



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

4 October 2016

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

Dear Councillor,

A meeting of the **CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE** will be held in the **CABINET AND COMMITTEE ROOM, 52 DERBY STREET, ORMSKIRK L39 2DF** on **THURSDAY, 13 OCTOBER 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 of 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

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.) **Page(s) 145 to 146**

5. DECLARATIONS OF A 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 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

To receive as a correct record the Minutes of the meeting held on 14 July 2016. **Page(s) 147 to 152**

7. MINUTES OF THE MEMBER DEVELOPMENT COMMISSION

To note the minutes of the Member Development Commission meeting held on 22 September 2016 (*to follow*).

8. PUBLIC SPEAKING

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 6 October 2016. A copy of the public speaking protocol and form to be completed is attached. **Page(s) 153 to 156**

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

To consider the presentation from the Board Chairman (WLCL) and Contracts Manager (SERCO).

10. QUARTERLY PERFORMANCE INDICATORS (Q1 2016/17)

To consider the report of the Borough Transformation Manager & Deputy Director of Housing and Inclusion. **Page(s) 157 to 170**

11. REVIEW TOPIC 2016/17 AND CONFIRMATION OF THE WORK PROGRAMME

To consider the report of the Borough Solicitor. **Page(s) 171 to 178**

12. WORK PROGRAMME 2016/17

To consider the following two three items:

13. FLOODING OF THE HIGHWAYS DRAINAGE SYSTEM

Councillor John Fillis, the Cabinet Member for Highways and Transport, Lancashire County Council, will attend the meeting for a question and answer session on this topic.

14. WEST LANCASHIRE TOURISM - THE VISITOR ECONOMY

To consider a presentation on the selected review topic, if confirmed, on behalf of the Director of Development and Regeneration.

15. PROJECT PLAN

To agree the Project Plan for the review, if confirmed, 'West Lancashire Tourism – The Visitor Economy'. **Page(s) 179 to 184**

16. MEMBERS' ITEM

There are no items under this heading.

17. ITEMS FROM THE MEMBERS' UPDATE

There are no 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		
1.	I have a disclosable pecuniary interest.	<input type="checkbox"/>	You cannot speak or vote and must withdraw unless you have also ticked 5 below
2.	I have a non-pecuniary interest.	<input type="checkbox"/>	You may speak and vote
3.	<p>I have a pecuniary interest because</p> <p>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</p> <p>or</p> <p>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</p>	<input type="checkbox"/> <input type="checkbox"/>	<p>You cannot speak or vote and must withdraw unless you have also ticked 5 or 6 below</p> <p>You cannot speak or vote and must withdraw unless you have also ticked 5 or 6 below</p>
4.	<p>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:</p> <p>(i) Housing where I am a tenant of the Council, and those functions do not relate particularly to my tenancy or lease.</p> <p>(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.</p> <p>(iii) Statutory sick pay where I am in receipt or entitled to receipt of such pay.</p> <p>(iv) An allowance, payment or indemnity given to Members</p> <p>(v) Any ceremonial honour given to Members</p> <p>(vi) Setting Council tax or a precept under the LGFA 1992</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<p>You may speak and vote</p> <p>You may speak and vote</p> <p>You may speak and vote</p> <p>You may speak and vote</p> <p>You may speak and vote</p>
5.	A Standards Committee dispensation applies (relevant lines in the budget – Dispensation 20/2/13 – 19/2/17)	<input type="checkbox"/>	See the terms of the dispensation
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"/>	You may speak but must leave the room once you have finished and cannot vote

‘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

Prescribed description

Employment, office,
trade, profession or
vocation

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

Sponsorship

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.

Start: 7.00 pm

Finish: 9.20 pm

PRESENT:

Councillor: N Hennessy (Chairman)

Councillors:	M Barron	Mrs M Blake
	T Blane	P Cotterill
	Currie	G Dowling
	Evans	P Greenall
	J Kay	D McKay
	M Nixon	N Pryce-Roberts
	D West	Yates

In attendance: Councillor R Pendleton

Officers:

- Director of Leisure and Wellbeing (Mr D Tilleray)
- Borough Solicitor (Mr T Broderick)
- Borough Transformation Manager and Deputy Director of Housing & Inclusion (Mr S Walsh)
- Electoral and Administration Services Manager (Mr T Lyman)
- Performance Officer (Ms A Grimes)
- Assistant Solicitor (Mr N Astles)
- Principal Overview and Scrutiny Officer (Mrs C A Jackson)

1 APOLOGIES

There were no apologies for absence.

2 MEMBERSHIP OF THE COMMITTEE

In accordance with Council Procedure Rule 4, Members noted the termination of membership of Councillor G Hodson and the appointment of Councillor Dowling for this meeting only, thereby giving effects to the wishes of the political group.

3 URGENT BUSINESS, IF ANY, INTRODUCED BY THE CHAIRMAN

There were no items of urgent business.

4 DECLARATIONS OF INTEREST

1. Councillors Barron and Hennessy declared a non-pecuniary interest in item 9 (BT Lancashire Services Annual Review), as Members of Lancashire County Council (LCC).
2. Councillor McKay declared an interest in item 10 (Quality Performance Indicators (Q4 2015-16), references to household waste PIs (Street Scene) as an employee of LCC.

5 DECLARATIONS OF PARTY WHIP

There were no declarations of a Party Whip.

6 MINUTES

RESOLVED: That the Minutes of the Corporate and Environmental Overview and Scrutiny Committee meeting held on 18 February 2016 be received as a correct record and signed by the Chairman.

7 PUBLIC SPEAKING

There were no items under this heading.

8 ELECTORAL REVIEW OF WEST LANCASHIRE

Consideration was given to the report of the Borough Solicitor, as contained on pages 15 to 30 of the Book of Reports which gave details of the outcome of work undertaken by the Public Involvement in Meetings Working Group (the Working Group) in regard to a review that had been undertaken of the Council's elected membership, ward boundaries, members per ward and the electoral cycle.

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

- Cost of whole Council Elections: outcome of study; methodology used; anticipated savings; capture of data.

The Borough Solicitor attended the meeting with the Electoral and Administration Services Manager and provided clarification on issues raised.

The Chairman of the Working Group, Councillor Pendleton, also attended the meeting, with the permission of the Chairman spoke on the item and provided additional clarification in relation to the study and the outcomes.

RESOLVED: A. That the report and appendices be noted.

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

9 BT LANCASHIRE SERVICES ANNUAL REVIEW

Consideration was given to the report of the Borough Transformation Manager and Deputy Director of Housing & Inclusion as contained on pages 31 to 60 of the Book of Reports that detailed the Annual Review 2015/16 of the ICT and Revenues and Benefits Council services delivered by BT Lancashire Services as part of the partnership agreement with Lancashire County Council.

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

A presentation, supported by a series of slides as contained on pages 141 to 144 of the Book of Reports, was undertaken by Mr Mark Orford (Director of ICT Services) and Ms Claire Hall (Director of Revenues and Benefits Service) on the work that had been undertaken over the previous 12 months under the shared services agreement.

The Director of Revenues and Benefits provided an overview of key activity in her service during 2015/16 highlighting details as set down in the report and presentation. Reference was made to the Services Improvements during the period and the targets that had been met or been exceeded; the Service Plans & Improvements and the Key Challenges.

The Director of ICT then provided an overview of the work undertaken during the review period referencing details as set down in the report, highlighting the Key Achievements in the service during 2015/16 that had included Public Service Accreditation (PSN) and other projects that had been completed. He went on to briefly outline some of the service plans and improvements and some of the priority projects they were helping to delivery, including Modern.Gov. and telephony replacement.

Comments and questions were raised in respect of:

- Savings achieved in the period
- Impact of Universal Credit (UC) – transfer to Department of Works & Pensions (DWPI) (impact on workforce)
- Major Business Disruption – impact on service; measurement and monitoring.
- IT technical support at Lancashire Place – staff complement.
- Training – delivery; impact of services; measuring success.
- Annual Review Presentation – future format.

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

10 QUARTERLY PERFORMANCE INDICATORS Q4 2015-16

Consideration was given to the report of the Borough Transformation Manager and Director of Housing & Inclusion, as contained on pages 61 to 80 of the Book of Reports which detailed performance monitoring data for the quarter ended 31 March 2016. The report had previously been considered by Cabinet at its meeting on 14 June 2016.

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

- HS1 (% Housing repairs completed in timescale) – financial impact of missed target; effect of downturn in performance on tenants/ contractors performance

- (penalties); PI target triggers (tolerance %).
- HS13 (% LA properties with CP12 outstanding) – process to gain entry; financial implications; variation of visiting times;
- TS24a (Average time taken to re-let local authority housings (days) (General Needs) – financial impact of missed target; process associated with calculation of PI.
- WL18 (Use of leisure and cultural facilities (swims and visits) – access to data
- NI191 (Residual household waste per household (Kg) – changes in recycling of inert waste (charges) – impact on fly tipping.
- NI157a & NI157b (Processing of planning applications (Major & Minor applications) – targets set – impact on minor applications.
- NI195b (Improved street and environmental cleanliness (levels of litter, detritus, graffiti and flying posting) Detritus) – Survey, details of locations visited; involvement of ward councillors.

The Borough Transformation Manager and Deputy Director of Housing & Inclusion attended the meeting with the Performance Officer and provided clarification on the issues raised and made an undertaking to provide additional information, as noted, in relation to them.

RESOLVED: That the Council's performance against the indicator set for the quarter ended 31 March 2016 be noted.

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

Consideration was given to the draft final report of the Committee, attached as Appendix A, on the findings of the review 'A Market Town Strategy for Ormskirk'.

Members discussed the report, its findings and the recommendations within it.

In relation to actions on the recommendations it was noted that these would come back for consideration at the meeting of the Committee in December.

RESOLVED: That the draft final report and recommendations therein be approved and be submitted to Cabinet on 13 September 2016 and Council, as appropriate.

12 WORK PROGRAMME 2016/17

Consideration was given to the joint report of the Borough Solicitor and Director of Leisure and Wellbeing (Lead Officer) as contained on pages 81 to 91 of the Book of Reports that provided details in relation to establishing the Work Programme for 2016/17 of the Committee.

In discussion Members raised comments and questions in relation to topics for future consideration and the concerns of residents in relation to the flooding that had

occurred in parts of the Borough earlier in the year. In relation to the latter Members discussed how best this could be scrutinised at an early date.

It was agreed that the recommendations as set down at 2.1 to 2.5 be agreed but that additionally that the Work Programme include an item, to be considered as soon as practicable, on the highways drainage systems with an input from the appropriate agencies, an invitation to which would be proffered to attend the next meeting of the Committee.

- RESOLVED:
- A. 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.
 - B. 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.
 - C. 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.
 - D. 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.
 - E. 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.
 - F. That the Director of Leisure and Wellbeing make arrangements for an invitation to be proffered to representatives from external agencies, as appropriate, to attend the next meeting of the Committee scheduled to be held on 13 October 2016 in relation to an item on the Borough's highways systems, with particular reference to the gullies and that questions relating to same be forward to the Chairman of the Committee and Director of Leisure and Wellbeing ahead of that meeting.

13 MINUTES OF THE MEMBER DEVELOPMENT COMMISSION

Consideration was given to the Minutes of the Member Development Commission meeting held on 17 March 2016.

In relation to "in-house" overview and scrutiny training, which had been raised at the

Commission, this was currently scheduled to take place on 4 October 2016.

The Chairman made an undertaking to speak to the Leader in relation to the provision of scrutiny training event to be facilitated by an external trainer.

RESOLVED: That the minutes of the Member Development Commission meeting held on 17 March 2016 be noted.

14 MEMBERS ITEMS/COUNCILLOR CALL FOR ACTION (CCFA)

There were no items under this heading.

15 ITEMS FROM THE MEMBERS UPDATE

There were no items under this heading.

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Chairman

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 (CoInS). Only the name of the resident and details of the issue to be raised will be published.
- 2.3 Groups of persons with similar views should elect a spokesperson to speak on their behalf to avoid undue repetition of similar points. Spokespersons should identify in writing on whose behalf they are speaking.

3.0 Scope

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

4.0 Number of items

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

5.0 At the Meeting

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



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.)

PLEASE PROVIDE DETAILS OF THE MATTER YOU WISH TO RAISE

Agenda Item Number

Title

Details

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Name Dated

Completed forms to be submitted by 5.00pm on the Thursday of the week preceding the meeting to:-

Member Services, West Lancashire Borough Council, 52 Derby Street, Ormskirk, Lancashire, L39 2DF or

Email: member.services@westlancs.gov.uk

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CABINET: 13 SEPTEMBER 2016

**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY
COMMITTEE:
13 OCTOBER 2016**

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

Relevant Portfolio Holder: Councillor I Moran

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

SUBJECT: QUARTERLY PERFORMANCE INDICATORS (Q1 2016/17)

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

- 1.1 To present performance monitoring data for the quarter ended 30 June 2016.

2.0 RECOMMENDATIONS TO CABINET

- 2.1 That the Council's performance against the indicator set for the quarter ended 30 June 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 13 October 2016.

3.0 RECOMMENDATIONS TO CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

- 3.1 That the Council's performance against the indicator set for the quarter ended 30 June 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 32 data items are reported quarterly, two of these are data only. Of the 30 PIs with targets reported:
- 19 indicators met or exceeded target
 - 3 indicators narrowly missed target; 4 were 5% or more off target
 - 2 indicators have data unavailable at the time of the report (*NI 191: Residual household waste; NI192: Percentage of household waste sent for reuse, recycling and composting*)
 - 2 indicators do not have data reported for Q1 (NI195a and NI195b).

As a general comparison, Q1 performance in 2015/16 gave 20 indicators (from 32 reported PIs) on or above target.

- 4.2 Performance 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.
- 4.3 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.
- 4.4 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 a performance plan versus resource implications. This is indicated in the table.
- 4.5 The performance indicator data appended to this report details the council's quarterly performance against key performance indicators. The performance information aims to help demonstrate performance against the corporate priorities as well as providing some service-specific information. The full suite of indicators for 2016/17 was agreed by Cabinet in March 2016. Annual outturn for the full suite is reported to Council within the Annual Report.

5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

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

6.0 FINANCIAL AND RESOURCE IMPLICATIONS

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

7.0 RISK ASSESSMENT

- 7.1 This item is for information only and makes no recommendations. It therefore does not require a formal risk assessment and no changes have been made to risk registers as a result of this report. Monitoring and managing performance information data helps the authority to ensure it is achieving its corporate priorities and key objectives and reduces the risk of not doing so.

Background Documents

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

Equality Impact Assessment

The decision does not have any direct impact on members of the public, employees, elected members and / or stakeholders. Therefore no Equality Impact Assessment is required.

Appendices

Appendix A – Quarterly Performance Indicators for Q1 April-June 2016/17

Appendix B – Current Performance Plans

B1: NI 157b Processing of planning applications: Minor applications










B2: WL121 Working Days Lost Due to Sickness Absence

B3: HS1 % Housing repairs completed in timescale















B4: WL108 Average answered waiting time for callers to the contact centre (seconds)







Appendix C – Minute of Cabinet 13 September 2016 (Corporate & Environmental Overview and Scrutiny Committee only) – to follow

APPENDIX A: QUARTERLY PERFORMANCE INDICATORS







Icon key					
PI Status			Performance against same quarter previous year		
	OK (within 0.01%) or exceeded	19		Improved	10
	Warning (within 5%)	3		Worse	11
	Alert (by 5% or more)	4		No change	7
	Data only	2	/	Comparison not available	2
	Awaiting data	2		Awaiting data	2
N/A	Data not collected for quarter	2			
Total number of indicators		32			

Shared Services¹







PI Code & Short Name	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Current Target	Comments	Q1 16/17 vs Q1 15/16	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
P101 T1 Severe Business Disruption (Priority 1) (ytd)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%			
ICT2 Minor Business Disruption (P3) (ytd)	100.0%	100.0%	99.0%	99.0%	99.0%	99.0%	98.0%	98.0%	98.0%	97.0%			
ICT3 Major Business Disruption (P2) (ytd)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	89.0%	92.0%	100.0%	98.0%			
ICT4 Minor Disruption (P4) (ytd)	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	97.0%	98.0%	99.0%	98.0%			
B1 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events(ytd)	6.79	7.66	8.23	6.62	8.89	8.07	8.00	7.02	7.22	12.00			
B2 Overpayment Recovery of Housing Benefit overpayments (payments received)	£34,524	£82,895	£130,906	£203,868	£67,408	£149,382	£207,159	£276,577	£79,368	£43,040			
R1 % of Council Tax collected	28.95%	56.11%	83.60%	96.03%	29.64%	56.69%	84.37%	97.02%	29.38%	29.09%			

PI Code & Short Name	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Current Target	Comments	Q1 16/17 vs Q1 15/16	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
R2 % council tax previous years arrears collected	3.38%	12.36%	27.34%	33.56%	8.97%	25.31%	32.64%	37.31%	9.98%	5.0%			
R3 % of Non-domestic Rates Collected	30.75%	58.26%	83.29%	96.40%	28.09%	54.83%	80.41%	98.32%	29.27%	27.76%			
R4 % Sundry Debtors % of revenue collected against debt raised	62.59%	79.34%	86.49%	90.73%	72.0%	83.67%	88.84%	95.0%	66.42%	45.75%			

Leisure & Wellbeing Services



PI Code & Short Name	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Current Target	Comments	Q1 16/17 vs Q1 15/16	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
PL08a Number of Crime Incidents	1,312	1,277	1,277	1,105	1,120	1,169	1,271	1,205	1,359				
PL18 Use of leisure and cultural facilities (swims and visits)	310,875	315,366	254,704	322,129	314,915	303,157	215,442	331,443	307,707		Impacts on outturn include bad weather on kite flying event, cancelled park events and closed golf range.		

Development & Regeneration Services







PI Code & Short Name	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Current Target	Comments	Q1 16/17 vs Q1 15/16	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 157a Processing of planning applications: Major applications	100%	76.92%	44.44%	62.50%	100%	100%	100%	81.82%	100%	65.00%			
NI 157b Processing of planning applications: Minor applications	74.67%	70.00%	70.59%	80.88%	72.22%	66.15%	67.14%	62.26%	70.97%	75.00%	Outturn is above the government target of 65%. Performance Plan attached at Appendix B1		
NI 157c Processing of planning applications:	79.83%	76.10%	84.51%	88.71%	85.03%	83.33%	81.82%	80.00%	85.95%	85.00%			

PI Code & Short Name	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Current Target	Comments	Q1 16/17 vs Q1 15/16	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
Other applications													

Finance and HR Services











PI Code & Short Name	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Current Target	Comments	Q1 16/17 vs Q1 15/16	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL_121 Working Days Lost Due to Sickness Absence ^{2,3}	9.18	8.37	7.84	8.74	9.63	10.43	10.47	9.64	8.89	8.08	Performance Plan attached at Appendix B2		

Housing & Inclusion Services

PI Code & Short Name	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Current Target	Comments	Q1 16/17 vs Q1 15/16	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
HS1 % Housing repairs completed in timescale	96.36%	95.86%	96.58%	97.36%	97.04%	96.11%	97.02%	95.38%	94.93%	97.00%	Performance plan attached at Appendix B3		
HS13 % LA properties with CP12 outstanding	0.1%	0.04%	0.06%	0.1%	0.05%	0.01%	0.08%	0.13%	0.13%	0.00%	Reported performance is an average from months in the period. Target based on legal requirement for all eligible properties to have certificate. No plan has been prepared but we continue to focus on rigorous procedures to ensure compliance.		
TS1 Rent Collected as a % of rent owed (excluding arrears b/f)	99.2	98.04	98.18	98.65	102.3	100.12	99.74	99.81	102.3	97.0%	Prioritisation of cases and recommended recovery actions means more efficient work from the team. This, together with the early intervention approach using money advisors, is helping minimise the impact of welfare reforms and means we can work to maximise an individual's income. The first two weeks of the year are rent		

PI Code & Short Name	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Current Target	Comments	Q1 16/17 vs Q1 15/16	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
											non-collection weeks, and so no rent debit is raised. We continue to take payments at this time from those in arrears and so any monies received during this time help to reduce the arrears position, allowing above 100% collection to be achieved.		
TS24a GN Average time taken to re-let local authority housing (days) - GENERAL NEEDS	30.25	18.19	22.77	29.42	26.63	25.93	26.97	32.75	19.80	28.00		↑	✓
TS24b SP Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS	79.20	41.39	65.66	92.24	60.33	63.09	24.89	77.62	44.82	65.00		↑	✓
Page 164 WL98 % invoices paid on time	96.53%	98.44%	98.73%	99.27%	99.06%	98.65%	99.28%	98.36%	98.54%	98.75%	Head of Service's amber assessment: performance plan not required. Information has been circulated to staff to remind them of the guidance around processing of payments.	↓	⚠
WL90 % of Contact Centre calls answered	93.1%	93.6%	91.1%	91.6%	90.6%	93.8%	92.4%	91.1%	92.2%	91.0%		↑	✓
WL108 Average answered waiting time for callers to the contact centre (seconds)	20.00	24.00	44.00	31.00	43.00	23.00	37.00	60.00	64.00	50.00	Performance plan attached at Appendix B4	↓	⛔
WL19bii Direct dial calls answered within 10 seconds ²	82.01%	81.50%	82.13%	82.28%	81.34%	80.79%	82.35%	81.00%	80.15%	82.21%	This relates to 59,674 calls. 90.1% were answered within 20 seconds. Head of Service's amber assessment: performance plan not required. Information circulated to staff reminding them of the telephone protocols to put in place during absences from their desk.	↓	⚠

Street Scene Services

PI Code & Short Name	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Current Target	Comments	Q1 16/17 vs Q1 15/16	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 191 Residual household waste per household (Kg) ⁴	133.82	125.47	129.69	117.6	122.66	124.96	135.13	131.82		125	Awaiting external confirmation of data.		
NI 192 Percentage of household waste sent for reuse, recycling and composting ⁴	50.88%	49.70%	41.66%	41.08%	51.08%	51.37%	43.21%	40.61%		50.00%	Awaiting external confirmation of data. Traditionally Q1 and Q2 provide the highest composting figures.		
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	N/A	1.17%	1.00%	.33%	N/A	1.17%	1.17%	2.00%	N/A	1.61%	Survey carried out three times each year. No data for Q1.	/	N/A
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	N/A	2.75%	2.50%	8.89%	N/A	3.41%	5.97%	5.47%	N/A	5.00%	Survey carried out three times each year. No data for Q1.	/	N/A
WL01 No. residual bins missed per 100,000 collections	90.52	87.07	85.20	74.23	81.12	93.34	87.42	97.41	70.00	80.00			
WL06 Average time taken to remove fly tips (days)	1.12	1.06	1.08	1.09	1.07	1.05	1.06	1.08	1.07	1.09			
WL122 % Vehicle Operator Licence Inspections Carried Out within 6 Weeks	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			

Notes:

¹ Managed through LCC/BTLS contract. Contractual targets are annual. Quarter targets are provided as a gauge for performance only. Performance plans are not provided since actions planned to improve performance are discussed and managed through contractual monthly Quality of Service meetings. ICT data and RBS data reflect progress to year end.

² WL19bii / WL121: Data does not include BTLS seconded staff.

³ WL_121: From 2016/17, quarter data shows a rolling 12 month outturn against the annual target rather than 'within quarter' performance. Outturns of previous quarters re-stated to show this.

⁴ NI191-192: Data is provided to WLBC with a time lag due to time involved to confirm final figures.

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

Following the annual review of PIs, the following changes to QPIs were approved by Cabinet in March 2016 for 2016/17:

•TS24a Average time taken to re-let local authority housing (Supported Needs) – target changed from 50 to 65 to take account of low demand for sheltered housing; • WL108 Average answered waiting time for callers – target changed from 30 to 50s to reflect increased demand on operator time resulting from increased resolution at first point of contact; • WL121 Working days lost to sickness absence – outturn period changed from 'within quarter' performance to match internal management reports showing rolling 12 month 'outturn' against the annual target, previous quarter outturns restated to reflect this; • NI 191 Residual household waste per household – target changed from 495 to 500kg to reflect increase in street litter collected and increase in waste presented for collection; • NI 195c Improved street and environmental cleanliness (levels of graffiti) – indicator deleted as assessment includes private property where there is no control; • NI 195d Improved street and environmental cleanliness (levels of fly posting) – indicator deleted as assessment includes private property where there is no control; • BV8 % invoices paid on time – target changed from 98.24% to 98.75%

PERFORMANCE PLAN	
Indicator	NI 157b Processing of planning applications: Minor applications NI 157c Processing of planning applications: Other applications
Reasons for not meeting target This performance level reflects a number of factors; <ul style="list-style-type: none"> - A reduced staffing resource as a result of maternity leave - A significant increase in workloads 	
Additional commentary <p>The development management section has now been experiencing high levels of workload for some time. This has coincided with several members of the team taking maternity leave. At present the section has two members of staff on maternity leave who will not return to work until next year.</p> <p>To manage the impact on performance of the loss of these two members of staff, the section has sought to fill maternity leave vacancies. There is however inevitably a delay between the post holder starting maternity leave and a temporary member of staff being appointed. Furthermore, once temporary members of staff are in post, there is often a lengthy training/mentoring period needed as new starters become familiar with the Council's planning policies and procedures. It is also the case that invariably, short term contracts attract applicants who are considerably less experienced in development management than the officers they are replacing. Given the above it is inevitable that performance will be affected when staff take extended maternity leave.</p> <p>Whilst the section will continue to seek to achieve the Councils performance targets, in the above context, the targets (which are higher than national targets) are extremely challenging and it may only be with the return of the experienced officers currently on maternity leave that the targets are consistently met.</p>	
Resource Implications As above	
Priority	
Future Targets The current target remains appropriate.	
Action Plan	
Tasks to be undertaken	Completion Date
See above comments	ongoing

PERFORMANCE PLAN	
Indicator	WL121 Working Days Lost Due to Sickness Absence
Reasons for not meeting target <p>The Council's target for 2016/2017 is to achieve (not more than) 8.08 working days lost per employee, measured on a rolling 12-month basis. For quarter 1 the outturn is 8.89, which is a significant improvement on the performance in quarter 3 (10.47) and quarter 4 (9.64) of 2015/16, although still below target.</p> <p>All cases continue to be closely monitored and are intensely managed by Service managers, assisted by the HR team. However, there remain a number of long term absence cases, which by their nature, have been complex and difficult to resolve quickly. The HR team and Managers continue to work closely with staff and trade unions to facilitate speedy solutions, such as exits from the organisation where appropriate.</p>	
Additional commentary <ul style="list-style-type: none"> • Heads of Service will continue to closely monitor sickness levels within their respective service areas and take appropriate action as necessary in line with the Sickness Absence Policy • The Council will continue to focus on providing detailed management information to assist managers in identifying all short-term cases of sickness absence, which have exceeded the agreed 'trigger' levels, together with all on-going long-term cases of sickness absence. • The HR team will continue to meet with individual Heads of Service, where appropriate, to provide advice and support to ensure managers have the skills and confidence to address absence issues appropriately. • The Council will continue to work closely with the Occupational Health provider (OH Assist) • A high level review of the Council's approach to Absence management will be conducted in order to improve performance, including reviewing the policy along with a range of health and well being initiatives • Training has been delivered for assisting staff with stress related issues (for both officers affected by these conditions and for managers who need to manage these issues in the workplace). • The HR team has reviewed and enhanced the phased return process, which will help to facilitate earlier returns to work and promote a shared ownership of the responsibility for good attendance between managers and staff. • Managers will endeavour to engage with the Government's 'Fit for Work Scheme' to encourage planned returns to work at an earlier stage. • The HR team have distributed a handy leaflet to all staff which further publicises the requirements of the management of sickness absence policy. • The Health and Safety team are developing an eLearning tool for managers on health and safety in the workplace, which will offer advice to prevent illness, accidents and resultant absence. • An e-learning system is about to be implemented, which can be used to provide more effective training on sickness management. 	
Resource Implications <p>Timely interventions by Managers and pro-active, practical support from the HR Team, together with OH Assist will help to maximise attendance levels.</p>	
Priority <p>High</p>	
Future Targets <p>Continue with existing target.</p>	
Action Plan	
Tasks to be undertaken	Completion Date
See actions (above)	Ongoing

PERFORMANCE PLAN	
Indicator	HS1 % Housing Repairs completed in timescale
Reasons for not meeting target <p>The issue relates to poor performance on behalf of one of our Response Maintenance Contractors as well as one of their sub-contractors. The other contractors are consistently performing above target. This has been highlighted at previous Contract Progress meetings and discussed directly with the contractor concerned.</p> <p>Factors contributing to poor performance:</p> <ul style="list-style-type: none"> • Adverse weather conditions have led to a high number of roofing repairs and other external works that could not be completed. • Not requesting extensions of time or properly following procedures regarding WIPs (Works In Progress). • Long term sickness of a key member of administrative staff at the local depot. 	
Additional commentary <p>Actions taken to improve performance following the Q1 outturn have been:</p> <ul style="list-style-type: none"> • Performance was previously monitored on a monthly basis; weekly reports are now provided. • A meeting took place with the Contracts Manager to highlight the importance of adhering to the correct procedures with regard to WIPs and requests for extension of time. • Appointment of a new Contracts Manager in February 2016, allocation of additional resources to our contract area and replacement of the sub-contractor appear to have addressed this issue. • The key member of staff referred to above has since returned to work. <p>Implementing this action plan has resulted in a continuous upward trend in performance for this contractor from 83.95% in March 2016 to 96.29% to date. It is anticipated that the contractor will meet the 97% performance target by the end of August 2016.</p> <p>It should be noted that because some jobs are issued with a completion target of 42 calendar days the figures do not necessarily relate to jobs issued in any one month; these jobs may also be subject to WIPs or extensions of time resulting in actual completions being further delayed. This means Quarterly outturn figures reported include works issued in the previous quarter which explains the incremental increase in performance as the contractor has to “catch up”.</p>	
Resource Implications <p>Increased administration and monitoring/reporting arrangements.</p>	
Priority <p>High – action underway.</p>	
Future Targets <p>Target of 97% retained for 2016/17</p>	
Action Plan	
Tasks to be undertaken	Completion Date
Weekly monitoring	ongoing

PERFORMANCE PLAN	
Indicator	WL108 – Average waiting time for callers to the Contact Centre (seconds)
Reasons for not meeting target It should be noted that the target was missed by 14 seconds. During the period, there have been increased call volumes due to the flooding incident in June, increased recovery action in relation to Council Tax and also some long term staff absences.	
Additional commentary Proposed Actions <ul style="list-style-type: none"> Continued close monitoring of call handling times. Continued close liaison with our partners BTLS in relation to Revenue recovery calls. Management of sickness absence in line with the Council's long-term absence management policy. 	
Resource Implications None	
Priority High	
Future Targets The current target remains appropriate.	
Action Plan	
Tasks to be undertaken	Completion Date
See above comments	ongoing



**CORPORATE AND
ENVIRONMENTAL OVERVIEW &
SCRUTINY COMMITTEE:
13 OCTOBER 2016**

Report of: Borough Solicitor

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

**SUBJECT: REVIEW TOPIC FOR 2016/17 AND CONFIRMATION OF WORK
PROGRAMME**

Wards affected: Borough wide.

1.0 PURPOSE OF THE REPORT

- 1.1 To select the topic for review in 2016/17 following the outcome of the scoring exercise.

2.0 RECOMMENDATIONS

- 2.1 That the results of the scoring exercise (Appendix A) be noted and the recommendations therein be actioned and endorsed.
- 2.2 That the topic selected for review in the 2016/17 Work Programme of the Committee be:
- ‘Tourism’
- 2.3 That a presentation on the selected topic be provided and a draft Project Plan for the review be prepared.
- 2.4 That the Work Programme for the Corporate and Environmental Overview and Scrutiny Committee as set out below, subject to any amendments agreed by the Committee, be confirmed and included on the Council’s web site.

‘Corporate and Environmental Overview and Scrutiny Committee

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

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'.

3.0 BACKGROUND

3.1 The Corporate and Environmental Overview and Scrutiny Committee establishes its own Work Programme annually. At its meeting on 14 July 2016 the Committee confirmed that arrangements would be put in place to request items for the Work Programme for 2016/17. This would be done:

- 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.
- By inviting all Members and the Corporate Management Team (CMT) to submit topics.

3.2 Further, that following the deadline for receipt of potential topics the Lead Officer, in consultation with the Chairman, Vice-Chairman and Conservative Group Spokesperson would score a number of potential topics put forward.

3.3 The scoring exercise was subsequently undertaken with the Chairman and a spokesperson for the Conservative Group of this Committee using the scrutiny topic selection assessment, with regard to the Corporate Priorities 2016/17 and the information that had been submitted on each topic.

3.4 The following submitted topics were considered:

- Bickerstaffe Cycle Trials (Phase 2 of the Trials 2016/17)
- Speeding Traffic – Firswood Road
- Cycles in Ormskirk Bus Station
- Highway issues – Cottage Lane/Halsall Lane, Ormskirk
- Improved Planting Skelmersdale Town Centre
- Waste Disposal – Methods of Collection
- Mowing of verges and road islands
- Tourism
- What has become of the operational Police Officers in West Lancashire?

The topic 'Flooding (gullies and grids)' raised at the meeting of the Committee held on 14 July 2016 is the subject of a presentation to the Committee, at this meeting. The topic idea in relation to renewable energy, retained from a past meeting of the Committee, was noted as already being addressed.

4.0 CURRENT POSITION

- 4.1 The Summary of Recommendations – Scoring Result (Appendix A) sets out the overall results of the scoring exercise undertaken.

5.0 PROPOSALS

- 5.1 That the highest scoring topic is selected for inclusion in the Work Programme for the Committee for 2016/17.
- 5.2 That a presentation on the chosen topic be provided, along with a draft Project Plan, in order that work can commence on the chosen topic without delay.
- 5.3 That the recommendations, related to other topic suggestions submitted, as detailed in Appendix A be endorsed and actioned.
- 5.4 It is further proposed that following confirmation of the topic for review that the Work Programme for the Corporate and Environmental Overview and Scrutiny Committee for 2016/17, subject to any amendments, be included on the Council's website.

6.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

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

7.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 7.1 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 the review topic that can be undertaken. These must be contained within existing resources.

8.0 RISK ASSESSMENT

- 8.1 The work of the Committee has to be balanced with other priorities 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.

9.0 CONCLUSION

- 9.1 The topic selection process involves Members applying their knowledge, experience and judgement throughout. Officers can support and advise members on topic selection having regard to the agreed criteria. It is for the Members of the Corporate and Environmental Overview and Scrutiny Committee to decide how they wish to proceed.

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 report does not have a direct impact on members of the public, employees, elected members and / or stakeholders. However, any recommendations coming forward from the selected topic may have an impact on those groups and, if so, this will be assessed when the final review report is prepared.

Appendices

A Summary of Outcome – Topic Scoring Exercise

CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE
SUMMARY OF OUTCOME – TOPIC SCORING EXERCISE
1 SEPTEMBER 2016

Reject Topics - Score 1 - 4

Topic Ref No.	Source	Topic	Outcome
1	Parish Clerk, Bickerstaffe Parish Council	‘Bickerstaffe Cycle Trails’ (Phase 2 of the Trails 2016/17)	<p>It was concluded that there was good evidence that linked the topic to the Council’s key aims and priorities and in relation to impact, minor potential benefits or benefits affecting only one client group. It was noted that the first part of this project had been supported and undertaken by Bickerstaffe Parish Council.</p> <p>Recommendation: Reject. Suggestions on a possible funding stream to be forwarded to the Parish Clerk.</p>
2	A member of the public	‘Speeding Traffic (Firwood Road)	<p>It was concluded that there was no evidence that the topic is related to the Council’s current key aims and priorities resulting in only minor potential benefits / benefits affecting only one ward. It was noted speeding traffic, particular near schools, had been the subject of a previous in-depth review and that traffic calming measures were a responsibility of Lancashire County Council (LCC).</p> <p>Recommendation: Reject. Details to be passed to the County Councillor (West Lancs South) and referred on to Highways at LCC.</p>

Topic Ref. No.	Source	Topic	Outcome
4	A member of the public	‘Highway issues – Cottage Lane/Halsall Lane, Ormskirk	<p>It was concluded that traffic calming was already being addressed as it was understood that LCC are proposing a consultation on various options for traffic calming in the County.</p> <p>Recommendation: Reject. Details to be referred to the County Councillor (Ormskirk West) for response.</p>
6	A member of the public	‘Waste disposal – Methods of collection’	<p>It was concluded that whilst the observations on the subject were welcomed, changes were unlikely to result in improvements for local people.</p> <p>Recommendation: Reject. Comments to be referred to the Director of Street Scene for response.</p>
6a	A member of the public.	‘Pot holes. Hazards for cyclists’	<p>It was concluded that matters related to potholes were already being addressed and that potholes on the highway were the responsibility of LCC.</p> <p>Recommendation: Reject. Comments to be referred on to LCC Highways.</p>
7	A member of the public	‘Mowing of verges and road islands’	<p>It was concluded that these matters were already being addressed.</p> <p>Recommendation: Reject. Comments to be referred to referred to the Director of Street Scene for response.</p>
9	Councillor Kay	‘What has become of the operational Police Officers in West Lancashire?’	<p>It was concluded that there was some evidence that the topic linked to the Council’s key aims and priorities but only indirectly and in relation to impact, minor potential benefits affecting more than one ward, customer and client groups.</p> <p>Recommendation: Reject. Comments to be referred to the Director of Leisure and Wellbeing Services for response.</p>

Possible Topics – 5 – 6

Topic Ref. No.	Source	Topic	Outcome
5	A member of the public	‘Improved Planting – Skelmersdale Town Centre’	<p>It was concluded that there was good evidence linking the topic to the Council's key aims and priorities that could lead to substantial potential benefits affecting one or more wards/customer and client group. However, it was felt that although the topic did not warrant a substantial review it could be the subject of a ‘one off’ presentation to the Committee.</p> <p>Recommendation: That the topic be the subject of a ‘one-off’ presentation at a future meeting of the Committee.</p>
	A member of the public	‘Cycles in Ormskirk Bus Station’	<p>It was concluded that there is good evidence linking the topic to the Council's key aims and priorities and some potential benefits affecting two or more wards/customer/client groups. However, it was noted that cycling in the Borough had been the subject of a previous in-depth review and that although the topic did not warrant another substantial review it could be a subject for a ‘one off’ presentation to the Committee.</p> <p>Recommendation: That the topic be the subject of a ‘one-off’ presentation at a future meeting of the Committee.</p>

Priority Topics 7- 8

Topic Ref. No	Source	Topic	Outcome
8	Councillor Pritchard	‘Tourism’	<p>It was concluded that there is strong evidence linking the topic to the Council’s key aims and priorities and substantial potential benefits community wide ,for a significant proportion or section of the community. Although it was noted that the topic had been the subject of a previous in-depth review, this was several years ago and it could be worthwhile to the Borough as a whole, to undertake the subject at this time.</p> <p>Recommendation: That ‘Tourism’ be recommended as the choice for an in-depth study to be undertaken by the Committee in 2016-17 and to assist the decision of the Committee that a presentation be arranged for the October 2016 meeting.</p>

CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE – PROJECT PLAN
<p>Title: WEST LANCASHIRE TOURISM – THE VISITOR ECONOMY</p>
<p>MEMBERSHIP:</p> <p>Chairman:Councillor N Hennessy Vice-Chairman: Councillor D West</p> <p>Councillors: Barron, Mrs Blake, Blane, Cotterill, Currie, D Evans, Greenall, G Hodson, Kay, McKay, Nixon, Pryce-Roberts and Yates</p>
<p>TERMS OF REFERENCE</p> <ol style="list-style-type: none"> 1. To undertake a review entitled ‘West Lancashire Tourism – the Visitor Economy’ 2. To present a report of the Committee’s findings to Cabinet and Council, as appropriate.
<p>OBJECTIVES</p> <p>The present –</p> <ul style="list-style-type: none"> • To understand the visitor economy in West Lancashire in 2016 • To understand the West Lancashire visitor economy in the sub-regional context of Lancashire and the Liverpool City Region • To understand a private sector perspective of a tourism project, working with the Borough Council and Parish Council <p>The future –</p> <ul style="list-style-type: none"> • To continue to promote West Lancashire as a visitor destination • To continue to work with Marketing Lancashire and continue to develop relationships with the Head of Visitor Economy Development for the Liverpool City Region for the benefit of promoting West Lancashire • To continue to work with businesses and organisations within West Lancashire to promote projects and initiatives that benefit the local economy <p>Comparison –</p> <ul style="list-style-type: none"> • Marketing Lancashire, Lancashire Enterprise Partnership – how they promote West Lancashire as part of the Lancashire visitor offer • Liverpool City Region, Liverpool Enterprise Partnership – how can the Borough Council and Liverpool LEP work together to better promote the visitor offer

Resources -

- The Council's Director of Development and Regeneration will provide technical support and guidance, together with Officers from across the Authority, including Leisure and Wellbeing Services, to be consulted as appropriate.
- External contribution, as appropriate
- Any funding requirements will be included in the final recommendations of the Committee.

INFORMATION

- www.visitlancashire.com
- www.visitliverpool.com
- www.wwt.org.uk/wetland-centres/martin-mere/

Witnesses

Who?	Why?	How?
Representatives from Marketing Lancashire, Lancashire Enterprise Partnership	To provide insight into how West Lancashire is promoted as a visitor destination	<u>Attendance at a meeting, if appropriate or presentation of information.</u>
Representatives from Liverpool City Region, Liverpool Enterprise Partnership	To provide insight into how West Lancashire could be promoted as a visitor destination within the Liverpool City Region	<u>Attendance at a meeting, if appropriate or presentation of information.</u>
Representative from WWT Martin Mere, Burscough	To provide information on this important visitor attraction and how organisations are working together to promote it	<u>Attendance at a meeting, if appropriate or presentation of information.</u>

Site Visits

Where?	Why?
N/A	

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 Officer (LO) – Neil Astles, Assistant Solicitor

Officers reporting as and when required –

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

Paula Huber, Economic Regeneration Manager

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

Reporting Arrangements

The Director of Development and Regeneration, or Officers on his behalf, will contribute as appropriate to aspects of the review relating to West Lancashire as a visitor destination.

The Director of Leisure and Wellbeing, or Officers on his behalf, will contribute, as appropriate, to aspects of the review related to leisure.

The Lead Officer (Director of Leisure and Wellbeing)/Principal Overview and Scrutiny Officer will co-ordinate the generic elements of the review and submit reports as required.

The Corporate and Environmental Overview and Scrutiny Committee to submit its final report and recommendations to Cabinet and Council September/October 2017.

TIME SCALES

Meeting 1 – 13 October 2016

- Introduction of the theme of the topic from the Deputy Director Development and Regeneration, presentation from the Economic Regeneration Manager on the background to the West Lancashire visitor economy
- Review confirmed to commence.
- To agree the Project Plan

Meeting 2 – 1 December 2016

- To consider a presentation from Marketing Lancashire on the Lancashire visitor economy and how West Lancashire is promoted as a visitor destination
- To agree and review the Project Plan

Meeting 3 – 2 March 2017

- To consider a presentation from Liverpool City Region to provide some insight into how we could work together on joint promotion of the visitor economy

Meeting 4 – ??July 2017

- To consider a presentation from WWT Martin Mere on their ambitions for this important visitor attraction and how organisations, including the Borough Council can help with promotion and marketing
- To agree the draft final report and final recommendations for submission to Cabinet and Council, if applicable in September/October 2017.

Cabinet – ?? September 2017

Submission of final report

Council - ?? October 2017

To receive the final report, if applicable.

INFORMATION GATHERED

CONCLUSION

RECOMMENDATIONS

[illegible]

REVIEW DATE –

(Usually 6 months after the final recommendations have been approved.)

