to contribute to and inform the Overview and Scrutiny process.

4.0 CURRENT POSITION

- 4.1 The draft final report of the in-depth review 'A Market Town Strategy for Ormskirk' is being considered at this meeting. Any amendments will be fed into the final report before consideration by Cabinet at its meeting on 13 September 2016.

5.0 TOPIC FOR 2016/17

- 5.1 The following suggestion has already been submitted for consideration in the Work Programme for 2016/17.

Source	Suggestion
Corporate Overview and Scrutiny Committee 23 October 2014 – retained for future consideration.	Renewable energy as a topic (task group or review).

- 5.2 The suggested timetable to establish the work programme of the Committee for 2016/17, including actions related to the topic selection process is attached at Appendix A. The Scrutiny Topic Assessment – Selection Criteria, is attached at Appendix B.

6.0 ISSUES

- 6.1 In considering the Work Programme of the Committee Members will need to be mindful of its routine work which may limit the scope of the topic selected and what can be undertaken to ensure that work can be completed within reasonable timescales.

7.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

- 7.1 Enhanced overview and scrutiny arrangements can give a greater level of involvement for non-cabinet members in the decision making process.

8.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 8.1 There are financial and resource implications in respect of officer and member time in dealing with the matters under the Work Programme.

There are also limitations to the scope of a future review and number of topics that can be undertaken and these must be contained within existing resources.

- 8.2 Depending on the nature of the review topic chosen, Members may wish for external organisations to participate. Their presence can be invited but the Committee has no power to insist upon their attendance.

9.0 RISK ASSESSMENT

- 9.1 The work of the Committee has to be balanced with other priorities in Member Services and dealt with accordingly. Officers will advise the Committee on the capacity to support the work and will be as helpful as possible in trying to accommodate Members requests.

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. However, if a topic was selected for in-depth review it may have an impact on those groups and, if so, this will be assessed when the Project Plan is prepared.

Appendices

- A Draft timetable for establishing Corporate and Environmental Overview and Scrutiny Committee Work Programme 2016/17
- B Scrutiny Topic Assessment – Selection Criteria

CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE

SCRUTINY TOPIC ASSESSMENT - SELECTION CRITERIA

1.0 Topic Selection Criteria

The topic should meet at least one of the following:

- Improvements for local people likely.
- Community/Corporate priority area.
- Key issue for the public.
- Poor performing service.
- High level of dissatisfaction.

2.0 Topic Rejection Criteria

The topic should not meet any of the following:

- Already being addressed.
- Matter subjudice or prejudicial to Council's interests.
- Unlikely to result in improvements for local people.

3.0 Scoring

Each topic is scored for Importance and Impact on a scale of 1-4 using a scoring guide. (Scoring Topic Assessment Template attached for information).

Importance – how well a topic fits with the Council's key aims and priorities.

Impact – likely potential impact of outcomes from a scrutiny investigation of the topic in terms of community benefit.

4.0 Scoring Guide

Importance

- 1 Some evidence that the topic is linked to the Council's key aims and priorities but only indirectly.
- 2 Good evidence linking topic to Council's aims but not to Council's current priorities.
- 3 Good evidence linking topic to Council's key aims and priorities.
- 4 Strong evidence linking topic to Council's key aims and priorities.

Impact

- 1 Minor potential benefits or benefits affecting only one ward/customer/client group
- 2 Minor potential benefits affecting two or more wards/customer/client groups or, moderate potential benefits affecting only one ward/customer/client group.
- 3 Moderate potential benefits affecting more than one ward/customer/client group, or Substantial potential benefits affecting one or more ward/customer/client group.
- 4 Substantial potential benefits community wide or for a significant proportion or section of the community.

Appendix

- 1 Scrutiny Topic Assessment Template



SCRUTINY TOPIC ASSESSMENT TEMPLATE

SCRUTINY TOPIC SELECTION ASSESSMENT

TOPIC:	
SUGGESTED BY:	DATE:

STEP 1: REJECTION CRITERIA MUST NOT MEET ANY OF THESE:		STEP 2: SELECTION CRITERIA MUST MEET ONE OF THESE:	
<input type="checkbox"/>	Already being addressed	<input type="checkbox"/>	Improvements for local people likely
<input type="checkbox"/>	Matter subjudice or prejudicial to Council's interests	<input type="checkbox"/>	Community Strategy/Corporate priority area
<input type="checkbox"/>	Specific case falling within complaints procedure	<input type="checkbox"/>	Key issue for public
<input type="checkbox"/>	Individual disciplinary or grievance matter	<input type="checkbox"/>	Poor performing service
<input type="checkbox"/>	Unlikely to result in improvements for local people	<input type="checkbox"/>	High level of dissatisfaction
Select	Reject	Select	Reject

STEP 3: PRIORITISE			
SCORING GUIDE			
IMPORTANCE SCORE INDICATOR		IMPACT SCORE INDICATOR	
Score 0	No evidence that topic is related to the Council's key aims and priorities. Reject	Score 0	No potential benefits likely to result. Reject
1	Some evidence that topic linked to the Council's key aims and priorities but only indirectly.	1	Minor potential benefits or benefits affecting only one ward/customer/client group
2	Good evidence linking topic to Council's key aims but not to Council's current priorities	2	Minor potential benefits affecting two or more wards/customer/client groups or, Moderate potential benefits affecting one ward/customer/client group.
3	Good evidence linking topic to Council's key aims and priorities	3	Moderate potential benefits affecting more than one ward/customer/client group or, Substantial potential benefits affecting one or more ward/customer/client groups
4	Strong evidence linking topic to Council's key aims and priorities	4	Substantial potential benefits community wide or for a significant proportion or section of the community.
See attached for Council's key aims and priorities			

Outcome:
Date:

Topic priority guide			
Score 1-4	Reject topic		
Score 5-6	Possible topic for scrutiny		
Score 7-8	Priority topic for scrutiny		
Outcome:	<input type="checkbox"/> Select	<input type="checkbox"/> Reserve List	<input type="checkbox"/> Reject



PRIORITIES

Our Vision

To be a Council which is ambitious for West Lancashire

Our Values

- Enterprising – being innovative and creative, delivering lasting improvements;
- Inclusive – working in partnership to benefit West Lancashire and being open and involving in the way decisions are made
- Equality – promoting equality and reducing inequality
- One Council – adopting a co-ordinated approach
- Caring – valuing and developing employees

Our priorities

- **Ambitious for our Economy**
Retain and grow jobs, increase skill levels and encourage business and wealth.
- **Ambitious for our Environment**
Enhance the built and physical environment and its cleanliness.
- **Ambitious for Health and Wellbeing**
Improve the health and wellbeing of local communities.

Delivering our Priorities

West Lancashire Borough Council is ambitious for our businesses, our places and our people. We are committed to important projects that will benefit the borough and everyone who lives and works here.

Agenda Item 13

AGENDA ITEM: 13

MEMBER DEVELOPMENT COMMISSION

HELD:

17 MARCH 2016

Start:

7.00pm

Finish:

7.40pm

PRESENT: Councillor Dereli (Chairman)

Councillors: Davis Kay
Gagen D Westley

Officer: Principal Overview and Scrutiny Officer (Mrs C A Jackson)

10. APOLOGIES

Apologies for absence were submitted on behalf of Councillor Moran.

11. SUBSTITUTIONS

In accordance with Council Procedure Rule 4, the Commission noted the termination of membership of Councillors Mrs Marshall and O'Toole and the appointment of Councillors Kay and D Westley for this meeting only, thereby giving effect to the wishes of the political groups.

12. DECLARATIONS OF INTEREST

There were no declarations of interests.

13. MINUTES

AGREED: That the Minutes of the meeting held on 24 September 2015 be noted.

14. MEMBER TRAINING - SUMMARY OF EVENTS HELD SEPTEMBER 2015 TO PRESENT

Members considered the report of the Borough Solicitor as contained on pages 31 to 36 of the Book of Reports, which provided an update on Member training undertaken since September 2015.

The various training sessions, including 'required and essential training' that had been undertaken were noted.

Members commented on the variety of training that had been undertaken and the good selection of briefing topics that had been provided.

In relation to the briefing that had taken place on 'Universal Credit and Welfare Reform' comments were made in respect of the length of the briefing, timing and impact on the session as a result of the scheduled meeting that followed immediately after it.

AGREED: A. That the update be noted.

B. That consideration be given by the Borough Transformation Manager & Deputy Director of Housing and Inclusion for future Member briefings on 'Universal Credit and Welfare Reform' to be arranged on a meeting-free evening.

15. FEEDBACK FROM THE MEMBER DEVELOPMENT GROUP REPRESENTATIVES FROM THEIR MEMBERS

It was noted that this item is included on the agenda to provide an opportunity for the MDC representatives to give oral feedback from their respective Groups.

16. FUTURE TRAINING EVENTS

The Principal Overview and Scrutiny Officer informed Members of proposals for future training events that included:

- Dementia Awareness – 30 March 2016. It was reported that 20 Members had indicated that they would attend this training event.
- Member Induction – 12 May 2016 - Primarily for “new” Members, following their election)
- Licensing Training – 24 May 2016 (provisional date) - Primarily for those Members who are appointed to the Licensing & Appeals and Licensing & Gambling Committees.
- Planning Training – 2 June 2016 (provisional date) – Open to all Members but required/essential training for those Members “new” to the Planning Committee.
- Code of Conduct Training – 12 July 2016 (provisional date) – Open to all Members
- Overview & Scrutiny Training – date to be advised – subject to demand an “in-house” training event will be arranged in the new municipal year.

In discussion the format/content of Planning Training, especially for Members new to the Council and newly appointed to the Planning Committee was raised. In feedback Members felt that previous training, facilitated by an external trainer, whilst covering some of the legalities and code of conduct, was too generalised and a “West Lancashire” focus was requested.

Further comments included:

- Briefing / Training on the Local Plan, especially for Members new to the Council and Planning Committee.
- Planning Constraints – Information/training to assist Members understanding and consideration of Planning matters.
- Provision of “bite size” training sessions throughout the year on Planning topics.

AGREED: That the comments relating to Planning Training be passed to the Leader and Director of Development and Regeneration for consideration.

17. ITN PRO-FORMA (PERSONAL ASSESSMENT)

Consideration was given to the re-drafted ITN Proforma – Councillor Training Needs Assessment for circulation to new Councillors as part of the Induction process.

Minor amendments were noted.

AGREED: That the revised ITN Proforma, as amended, be endorsed for circulation to new Councillors as part of the Induction process.

18. IT SUPPORT / TRAINING FOR MEMBERS

Members were advised that 'drop-in' clinics related to PC technical issues are arranged periodically or on request via membersICT@btlancaire.co.uk.

It was further reported that, if other training was required this could be requested, through Members Services, subject to the usual arrangements as set down in the Protocol for Members Attending Conferences/Courses in relation to attending training events.

In discussion comments were made in relation to:

- The progression of the replacement PC/I-pad programme to Members.
- Paperless methods of communication – future provisions/solutions.
- Changes in the Council Information system – future introduction of Mod.Gov.
- IT support for Members – effectiveness of the service.

AGREED: That the update be noted.

19. TIMING OF TRAINING

The time of training events had been included following a request at the last meeting of the Commission.

It was confirmed that training events/briefing events for Members should usually be in the evening, with a 6.00pm at the earliest start time and with a finish time of 9.30pm at the latest. It was further confirmed that such sessions should not traditionally be held on a Monday or Friday evening.

AGREED: That the update be noted.

20. WORK PROGRAMME 2016/17 AND DATES OF FUTURE MEETINGS

Members considered the Work Programme for 2016/17 and the dates of future meetings of the Commission (22 September 2016 and 16 March 2017).

AGREED: That the Work Programme and dates of meetings for 2016/17, 22 September 2016 and 16 March 2017, be confirmed.

