



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

---

23 June 2016

<p><b>CORPORATE AND ENVIRONMENTAL OVERVIEW &amp; SCRUTINY COMMITTEE COUNCIL YEAR 2016/17 MEMBERS UPDATE – JUNE 2016 – ISSUE 1</b></p>
---

The content of this MEMBERS UPDATE covers all the services provided by the Planning Committee.

If a Member wishes to receive further information on anything in the Update, please contact the officer named at the beginning of the article.

If a Member wants to place an item on the Committee agenda in connection with any article in the Update, please provide it to [member.services@westlancs.gov.uk](mailto:member.services@westlancs.gov.uk) or telephone 01695 585017 by 12 noon on Friday 1 July 2016.

The Press are asked to contact the Consultation and Communications Manager for further information on this Update.

---

**MEMBERS ITEM / COUNCILLOR CALL FOR ACTION**

If a Member wants to place an item on the Corporate and Environmental O&S Committee Agenda, please complete the attached Member Item/Councillor Call for Action Pro – Forma (Appendix B) and return it to Member Services, 52 Derby Street, by **12 noon on Friday 1 July 2016**

---

<b>1.</b>	<b>GENERAL</b>	
A	MINUTES OF ONE WEST LANCASHIRE BOARD - THEMATIC GROUPS	1 - 2
B	MINUTES OF LANCASHIRE COUNTY COUNCIL'S HEALTH SCRUTINY COMMITTEE	3 - 4
C	MINUTES OF THE LANCASHIRE POLICE AND CRIME PANEL	5 - 6
D	GOVERNMENT CONSULTATION ON EXTENDING LICENSING FOR HOUSES IN MULTIPLE OCCUPATION	7 - 16
E	LISTING OF DOMESTIC VIOLENCE CASES - CONSULTATION RESPONSE	17 - 20
F	REVENUE & BENEFITS SERVICE - UPDATE	21 - 32
G	HOUSING AND PLANNING ACT 2016	33 - 38
<b>2.</b>	<b>PERFORMANCE MONITORING</b>	
A	MONITORING OF FORMAL COMPLAINTS	39 - 54
B	CORPORATE DELIVERY PLAN 2015/16	55 - 70
C	ORGANISATIONAL RE-ENGINEERING UPDATE - 2016	71 - 76
D	WEST LANCASHIRE ECONOMIC DEVELOPMENT STRATEGY 2015 - 2025 - YEAR 1 PROGRESS REPORT	77 - 94
<b>3.</b>	<b>ACTION TAKEN UNDER DELEGATED AUTHORITY</b>	
A	COMMUNITY CHEST GRANTS	95 - 98
B	EXEMPTION FROM CONTRACT PROCEDURE RULES - CCTV	99 - 102
C	EXEMPTION FROM CONTRACT PROCEDURE RULES - SOCITM	103 106
D	CONSULTATION ON CHANGES TO THE LOCAL GOVERNMENT TRANSPARENCY CODE 2015	107 118

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

For further information, please contact:-  
 Julia Brown on 01695 585065  
 Or email [Julia.brown@westlancs.gov.uk](mailto:Julia.brown@westlancs.gov.uk)







**3. What have you already done to resolve this issue?**

**Potential means of pursuing an issue before resorting to a Member Item/CCfA:**

- Raise Ward Issue as a 'Patch Problem'
- Discuss issue with an appropriate officer from the Council Service or Agency
- Discuss issue with an appropriate Cabinet member
- Raise the issue with partner agency, eg. Police, PCT, etc.
- Write formal letters on behalf of constituents
- Use official complaints procedure or other official route
- Put forward the issue as a topic for inclusion on an O&S work programme

**The following are potential reasons why your Member Item/CCfA may not be considered further:**

- The issue is an individual case
- You have not explored the issue fully and exhausted all avenues above
- A review into the general issue is included in an O&S work programme
- A petition is being submitted to the Council
- A complaint is being or has been submitted and the outcome is awaited
- A FOI request is being or has been made and the outcome is awaited
- Scrutiny of the issue is unlikely to result in improvements for local people
- The issue has been the subject of Executive Call In
- The issue has been the subject of a Council Motion / Question
- The issue is urgent and could be more speedily resolved by other means
- The issue is an 'excluded matter' (Constitution 18.3)

**FOR MEMBER SERVICES USE ONLY**

Received by:	Date of Committee:
Date: _____ Time: _____	Managing Director Informed <input type="checkbox"/>
Head of Service informed <input type="checkbox"/>	Chairman informed <input type="checkbox"/>
Contact Officer informed <input type="checkbox"/>	Portfolio Holder informed <input type="checkbox"/>









## ARTICLE NO: 1A

### **CORPORATE & ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE:**

**MEMBERS UPDATE 2016/17  
ISSUE: 1**

---

**Article of:** Borough Solicitor

**Contact for further information: Mrs. J Brown (Extn 5065)**  
**(E-mail: [julia.brown@westlancs.gov.uk](mailto:julia.brown@westlancs.gov.uk))**

---

**SUBJECT: MINUTES OF ONE WEST LANCASHIRE BOARD – THEMATIC  
GROUPS**

---

Wards affected: Borough wide

#### **1.0 PURPOSE OF ARTICLE**

1.1 To notify Members of the latest notes/minutes of meetings of One West Lancashire Board - Thematic Groups available on the Board's website.

---

---

#### **2.0 BACKGROUND**

2.1 The West Lancashire Local Strategic Partnership was dissolved on 31 March 2013 and its successor partnership arrangement 'One West Lancashire' was established. Minutes of the Thematic Groups will continue to be received by the One West Lancashire Board and reported to Members via future issues of this Members' Update.

2.2 The following notes/minutes have been included since the last edition of this Members Update:

- Transport – 15 December 2015
- Skills, Training & Employment – 24 November 2015 and 16 February 2016
- Ageing Well Partnership – 7 December 2015
- People and Communities – January 2016
- Community Safety Partnership – 27 January 2016

They can be accessed on the One West Lancashire Board's web page at:  
<http://www.onewestlancs.org/thematic-groups.html>

### **3.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

3.1 There are no significant sustainability impacts associated with this article, and in particular no significant impact on crime and disorder. The Thematic Groups were established in order to achieve the objectives of the Sustainable Community Strategy.

### **4.0 FINANCIAL AND RESOURCE IMPLICATIONS**

4.1 There are no significant financial or resource implications arising from this article.

### **5.0 RISK ASSESSMENT**

5.1 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 article.

---

---

#### **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 Article 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**

None.



**ARTICLE NO: 1B**

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE:**

**MEMBERS UPDATE 2016/17  
ISSUE: 1**

---

**Article of: Borough Solicitor**

**Relevant Portfolio Holder: Councillor Wright**

**Contact for further information: Mrs J A Ryan (Extn 5017)  
(E-mail: [jill.ryan@westlancs.gov.uk](mailto:jill.ryan@westlancs.gov.uk))**

---

**SUBJECT: MINUTES OF LANCASHIRE COUNTY COUNCIL'S HEALTH SCRUTINY  
COMMITTEE**

---

Wards affected: Borough wide

## **1.0 PURPOSE OF ARTICLE**

- 1.1** To keep Members apprised of developments in relation to Health Overview and Scrutiny in Lancashire.
- 
- 

## **2.0 BACKGROUND AND CURRENT POSITION**

- 2.1** The Health and Social Care Act (2001), subsequently superseded by the National Health Service Act 2006 and the Health and Social Care Act 2012, extended the powers of Overview and Scrutiny Committees of local authorities responsible for social services functions to include the power to review and scrutinise matters relating to the health service in their areas.
- 2.2** The Health Scrutiny Committee at Lancashire County Council exercises the statutory functions of a health overview and scrutiny committee. The Membership of the Committee includes twelve non-voting Co-opted District Council Members, West Lancashire's representative is Councillor Savage.
- 2.3** To ensure that Members receive regular updates on the work being undertaken by the Committee and to provide an opportunity to feed back any comments via the Council's representative, a copy of the County Council's Health Scrutiny Committee minutes are attached.

### **3.0 SUSTAINABILITY IMPLICATIONS**

3.1 There are no significant sustainability impacts associated with this update.

### **4.0 FINANCIAL AND RESOURCE IMPLICATIONS**

4.1 There are no financial and resource implications associated with this item except the Officer time in compiling this update.

---

---

#### **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 article 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**

Minutes of the Health Scrutiny Committee:-

#### **[Minutes of Health Scrutiny Committees](#)**

1. 24 November 2015
2. 26 January 2016
3. 15 March 2016
4. 26 April 2016
5. 24 May 2016



**ARTICLE NO: 1C**

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE:**

**MEMBERS UPDATE 2016/2017  
ISSUE: 1**

---

**Article of: Borough Solicitor**

**Relevant Portfolio Holder: Councillor Wright**

**Contact for further information: Mrs. J.A. Ryan (Extn 5017)  
(E-mail: [jill.ryan@westlancs.gov.uk](mailto:jill.ryan@westlancs.gov.uk))**

---

**SUBJECT: MINUTES OF THE LANCASHIRE POLICE AND CRIME PANEL**

---

Wards affected: Borough wide

## **1.0 PURPOSE OF ARTICLE**

- 1.1** To advise Members of the Minutes in connection with the Lancashire Police and Crime Panel held on 12 October 2015, 25 January 2016 and 8 March 2016 for information purposes.
- 
- 

## **2.0 BACKGROUND AND CURRENT POSITION**

- 2.1** To keep Members apprised of developments in relation to the Lancashire Police and Crime Panel in Lancashire.

## **3.0 SUSTAINABILITY IMPLICATIONS**

- 3.1** There are no significant sustainability impacts associated with this update.

## **4.0 FINANCIAL AND RESOURCE IMPLICATIONS**

- 4.1** There are no financial and resource implications associated with this item except the Officer time in compiling this update.
- 
-

## **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**

Minutes of the Lancashire Police and Crime Panel held 12 October 2015:-

[Minutes of 12 October 2015](#)

Minutes of the Lancashire Police and Crime Panel held 25 January 2016:-

[Minutes of 25 January 2016](#)

Minutes of the Lancashire Police and Crime Panel held 8 March 2016:-

[Minutes of 8 March 2016](#)



## ARTICLE NO:

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE**

**MEMBERS UPDATE 2016/17  
ISSUE: 1**

---

**Article of: Director of Leisure and Wellbeing**

**Contact for further information: Mrs Lucy Weston  
(E-mail: [lucy.weston@westlancs.gov.uk](mailto:lucy.weston@westlancs.gov.uk))**

---

**SUBJECT: GOVERNMENT CONSULTATION ON EXTENDING LICENSING FOR  
HOUSES IN MULTIPLE OCCUPATION.**

---

Wards affected: Borough wide

## **1.0 PURPOSE OF ARTICLE**

- 1.1 To update Members on the government consultation paper to widen mandatory licensing for Houses in Multiple Occupation and the likely implications and actions required for West Lancashire Borough Council.
- 
- 

## **2.0 BACKGROUND**

- 2.1 The DCLG have recently consulted Local Authorities on extending mandatory licensing for Houses in Multiple Occupation. The current Regulations require all 3 storey HMOs with shared facilities and 5 occupants or more to be licensed. The consultation proposes to extend mandatory licensing to also include two and possibly one storey properties (including flats) and also badly converted self-contained flats; these are the blocks of flats converted without the appropriate Building Regulation approval.
- 2.2 The DCLG are also proposing to introduce Regulations governing minimum room sizes in Houses in Multiple Occupations particularly bedrooms, this is to avoid unnecessary appeals. The Local Authority will still be permitted to set its own room size standards but these must not be less than the national minimum room size standards if they are introduced.
- 2.3 A copy of the government consultation document; Extending mandatory licensing of Houses in Multiple Occupation and related reforms (A technical discussion document) can be viewed on line at:  
<https://www.gov.uk/government/consultations/extending-mandatory-licensing-of-houses-in-multiple-occupation-and-related-reforms>

The Private Sector Housing Team in consultation with the Portfolio Holder submitted a response by 'survey monkey' on the 17<sup>th</sup> December 2015. A summary of the questions and answers are provided in Appendix 1.

### **3.0 CURRENT POSITION**

- 3.1 There are currently 33 licensed Houses in Multiple Occupation (HMOs) in West Lancashire Borough Council's district. If additional mandatory licensing is introduced the number of properties requiring a license is estimated to be in the region of 300. This estimate is based on information provided by Council Tax and the Edge Hill University accommodation team. Council tax records suggest that there are 503 HMO's in the district but not all of these will have five or more occupants. The University currently has 142 private rented properties registered with them which can accommodate five or more occupants. Not all landlords and property management agents register their properties with the University and we know that this includes some of the larger companies, so we should assume that there could be another 150 properties which will fall under mandatory licensing.

### **4. RESOURCE ISSUES**

- 4.1 As the current mandatory licensing Regulations only cover a very small number of properties there is no dedicated staffing resource for this function. If the government's proposals are implemented, additional staffing resource will be necessary to administer the licensing process and to carry out the necessary inspections and additional enforcement work which will inevitably result.
- 4.2 The current licensing fee for HMO's is £350 and the license is granted for 5 years. Whilst there are no regulations governing licensing fees the legislation (Housing Act 2004 Section 63(3)) allows the Local Authority to charge a fee to cover all of the Local Authorities costs in implementing the licensing and carrying out the inspections.

- **Administration tasks involve:**

- Setting up worksheets and data records.
- Issuing licensing application documents.
- Handling related telephone enquiries.
- Reviewing submitted applications and requesting missing information.
- Carrying out land registry and other information checks.
- Issuing the 'Proposals to License' to relevant persons.
- Dealing with any representations.
- Issuing the License and copies to relevant person.

- **Technical and legal tasks involve:**

- Inspect each property, under the HHSRS (housing health and safety rating system) and other relevant guidance documents, to ensure compliance with HMO Regulations.
- Where relevant issue 'Schedules of Work'.
- Where necessary carry out revisits.



Undertake annual/ bi annual inspections, in accordance with policy.

- **Costs which cannot be covered by the licensing fee are**

Inspections in response to complaints.

Enforcement action under Part 1 of the Act (this is because there are separated fees for issuing enforcement notices such as Improvement Notices and Prohibition Orders).

- 4.3 The cost of delivering this service is currently being reviewed and new licencing fees could be set to cover all or some of the costs incurred. A review of licensing fees charged by other Local Authorities shows that licensing fees varying considerably from £491 in Oxford up to £1200 in Bristol – this is based on data from five local authorities - April 2014 fees.
- 4.4 Some authorities charge more for late applications / unlicensed premises and some charge less for renewals, particularly where the property is in good condition.
- 4.5 As a license is for 5 years some authorities allow payment by annual instalments provided payment is by direct debit.
- 4.6 The Lancashire Housing Enforcement Officers group are intending to collate similar information for each of the Lancashire Authorities in the near future.

## **5.0 GUIDANCE ON COMPLIANCE**

- 5.1 The Private Sector Housing team have produced a guidance document for standards in Houses in Multiple Occupation for West Lancashire Borough Council, but this has not been formally adopted by the Council. This guidance document was developed by the Lancashire Authorities' 'Housing Enforcement Officers Group' and has been adopted by a number of Lancashire Authorities and amended to reflect each authority's local circumstances and their priorities.
- 5.2 If mandatory licensing is extended, the Private Sector Housing Team will seek adoption of this document. The guidance document has proved to be of assistance to landlords in setting the standards expected for compliance with HMO management regulations. The adoption of this guidance will also support the enforcement officers and help achieve consistent standards in all HMOs. An electronic copy of this document can be provided on request.

## **6.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

- 6.1 The article is for information only, to update Members of the Local Authority's response to a consultation on extending mandatory licensing for Houses in Multiple Occupation and to provide further advice on the implications to the Local Authority if these proposals are adopted and are incorporated into the HMO Regulations. Consequently there are currently no sustainability implications / issues for the community strategy.

## **7.0 FINANCIAL AND RESOURCE IMPLICATIONS**

7.1 There are likely to be both financial and resource implications if mandatory licensing is extended as proposed in the governments' consultation paper, as discussed in 4.0 above, but at this stage we are unable to confirm the exact implications until we are made aware of the outcome of this consultation.

## **8.0 RISK ASSESSMENT**

8.1 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 article.

---

---

### **Background Documents**

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

Other References include

Extending mandatory licensing of Houses in Multiple Occupation (HMOs) and related reforms (A technical discussion document) can be viewed on line at:

<https://www.gov.uk/government/consultations/extending-mandatory-licensing-of-houses-in-multiple-occupation-and-related-reforms>

West Lancashire Borough Councils Standard for Houses in Multiple Occupation  
September 2013.

An electronic copy of this document can be provided on request from the Private Sector Housing Team.

### **Equality Impact Assessment**

This article is for information only and 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 1 Summary of questions and answers provided.

## **Appendix 1**

### **A summary of the questions and answers provided**

**Q1. Should mandatory HMO licensing (a) cover all relevant HMOs regardless of their number of storeys or (b) should only apply to buildings of two storeys?**

Mandatory HMO licensing should cover all HMO's with 5 occupants or more, this will generate income for Local Authorities to resource regular inspections which will raise standards and provide consistency. The regulations available for licensed HMOs will ensure that the numbers and types of facilities available to tenants, such as the number bathrooms and kitchen facilities will be standardised and will be more easily enforceable.

**Q2. *Local authority respondents only:* How many additional HMOs in your area would be covered by extending the scope of mandatory licensing to:**

**(a) Include two storey buildings occupied by at least 5 persons?**

The Local Authorities can only provide the total number of HMOs that we are aware of (i.e. HMOs with at least 2 households and 3 occupants). We cannot provide a breakdown according to the number of occupants / storeys.

This information can be sourced from the BRE but at a cost of £3000.

Total number of HMOs in the district is 503.

**(b) two and single storey buildings occupied by at least 5 persons?**

(As above).

**Q3. Is five people in at least two separate households the correct threshold? If no, please state what you think the threshold should be with reasons.**

Yes.

**Q4. Should poorly converted blocks of flats be brought within the scope of mandatory licensing?**

Yes – As Section 257 HMO's are normally higher risk for fire safety and are often badly converted. Without licensing these properties are infrequently inspected.

**Q5. *Local authority respondents only:* How many additional properties in your local authority area would be affected if poorly converted blocks of flats were subject to mandatory licensing? (Please provide a numerical estimate)**

Most of the flats in Skelmersdale are purpose built but there will be a small number of Section 257 flats in Ormskirk. Whilst we have no firm information, there are likely to be <50 such properties in West Lancashire.

**Q6. *Should mandatory licensing be extended to include all flats in multiple occupation above and below business premises?***

Yes – if the government wish to license 2 storey houses in multiple occupation with 5 or more occupants then it would seem reasonable to require any flats in multiple occupation which are above the ground floor and with 5 or more occupants to also be licensed.

**Q7. *Local authority respondents only:* How many flats in your local authority area would be affected if flats in multiple occupation occupied by at least five persons were subject to mandatory licensing? (Please provide a numerical estimate)**

We have no data but would estimate <10.

**Q8. *Local authority respondents only:* Under the current regime how many HMO decisions are appealed against to the First Tier Tribunal in your local authority area per year?**

We have had no appeals to the First Tier Tribunal.

**Q9. *Do you think extending the scope of mandatory licensing will result in more appeals being made in your local authority area? If yes, how many do you estimate?***

Yes, by a very significant number – Section 257 HMO's are the most likely to be subject to appeal for the reasons provided under Q23.

**Q10. *How many non-licensable HMOs in your area have been subject to enforcement action for hazardous conditions? (Please provide a numerical estimate.)***

Two.

**Q11. How does this compare with licensed HMOs?**

Twice as many.

**Q12. How many non-licensable HMOs in your area have experienced fires? (Please provide a numerical estimate.)**

One.

**Q13. How does this compare with licensed HMOs?**

There have been non in licensed properties.

**Q14. What are the most significant problems routinely encountered in non-licensable HMOs?**

Overcrowding, damp and mould a lack of fire safety and inadequate bathroom/ kitchen facilities.

**Q15. What remedies (if any) are required to address those problems and how much do they cost?**

Reduce the number of occupants, improve background ventilation and heating, install fire detection and improve the means of escape e.g. provision of thumb turn locks, fire escape windows, improvements to fire doors.

The most significant cost to the landlord is loss of rental income. We do not have any average costs.

**Q16. Should there be minimum national room sizes for sleeping accommodation in HMOs?**

Minimum room size standards for sleeping accommodation would be a start but this would not resolve the issue of overcrowding in HMOs. More importantly there should be national room size standards for bedsits where the occupant has to use their sleeping accommodation for other function e.g. as a lounge/study or for dining. Consistent standards will prevent appeals and would be welcome by all legitimate landlords.

**Q17. Do you agree the standard should be in line with section 326 of the Housing Act 1985?**

Yes – for sleeping accommodation.

**Q18. Do you agree with the proposed removal of the exemption for family members from selective licensing?**

West Lancashire does not operate any selective licensing schemes so has no comments.

**Q19. Is the information required to be given in common with all applications for a licence necessary and relevant? If not please state which are not and give your reasons.**

Yes – application forms have already been altered for re licensing to remove the need to provide the same information twice.

**Q20. Should further or different information be required on an application for a licence?**

No.

**Q 21. Could any information that is required be given in a simpler way? If yes, how?**

No.

**Q22. Should personal information be removed from subsequent licensing applications for other properties where that information is identical to that provided in the first application?**

NO – This information is essential information and removing it would lead to mistakes and confusion and would leave the Local Authority having to search systems to find the applicants details.

Under our current administration systems an applicant can complete their application form(s) electronically – our application form can be provided as a word document - they can input any information which they may need to repeat and save as a template document for multiple applications.

**Q23. Is there anything else you want to tell us about these proposals (as set out in parts 1, 2 or 3 of this paper)?**

In relation to Section 257 HMO's :

To make the licensing of these types of properties straight forward, all converted blocks of flats without the relevant Building Standards should fall under mandatory licensing (i.e. without the requirement for more than a 1/3<sup>rd</sup> of occupiers being tenants). This can be justified as many of these blocks need upgrading despite tenure and it should be the Freeholder(s) responsibility to apply for the licensed and arrange for any necessary works to the common areas of the property. This would avoid conflict between leaseholders when a block becomes licensable due to an increase in the number of tenanted flats.

Alternatively licensing of these types or HMOs could be restricted to those properties where the freehold and all leaseholds are under the control of one company or landlord.

In relation to enforcement of HMO regulations in Section 257 HMOs:

Currently enforcement can be problematic due to the following:

The number of relevant persons i.e. leaseholder(s) Freeholder(s) mortgage companies /or other lenders.

A lack of regulations, leaving Local Authorities having to serve Improvement Notices under HHSRS assessments (Housing Health and Safety Rating System), which are subject to argument and can lead to appeal.

If licensing is introduced this should be used to simplify enforcement.

## **Appendix 1 – Consultation questions and responses.**

### **Question 1.**

**Do you agree with the proposal to list Domestic Violence cases in Lancashire in one venue? If not, why not?**

#### Response

Whilst we must acknowledge that the Domestic Violence court in Ormskirk is set to close in June anyway and thus our cases would have gone elsewhere, we have concerns over the distances victims will be expected to travel as cases will not even be heard a court in a neighbouring area (such as Leyland). As such we do not agree.

### **Question 2.**

**Please describe any particular impacts the document has not already considered that should be taken into account and why?**

#### Response

Victims of Domestic Violence will clearly be vulnerable and it can be difficult to get them to engage in the court process, even when it is local to them. In addition, they may not have appropriate access to a vehicle. It is recognised that there are poor transport links between parts of West Lancashire (particularly Skelmersdale) and Preston. As such, it may be difficult for people to attend the relevant court hearings. This may deny victims to provide useful evidence of how the impact of the issue has affected them and therefore the Magistrates may not receive “the full picture”.

### **Question 3**

**Please indicate any viable alternatives for listing Domestic Violence cases which you would like to put forward with a brief explanation why you consider this to be more appropriate.**

#### Response

Other cases which would have gone to Ormskirk magistrates courts are being split with Skelmersdale cases going to be heard in Wigan. This is an acknowledgement of the better transport links between Skelmersdale and Wigan. These improved transport links may result in a better attendance rate at court.

### **Question 4**

**Do you have any other observations or comments about any of the issues raised in this Consultation Paper**

#### Response

Not at this time





## ARTICLE NO:

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE**

**MEMBERS UPDATE 2016/17  
ISSUE: 1**

---

**Article of: Director of Leisure and Wellbeing**

**Contact for further information: Mr A Hill (Extn. 5243)  
(E-mail: [a.hill@westlancs.gov.uk](mailto:a.hill@westlancs.gov.uk))**

---

**SUBJECT: LISTING OF DOMESTIC VIOLENCE CASES – CONSULTATION  
RESPONSE**

---

Wards affected: Borough wide

### **1.0 PURPOSE OF ARTICLE**

1.1 To advise Members of a recent response made to a consultation.

---

### **2.0 BACKGROUND**

2.1 The Council has in place a procedure in relation to responses to consultations. In cases where there is insufficient time to take an issue to Committee, responses can be agreed with the relevant Portfolio Holder and sent to meet a specific deadline.

2.2 The Cumbria and Lancashire Judicial Business Group recently ran a consultation on the listing of Domestic Violence cases between 28<sup>th</sup> April and 10<sup>th</sup> June. Members were notified of this consultation by email on the 6<sup>th</sup> May 2016.

2.3 The consultation concerned moving any Lancashire Domestic Violence cases to either a centrally located court or just a few courts, in Lancashire.

### **3.0 ISSUES**

3.1 As Ormskirk Magistrates Court is due to close at the end of June, legal cases, including domestic violence cases, for West Lancashire are due to be heard in another court anyway. However, other cases are being split between Wigan (Skelmersdale cases) and Preston (other West Lancashire cases) to reflect the good communication links between Skelmersdale and Wigan.

3.2 Whilst not all victims of domestic violence attend court to give evidence, their experience(s) do help the Magistrates gain a good idea of the situation and the impact of the abuse and as such their attendance is welcomed. Obviously they are likely to be vulnerable and may not have access to a vehicle, so to make it

difficult for them to attend via public transport may just be too much of a barrier to their attendance.

3.3 The consultation was discussed at the West Lancashire Community Safety Partnership (WLCSP) and the comments that were received related to encouraging attendance at court and making it as easy to attend as possible.

3.4 These comments were supported by the Leader and the Portfolio Holder.

#### **4.0 ADDITIONAL INFORMATION**

4.1 On Thursday 9<sup>th</sup> June the comments attached at Appendix 1 were sent to the HM Courts and Tribunal Service on behalf of both the Council and the WLCSP.

#### **5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

5.1 There are no significant sustainability impacts associated with this report/update and, in particular, no significant impact on crime and disorder.

#### **6.0 FINANCIAL AND RESOURCE IMPLICATIONS**

6.1 There are no additional financial implications for the Council in relation to this consultation.

#### **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.

---

---

### **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 to reply to the consultation 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 1 – Consultation questions and responses.



**ARTICLE NO:**

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE**

**MEMBERS UPDATE 2016/17**

**Issue: 1**

---

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

**Contact for further information: Claire Hall ( 07786 197194)**  
**(E-mail: [claire.hall@BTLancashire.co.uk](mailto:claire.hall@BTLancashire.co.uk))**

---

**SUBJECT: REVENUES & BENEFITS SERVICE UPDATE**

---

Wards affected: Borough wide

## **1.0 PURPOSE OF ARTICLE**

1.1 To provide an update of the National and Local Developments which are directly impacting on the Revenues & Benefits Service, the Council and residents of the Borough.

---

## **2.0 BACKGROUND**

2.1 The Welfare Reform Act 2012 put in place significant changes to the benefits system. Members have previously received updates and briefings on the roll-out of these reforms. The last Member briefing was given in February 2016 by the Director of Revenues & Benefits (BTLs) and the Employer and Partnership Manager (DWP).

2.2 The report attached at Appendix A outlines recent and forthcoming changes at a national and local level which will continue to impact on West Lancashire.

2.3 Members are reminded that residents who are concerned about these changes can be referred to appropriate agencies for expert advice and guidance for example including, for Council tenants, the Rent and Money Advice Service.

## **3.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

3.1 There are no significant sustainability impacts associated with this article and, in particular, no significant impact on crime and disorder. The article has no significant links with the Sustainable Community Strategy. Whilst Welfare Reform has links to the economy and jobs and quality and accessible services, the article itself is giving information for which there are no recommendations for action.

#### **4.0 FINANCIAL AND RESOURCE IMPLICATIONS**

4.1 Reports are produced for Cabinet and / or Council as appropriate to ensure that any financial implications from the reforms are considered and addressed.

#### **5.0 RISK ASSESSMENT**

5.1 Failure to manage the impact of Welfare Reforms is included as a Key Risk on the Council's Strategic Risk Register. This report provides an update on how these reforms are being managed to provide assurance to Members that appropriate action is being done to address the issues involved.

---

---

#### **Background Documents**

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

#### **Equality Impact Assessment**

This article is for information only and 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: Revenues & Benefits Service Update.

# BT Lancashire Services

## Revenue & Benefits Service Update - May 2016

18th May 2016

### PURPOSE

The purpose of this briefing note is to provide an overview of both the National and Local Developments which are directly impacting the Revenue & Benefits (R&B) Service and as such the Council and residents of the Borough, and to highlight the potential impact of these developments.

### NATIONAL DEVELOPMENTS

There are some significant changes ahead within the R&B Service in the next 12-24 months which will not only impact on those receiving services but could have significant implications on the delivery of the R&B Service and indeed the Councils Medium Term Financial Planning. Key developments will affect; Business Rates, Benefits, the Council Tax Support Scheme and Universal Credit, further details of the changes are summarised below;-

#### **Business Rates (NNDR) & Revaluation**

There are many changes underway nationally surrounding the calculation, generation, valuation, billing and collection of Business Rates. Some of the key areas are summarised below;-

- a) *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 1 April 2010 and so a considerable shift in valuations is anticipated. As a result of this it is likely that a "transitional relief (TR)" scheme may be introduced if this happens.

In October 2016 draft rateable values will become available online and local businesses will be required to check the details the VOA hold about their property are correct. Failure to do so may result in them paying an incorrect amount in business rates.

Government have recently completed consultation on the appeals process and will also soon be consulting on changing the revaluation period from 5 years to 3 years.

- *Small Business Rate Relief (SBRR):* In the Spring Budget the Chancellor announced proposals which we are awaiting to be passed, that from April 2017 small businesses that occupy properties with a rateable value of £12k or less will not be required to pay business rates, this level of exemption is currently only provided to businesses with a value of £6k or less. There will also be a tapered rate of relief on properties worth from £12k up to £15k which again will provide further relief for small to medium sized businesses.
- *Devolution Revolution & Pooling:* Historically, money collected by business rates was pooled nationally, and redistributed as grants to Councils. However in recent years the Government have changed this system so that the Council retains some of its business rates income. A consultation surrounding business rates is due to be completed in Summer 2016, which could mean that by 2020 Councils will be able to retain more of the business rates raised in their area and will be given increased powers to vary rates in order to boost growth. However at the same time it is expected that grant funding to Councils will be reduced and that they maybe asked to take on additional burdens.

Lancashire Authorities have already agreed to a local rates pool which has recently come into effect in April 2016. This allows those Authorities in the pool who currently pay a levy to the government to retain up to 90% of rates collected over the baseline figure, and thus keep more revenue locally to support the Councils Budget.

- *Billing & Collection:* From 2022 it is planned that there will be links between the Council systems and HMRC digital tax accounts in order that businesses can manage their accounts in one place. The intention is to introduce national standardised bills and have an online bills and payments system in operation by April 2017. Further details are awaited.
- *Annual Indexation:* From April 2020 taxes for all businesses paying rates will be reduced, by switching the annual indexation rate from RPI to CPI, this represents a small reduction each year from 2020.

**Impact:** The changes surrounding Business Rates will impact upon all Businesses across the Borough, the R&B Service and the Council's finances.

Small to medium sized business will benefit from the SBRR and tapering relief changes which come into effect April 2017. The estimated impact of this change on businesses within West Lancashire using values as at 30/3/2016 are;-

- Approximately 2,100 properties will benefit from SBRR as from 1<sup>st</sup> April 2017, this is in comparison to 765 which currently receive SBRR under the £6k limit
- Approximately 150 properties will benefit from the new tapered relief scheme as from 1<sup>st</sup> April 2017, this is in comparison to 382 properties currently

All other businesses across the Borough will be affected by the revaluation, and in undertaking any form of revaluation there are likely to be winners and losers. A transitional relief scheme if introduced will mitigate the impact of any significant variations.

**The Council** will be impacted by the changes as they are potentially allowed to keep more of the local Business Rates collected and will receive some increased powers, but may also be asked to take on additional burdens akin to the Council Tax Support Scheme implemented in April 2013. There are advantages to this approach as Councils will have greater powers in trying to raise and maximise Business Rates through promoting growth in their area, but there will also be significant risks attached to the fact that they may receive less grant funding and may have to pick up additional burdens.

Whilst the preparation for the revaluation will be led by the VOA, the R&B Service will need to liaise closely with them and local rate payers to ensure resultant Rating Lists are accurate and up to date. The Service will also endeavour to fully support the council in preparing for the full NNDR Retention from 2020 by maximising rating liability using local intelligence and actively communicating with local business community.

### **National Housing Benefit Scheme (HBS)**

Many different measures were announced in the July 2015 Budget and Autumn Spending Review which may have an impact on the residents of the Borough receiving or wanting to apply for Housing Benefit in 2016 and 2017. Some of the key changes are listed below:-

The following benefit changes have very recently been implemented in 2016:

- Four year benefits freeze for working age people - as from 1 April 2016
- Lowering benefit cap from for couples £26k to £20k and £13.4k for adults with no children – to be introduced on a regional basis during Autumn/Winter 2016/17
- Housing Benefit backdating to be reduced from 26 to 4 weeks – as from 1<sup>st</sup> April 2016
- Family premium removed from Housing Benefit – as from 1<sup>st</sup> May 2016 (for new claimants)

- From Summer 2016 payments of Housing Benefit and Pension Credit to claimants who travel outside of Great Britain for longer than four consecutive weeks will end
- As from the 6th April 2016 new Pension Credit customers will have to report all changes of circumstances as they happen and their awards will be revised at the point of change. All Pension Credit cases will be reviewed periodically other than people with an existing assessed income periods.

The following further changes will be made after 2017:

- Limit child tax credits and Housing Benefit to account for a maximum of 2 children (born after 2017)
- Remove entitlement to housing support costs (Housing Benefit equivalent) for 18-21 year olds.
- Housing Benefit or housing costs paid to tenants in the social rented sector will be capped to LHA (Local Housing Allowance) rate. (Whilst this applies from 1/4/18 it will impact on tenants who have accepted a tenancy from 1/4/16).

Whilst the above measures alone are likely to reduce claimant income other measures which have been introduced by Government such as the rise in the National Minimum and Living Wage and the increase in Personal Tax Allowance are likely to increase the income of some individuals and families.

***Impact on Social Tenants*** - whilst there will be some exemptions to the general changes highlighted above, the majority of new tenants from 1/4/16 who are 35 and below and pensioners could be affected.

The LHA rate is based on a single room allowance for those 35 years old and younger or for those above for the size of accommodation required. The single room allowance will be insufficient to cover all the full rental cost of a 1 or 2 bed roomed flat. Also the LHA is unlikely to cover the cost of sheltered housing rents which may have to reflect the cost of providing the support service needed by this client group.

The Government has recognised that there are some issues around the provision of supported housing for the elderly e.g. sheltered housing and has agreed to allow rents to increase using the formula of CPI + 1%. Further, it has been agreed for Landlords to charge up to a 10% increase in rents for new supported tenants and has agreed to review the rent provision over the next 12 months. It is anticipated that the Supporting People Grant the Council receive will be fully removed from 2017.

In order to gauge the effect of these changes, the impact will be closely monitored by officers within the Housing Service and a review undertaken on the options open to the



Council to ensure that residents can afford to pay rents for accommodation and that the Housing Revenue Account (HRA) can provide the necessary management and maintenance that is appropriate for its tenants.

***Impact on other providers of social and supported housing*** - The information mentioned above will also apply to other social housing providers operating in West Lancashire including supported housing providers such as West Lancashire Women's Refuge and the Birchwood Centre. They will each be considering the impact of welfare reform upon their ability to continue to operate their existing services. In the case of supported housing providers, there will also be further concern and financial pressures due to the anticipated removal of the Supporting People Grant from 2017.

The risk to the Council surrounds the number of properties that it is able to rent to single people and if the change in welfare entitlement means that less people will wish to exercise the opportunity of being housed by the Council, there will be a financial impact to the Housing Revenue Account (HRA). As a consequence of monitoring the position, a small working group has been established which will look at a range of options to minimise the impact to local residents and to attempt to maximise the income that the Council can receive to support its housing business. A further report will be provided to members once the monitoring has been undertaken so that Members are aware of any financial consequences to the Council.

***Further Impact on residents (other than housing):*** The impact of the non-housing related changes on residents in West Lancashire cannot currently be fully quantified, however it is highly likely that some will experience a net reduction on their income levels. For example although we await final figures from the DWP, we are aware that somewhere between 0-199 claimants across the Borough will be impacted by the reduction in the benefit cap later this year.

The funding the Council receives for Discretionary Housing Payments has increased in 2016/17 from £163k to £184k. Officers within the council and BTLS will continue to work closely together to ensure that the allocation of this funding to assist those in greatest need of 'temporary support' to enable them to pay their housing costs is maximised to its full extent.

The R&B Service will also work closely with the DWP and Housing Colleagues to ensure we collectively best advise those affected by the changes and provide appropriate guidance and signposting to support those residents most vulnerable.

### **Council Tax Support Scheme (CTSS) – Consultation**

As you will be aware the CTSS came into effect in April 2013 as a replacement for Council Tax Benefit. The change was from a national benefit to a localised discount

scheme and was introduced with the intention of making savings for Central Government, supporting the localisation agenda and work incentives.

All billing authorities responsible for collecting CT are under a statutory duty to design and agree a CTSS and any changes to that scheme require consultation with stakeholders including residents.

Almost all councils across England designed and implemented a CTSS in April 2013 aligned to their National HBS. As outlined in the above section recent changes have been made to the HB scheme and further changes are planned for 2017, therefore all Councils who have a CTSS aligned to the HBS will be required to consult on whether to make the appropriate changes to keep the two schemes aligned moving forward.

**Impact:** The R&B Service will support the Council to take part in a Pan Lancashire Consultation Process, which will be supported by David Airey and Infusion Research. The consultation is due to be launched in June 2016 and will run for a period of 12 weeks. It is likely to be a web based plus postal consultation exercise and stakeholders will be requested to provide feedback to a range of consultation questions and the resulting data analysis along with an evaluation report will be provided in October 2016 to Council.

We currently have approximately 9,000 claimants in receipt of CTS and the potential impact on these residents if all of the proposed changes were accepted and implemented may result in a reduction of CTS paid out. It is estimated that the financial impact of implementing these changes from April 2017 would be that the Council would pay approximately £23k less CTS in 2017/18 than if the changes were not implemented.

### **Universal Credit (UC)**

As you are aware the implementation of UC will roll six benefits into one and HB which is currently administered locally by the R&B Service will be one of the 6 benefits that will be replaced and be administered centrally by the DWP, for working age claimants.

The roll out of UC is a two stage process for each Local Authority. The first stage introduces digital UC for all new claimants with the second, being a migration of existing HB cases. The latest information currently available on timescales is outlined below;-

- *Full National Digital Service Roll Out* – The transition to Full Roll Out will commence in May 2016 on a relatively small scale with phases 1 and 2 to run through to December 2016 rolling out to 5 JCPs per month. It has been confirmed that West Lancashire will not be part of this initial phase.

The transition to Full Service will expand from February 2017 to include a greater number of LAs, rolling out to 50 JCPs per month. Details of those sites transitioning in 2017 will be release by end of July 2016 and those sites transitioning in 2018 will be released by the end of September 2016.

- *Conversion of stock of existing claims to Housing Benefit to Universal Credit -* With the transition phase complete the migration of people on legacy benefits over to UC will commence in the middle of 2018 with a projected finish date of early 2021. Further details on timescales for this work programme are also expected to be published in due course and work to deliver the conversion will require the DWP, Local Authorities, Housing Associations, HMRC and Citizens Advice to work together in partnership.

There are no plans to move pensionable age claimants away from Housing Benefit (HB) until after UC is rolled out fully. This in effect means that the assessment of HB for pensioners will remain the responsibility of local authorities until 2020.

**Impact:** The roll out and implementation of UC will impact upon the residents of the Borough and the R&B and Housing Services.

Although information may be collected locally residents will have to make claims electronically and they will subsequently be administered at regional processing centres reducing the local level of support available.

The implementation of UC will impact directly on staff within the R&B Service who currently administer benefits for working age claimants. Correspondence received from the DWP confirms that there would be no 'relevant transfer' of staff working on HB today to UC. Although the DWP would expect Councils to take steps to see that staff affected are redeployed, they are mindful of other financial pressures LA`s face and have therefore confirmed that where it is not possible to redeploy affected staff they will meet the full costs of compulsory redundancies. It is important to note that whilst this decision will impact directly on staff within the service the Council does have a strong track record in managing change without requiring compulsory redundancies.

The introduction of UC will also impact on Councils Housing Service, in so much as the risks of not receiving payment for housing rent will increase as UC claimants receive one monthly payment of support directly, from which they will be required to make all relevant payments including payment for their rent allowance. A snapshot taken in November 2015 showed that 37% of UC claims included a housing element and of this figure 19% were already in receipt of additional support and were on alternative payment arrangements (APPA).

### LOCAL DEVELOPMENTS

In addition to the range of National Developments impacting upon the service outlined above there are also two key local recent changes which will impact upon the R&B Services these are summarised below;-

#### **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. We are awaiting further information on designated alternative court locations but it is likely to be either Preston or Wigan Magistrates Court.

**Impact:** This will impact both on residents and the Council / BTLs. Affected residents will have to travel further and as such this will impact upon their time and costs incurred. Similarly it will present challenges for BTLs resourcing court hearings and impact upon staff time and cost, but primarily it could potentially impact on our ability to escalate CT & NNDR non-payers to the more serious collection methods such as bailiffs where necessary. This could impact on our ability to meet SLA targets.

#### **Increase in Council Tax (CT)**

WLBC gross CT 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 CT charges by 3.99%, 0.99% and 1.99%. This has resulted in an overall gross increase in CT at a Council Tax Band D equivalent of 3.39% for 2016/17, compared to 2015/16.

**Impact:** As the increase affects all CT residents the increase will impact approximately 49,000 properties residents across the Borough. In cash terms this will result in an additional £2.4m net collectable income.

In the current economic climate this may present additional challenges in terms of customers meet their CT liabilities and as such BTLs recovering CT debt.

### **CURRENT SERVICE PERFORMANCE**

It is evident from the above that we are anticipating a significant array of developments and change to impact the Revenues & Benefits and arena over the coming months and years and that these may present challenges to the finances of residents and businesses of the Borough, the Council's Budget and the ability of the Service to deliver its SLA Targets.

However it is worth noting that the service is performing really well with the year-end outturn performance against contractual targets for 2015/16 being the strongest performance delivered since the contract commenced. From the information available on Council Tax and NNDR recovery rates we are also performing very well in comparison to other District and Unitary authorities across Lancashire.





## ARTICLE NO:

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE**

**MEMBERS UPDATE  
ISSUE: 1**

---

**Article of: Director of Housing and Inclusion**

**Contact for further information: Mr B. Livermore (Extn. 5200)  
(E-mail: [bob.livermore@westlancs.gov.uk](mailto:bob.livermore@westlancs.gov.uk))**

---

**SUBJECT: HOUSING AND PLANNING ACT 2016**

---

Wards affected: Borough wide

### **1.0 PURPOSE OF ARTICLE**

1.1 To update Members of the Housing and Planning Act 2016

---

---

### **2.0 Background**

2.1 The Housing and Planning Act received Royal Assent on 12th May 2016.

2.2 In summary, the Act makes provision about housing, estate agents, rent charges, planning and compulsory purchase.

### **3.0 Current Position**

3.1 The attached CIH briefing paper at Appendix A gives a flavour of the Act.

3.2 Regulations still need to be put in place for a number of items and reports to Cabinet will follow on individual matters as needed.

### **4.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

4.1 There are no significant sustainability impacts associated with this article 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 article.

### **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 article.

---

### **Background Documents**

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

### **Equality Impact Assessment**

This article is for information only and 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 – CIH Briefing Note.





# What you need to know about the Housing and Planning Act 2016

The Housing and Planning Act 2016 has now completed its passage through parliament and received Royal Assent. It provides the necessary legislation for government to implement the sale of higher value local authority homes, starter homes, pay to stay and a number of other measures, mainly intended to promote homeownership and boost levels of housebuilding in England.

This briefing for CIH members summarises the measures introduced by the new legislation and highlights areas where further details are still to be set out in subsequent regulations.

Although the Act has now become law, this does not mean that all of these measures will immediately come in to force. In many cases the timeline for changes actually being introduced is still not known, however we will update CIH members as more information emerges.

## Main measures contained in the Act

### Extension of the right to buy

- Following a deal struck between the government and the National Housing Federation, whereby housing associations will extend the right to buy to their tenants on a voluntary basis, the Act enables the government to make payments to associations to compensate them for the cost of the discounts on offer
- The Act also allows the government to publish 'the home ownership criteria' (a set of rules for the extension right to buy) and to direct the Homes and Communities Agency to monitor associations' compliance with the criteria.

### Sale of higher value vacant local authority homes

- The Conservative Party manifesto set out plans to require local authorities who have retained ownership of their stock to sell higher value homes as they become vacant. The intention is to use the receipts from these sales to fund the extension of the right to buy to housing association tenants
- The Act enables the government to set out a definition of 'higher value' homes and will create a duty on local authorities to consider selling homes that meet this definition when they become vacant
- The Act allows the government to estimate the amount of money they would expect each individual authority to receive, in each financial year, from sales of higher value homes. Authorities will then be required to pay this amount to the Treasury
- The Act also states that all higher value homes will be replaced with another 'affordable home' (which could be a starter home). In London the replacement rate will be two new homes for every one sold
- Details of both the definition of higher value homes and the mechanism by which the government will calculate the amount owed by each stock retaining authority will be published at a later date. The regulations used to determine these will be discussed in both the House of Commons and the House of Lords before they are implemented

## Starter homes

- The government have previously announced that they intend to build 200,000 starter homes exclusively for first time buyers aged over 23 and under 40, and for sale at 20 per cent below normal market prices. The Act creates a new duty on all local authority planning departments to promote the supply of starter homes in their area
- The Act also allows the government to set regulations requiring starter homes to be included on residential sites as a condition of securing planning permission. However developments in rural exception sites will be exempt
- These regulations will be issued at a later date and government are [currently consulting](#) on the detail of the policy. We will be responding to the consultation.

## Mandatory use of fixed term tenancies

- The Act requires that most new local authority tenancies are granted for fixed terms of between two and 10 years
- However local authorities will be able to grant households containing a child under the age of nine a longer tenancy, which will last until that child reaches the age of 19. The secretary of state will also have the power to allow councils to grant a secure tenancy in some other circumstances, to be set out at a later date
- At the end of a fixed term landlords will have to do a review to decide whether to offer a new tenancy, either on the same or a different property
- The Act also requires that in future successions to secure tenancies, other than when a spouse or civil partner is succeeding, will result in the granting of a fixed term (rather than a secure) tenancy
- Housing associations are unaffected by this section of the Act and will still have discretion to use either assured or fixed term assured shorthold tenancies.

## High income social tenants: mandatory rents (Pay to stay)

- The Act requires local authority tenants with a higher income to pay a higher rent. Initially a 'higher income' will be defined as a household earning more than £31,000 per year, or £40,000 in London. These thresholds will be uprated annually in line with inflation (CPI)
- The Act requires local authority tenants to declare their income to their landlord and allows local authorities to share data with HMRC in order to verify that the information they have been given is correct
- Increased rents will be calculated on a basis of an additional 15p rent for every extra pound earned above the income threshold. However tenants who are in receipt of housing benefit (or who would be eligible to receive it if their rent were increased) will not be affected
- The Act requires local authorities to return any additional rental income generated by the policy (minus administrative costs) to the Treasury
- Housing associations are not subject to the policy. However if they choose to implement a pay to stay scheme, they will also be able to access HMRC data subject to specific conditions.

## Other significant measures

- The Act increases the government's powers where a local authority does not have an up to date local plan. In future the government will be able to direct an individual authority to prepare or revise their local plan, to submit it to independent examination, to publish any recommendations from that examination and to consider whether they should be adopted



- The Act gives the government powers to grant automatic planning consent on any land allocated in a development plan document - the council's role would then be to agree any technical details. The government say that currently they would only use this power for land identified on their new brownfield registers
- The Act includes a package of measures to help tackle rogue landlords in the private rented sector. This includes:
  - allowing local authorities to apply for a banning order to prevent a particular landlord/letting agent from continuing to operate where they have committed certain housing offences
  - creating a national database of rogue landlords/letting agents, which will be maintained by local authorities
  - allowing tenants or local authorities to apply for a rent repayment order where a landlord has committed certain offences (for example continuing to operate while subject to a banning order or ignoring an improvement notice). If successful the tenant (or the authority if the tenant was receiving universal credit) may be repaid up to a maximum of 12 months' rent
- The Bill will allow a private landlord to regain possession of a property they believe to have been abandoned without a court order. They will be able to do this by sending two notices at different times requesting a written response from the tenant. Before they can send the second notice rent arrears must have been accrued. If a third party, such as a charity or local authority, had provided the tenant's deposit, they will also receive a copy of the notices

- The Bill will put a duty on local authorities to ensure they have enough plots of land available for self build to meet local demand.

### What does CIH think?

#### Overall response

We welcome the government's ambition to substantially increase levels of house building and their desire to reverse the decline in home ownership, but are clear that as a country we will not be able to build new homes at the rate required if we build almost exclusively for home ownership. We need to build more homes of all types, including more affordable homes to rent.

We remain concerned about the on going loss of social rented housing, a problem which will be exacerbated by some of the measures in the Act (including the sale of higher value council homes, if these are not replaced, and starter homes, if these are included on sites instead of affordable homes to rent). [Our research has shown](#) that overall, taking right to buy sales, higher value sales and conversions to affordable rent into account, we are likely to have 370,000 fewer homes for social rent by 2020, compared to 2012 levels.

#### Right to buy and the sale of higher value council homes

We are clear that if much needed affordable rented housing is sold, that it must be replaced. However our analysis suggests the revenue generated from higher value sales is unlikely to be enough to both compensate housing associations for the cost of right to buy discounts and to fund replacements. [We have estimated that](#) if additional funding is not provided that up to 7,000 council homes per year could be lost.

We are also concerned that replacements will not necessarily be in the same areas as the homes that have been sold and may not be like-for-like (eg: social rent for social rent).



## Starter Homes

We support the government's ambition to help more people become home owners. However, while starter homes will certainly benefit some people, they will not be affordable for all. It is therefore vital that they are provided alongside, rather than instead of, other affordable options for people on lower incomes.

We remain concerned that if developers are required to make a fixed percentage of homes on each site starter homes, that many of these will be provided at the expense of much needed new affordable homes to rent.

## Mandatory use of fixed term tenancies

It is vital that decisions about how fixed term tenancies are used can be made locally, in order that individual landlords can take local circumstances into account. We are therefore pleased that amendments introduced following negotiation between the Lords and the government have increased the maximum period for which a fixed term tenancy can be offered from five to ten years, or longer in the case of households containing a child under nine.

However we still believe that local authorities should also retain some freedom to continue offering secure tenancies where necessary, as undoubtedly there will be occasions where this is simply much more appropriate than a fixed term.

## Pay to stay

The amendments introduced following concerns raised in the House of Lords, such as annual uprating of the thresholds and confirmation that households in receipt of housing benefit will not be affected, address some of our concerns about this policy.

However we still consider that the thresholds above which rent will be increased are too low and that many households who can not reasonably be classed as 'high earners' will be affected. We also believe that the scheme will lessen incentives for working tenants to increase their income, by reducing the amount of any extra earnings that they are allowed to keep, and will be both complex and expensive for local authorities to administer.

### Find out more

For more information about the Housing and Planning Act, attend one of our events:

- CIH Eastern region Housing and Planning Act event, 8 June 2016 in Cambridge  
**Book your place**
- Housing and Planning Act: Ask CIH - member webinar, 9 June  
**Register now**
- Housing and Planning Act Summit, 21 June in London  
**Book your place**



# Agenda Item 2a

## ARTICLE NO:

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE**

**MEMBERS UPDATE 2016/17  
Issue: 1**

---

**Article of:** **Borough Transformation Manager and Deputy  
Director of Housing & Inclusion**

**Contact for further information: Mrs H Morrison (Extn. 5091)**  
**(E-mail: [helen.morrison@westlancs.gov.uk](mailto:helen.morrison@westlancs.gov.uk))**

---

**SUBJECT: MONITORING OF FORMAL COMPLAINTS (2015/16)**

---

Wards affected: Borough wide

### **1.0 PURPOSE OF ARTICLE**

1.1 To present data on the number of formal complaints received by the Council from April 2015 to March 2016.

---

### **2.0 BACKGROUND**

2.1 Types, numbers and trends in complaints provide a valuable insight into the quality of services and can make a valuable contribution to improving them. In this respect they should also be considered alongside other information such as performance indicators and securing value for money. The Customer Services team is responsible for managing the overall co-ordination of the corporate complaints process.

2.2 The Council defines a complaint as an expression of dissatisfaction about the standard of service, actions or lack of action taken by the Council, or a person or body acting on behalf of the Council, affecting an individual or group of customers. Therefore, the complaints procedure is not simply logging initial service requests e.g. for pest control, missed refuse collections, housing repairs etc. The Council's complaints procedure is attached at Appendix 1.

2.3 If a complainant wishes to pursue an issue further after the Council's own internal procedures have been exhausted, this can be raised with either the Local Government Ombudsman or the Housing Ombudsman, depending on the nature of the complaint.

### **3.0 CURRENT POSITION**

- 3.1 Complaints provide valuable customer feedback and the principal purpose of monitoring and responding to complaints is always to improve service delivery. On the very few occasions where the Council acknowledged that the service was not up to the required standard, the focus is on putting the matter right and preventing any re-occurrence. By taking complaints seriously, the Council is ensuring that all genuine grievances are recognised and action taken to address the issue.
- 3.2 This update provides Members with details of the number of formal complaints received during 2015/16. Data on the number of formal complaints received by each section during this period is set out in Appendix 2 to this report. The numbers recorded are all written expressions of dissatisfaction and are not necessarily substantiated.
- 3.3 During 2015/16 the Council received 74 formal complaints, this shows a reduction of 37 from the previous year i.e. from 111 in 2014/15 to 74 in 2015/16. Following investigation, it was established that 50 of the 74 received were unfounded i.e. the Council had complied with its own policies and procedures. Further details regarding the nature of the specific complaints are provided at Appendix 2.
- 3.4 The details provided at Appendix 2 demonstrate that where there have been genuine complaints/issues these have been dealt with accordingly and wherever possible, improvements have been made to prevent re-occurrence.
- 3.5 The Landlord Services team works closely with tenants to raise standards and drive improvements. In addition to the role played by the Housing and Inclusion Management Team in scrutinising the sections complaints performance, the Tenant Scrutiny Group has responsibility to review Landlord Services complaints performance on a quarterly basis. The group scrutinise performance data, consider any trends and review lessons learned from complaints to ensure that the Council benefits as much as possible from the wealth of information received in the form of complaints to enable necessary improvements to be implemented.

#### **4.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

- 4.1 There are no significant sustainability impacts associated with this article 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 article.

#### **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 article.
- 

### **Background Documents**

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

### **Equality Impact Assessment**

This article is for information only and 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**

1. Complaints Procedure.
2. Formal Complaints Received April 2015 to March 2016.







## West Lancashire Borough Council

### Comments, Compliments and Complaints

The Council is always looking to improve services and you can help us do this by contacting the relevant Service Manager with any comments, compliments or complaints.

#### Comments?

Comments on how services might be improved to better meet the needs of customers are always welcome. If you want to offer any comments on a Council service please contact the relevant Service Manager.

#### Compliments?

Everyone likes to receive compliments and Council officers are no exception. More importantly, compliments can help us to identify what our customers value and can highlight good practice. If you believe you have received good service from the Council our Service Managers will be pleased to hear from you.

#### Complaints?

We always try to get things right but there may be occasions when customers have cause for complaint. Such complaints can serve to highlight areas where services could be improved.

The Council defines a complaint as an expression of dissatisfaction about the standard of service, actions or lack of action taken by the Council, or a person or body acting on behalf of the Council, affecting an individual or group of customers.

The Council has procedures in place to ensure that complaints are thoroughly investigated and, where possible, resolved.

## The Complaints Procedure

### Stage 1 - Speak or write to the Service Manager

If you have a complaint you should first speak to or write to the relevant Service Manager and explain your problem so that we can try to put this right for you.

Please note that the following will not usually be treated as complaints:

- Requests for a service e.g. reporting a housing repair
- Requests for information or an explanation of Council policy or practice
- Matters for which there is a right of appeal or a more appropriate or prescribed legal remedy
- Complaints about the conduct of Councillors, which should be reported to the Monitoring Officer – Borough Solicitor
- Complaints about decisions, in respect of licences, permits, approvals, consents, permissions or registrations or any related enforcement actions.

### Stage 2 – Submit a formal complaint

If, after speaking or writing to the Service Manager, your complaint remains unresolved, you can either:

- Submit an online complaints form

- Send a letter, email or a downloaded paper complaints form (complaints forms are also available from Customer Services and Service Managers) to the relevant Complaints Co-ordinator setting out your complaint
- Contact Customer Services on 01695 577177 who will complete a complaints form with you over the phone

Your complaint will be investigated by the Head of Service who will aim to respond within 10 working days.

### **Stage 3 – Ask the Chief Executive for a review**

If you believe your complaint remains unresolved, then the final stage of the complaints procedure is a review by the Chief Executive. Please explain fully why you believe your complaint remains unresolved. The Chief Executive will aim to respond within 10 working days.

**Following the review by the Chief Executive, if you still believe your complaint remains unresolved, you can refer the matter to the relevant Ombudsman. The Chief Executive will write to you advising how you can do this.**

For more information please contact Customer Services via email [customer.services@westlancs.gov.uk](mailto:customer.services@westlancs.gov.uk) or by calling 01695 577177



<b>What do you want us to do to put it right?</b>	
<b>Which officers have you contacted about this matter?</b>	
<p>If you have any documents to support your complaint, for example letters, they can be sent with this form. Please tick the box if you would like them returned to you. (You may prefer to send photocopies)</p>	
<b>To be signed by the person making the complaint</b>	
<b>Signed</b>	<b>Date</b>

<b>Equality monitoring:</b> Please complete this section so we can establish if there are issues which disproportionately affect or are specific to particular groups.						
<b>Gender:</b>		Female	Male		Not given	
<b>Disability:</b> (mark one only)	None	Blind/ partially sighted	Dyslexia	Needs personal care/support	Multiple disabilities	Registered
	Wheelchair user	Deaf/ hearing impaired	Mental health difficulty	Unseen disability	Other disability	Not registered
<b>Age:</b>	30 or under	31 to 50	51 to 60	61 to 70	71 or over	
<b>Ethnic origin:</b>	White	White British		White Irish		Other white
	Mixed	White and black Caribbean		White and black African		White and Asian
		Any other mixed background				
	Asian or Asian British	Indian	Pakistani	Bangladeshi	Other Asian	
	Black or Black British	Black Caribbean	Black African	Other Black		

	Other Ethnic	Chinese	Other ethnic category		
--	--------------	---------	-----------------------	--	--



## West Lancashire Borough Council

### Complaints Co-ordinators

#### Leisure & Wellbeing Services

##### Complaints Co-ordinator

Lindsay Mulhaney

Admin Team Leader

[lindsay.mulhaney@westlancls.gov.uk](mailto:lindsay.mulhaney@westlancls.gov.uk)

##### Responsible for:

Commercial Safety

Community Safety

Dog Control

Environmental Protection

Home Care Link

Leisure, Arts & Culture

Private Sector Housing

Homelessness

Public Protection & Licensing

Corporate Health and Safety

Emergency Planning

#### Housing & Inclusion Services

##### Complaints Co-ordinator

Peter Morrison

Performance & Project Manager

[peter.morrison@westlancls.gov.uk](mailto:peter.morrison@westlancls.gov.uk)

##### Responsible for:

Management of Council Estates

Furnished Tenancies

Council Garages

Housing Allocations

Housing Strategy

Maintenance of council buildings

Maintenance of the Council's housing stock

Rent & Money Advice

Right to Buy

Sheltered Housing

Tenant Involvement

Management of the Council's Assets

#### Transformation

##### Complaints Co-ordinator

Lynn Isherwood

Assistant Customer Services Manager

[lynn.isherwood@westlancls.gov.uk](mailto:lynn.isherwood@westlancls.gov.uk)

##### Responsible for:

Communication & Consultation

Customer Services

Partnership & Performance

Efficiency Reviews

**Revenues & Benefits Service**  
**Complaints Co-ordinator**  
Ian Wright  
Team Leader Customer Access  
[ian.wright@BTLancashire.co.uk](mailto:ian.wright@BTLancashire.co.uk)

**Responsible for:**  
Council Tax  
Housing & Council Tax Benefits  
National Non Domestic Rates  
Revenue & Payments

**Development & Regeneration Services**  
**Complaints Co-ordinator**  
Liz Steele  
Service Support Officer  
[Liz.steele@westlancs.gov.uk](mailto:Liz.steele@westlancs.gov.uk)

**Responsible for:**  
Building Control  
Development Management  
Heritage & Conservation  
Planning Enforcement  
Planning Policy  
Street name & numbering  
Trees & Landscaping  
Technical Services/Sustainable Drainage  
Ormskirk Market/Off Street Parking  
Economic Development  
Estates and Valuation  
Regeneration  
Tourism  
Business Advice

**Street Scene Services**  
**Complaints Co-ordinator**  
Philip Samosa  
Deputy Director of Street Scene  
[philip.samosa@westlancs.gov.uk](mailto:philip.samosa@westlancs.gov.uk)

**Responsible for:**  
Bulky Household Waste Collections  
Cemeteries  
Grounds Maintenance  
Refuse & Recycling Collections  
Street Cleansing including fly tipping  
Commercial Waste Collections

**Legal & Democratic Services**  
**Complaints Co-ordinator**  
Sylvia Smith  
Senior Admin & Electoral Services Officer  
[sylvia.smith@westlancs.gov.uk](mailto:sylvia.smith@westlancs.gov.uk)

**Responsible for:**  
Admin & Electoral Services  
Civic Services  
Legal Services  
Land Charges  
Member Development  
Member Services  
Procurement  
Executive Assistants/Typing

**Finance & HR Services**  
**Complaints Co-ordinator**  
Rebecca Spicer  
Insurance and Risk Management Officer  
[Rebecca.spicer@westlancs.gov.uk](mailto:Rebecca.spicer@westlancs.gov.uk)

**Responsible for:**  
Accountancy  
Audit  
Insurance  
Risk Management  
Treasury Management  
Human Resources

Payroll Client





<b>SERVICE</b>	No. of Complaints 2012/13	No. of Complaints 2013/14	No. of Complaints 2014/15	No. of Complaints 2015/16	<b>Comments</b>
<b>Leisure &amp; Wellbeing</b>	3	6	10	<b>8</b>	<p>In relation to Leisure &amp; Wellbeing, 8 complaints in total have been received in 2015/16, 4 related to Environmental Protection, 2 to Leisure, Culture &amp; Arts, 1 to Technical Services and 1 to Private Sector Housing &amp; Homelessness and all these complaints were found to be unfounded.</p> <p>Out of the 8 complaints received it was established that correct procedures had been followed in all cases. 1 apology was given following an administration error in relation to Environmental Protection.</p>

<b>Housing &amp; Inclusion</b>	60	61	44	<b>19</b>	<p>The majority of the formal complaints received relate to the response maintenance service (10) and programmed works (6). Of these complaints, 10 were unfounded. All 6 complaints that were with merit received apologies and all outstanding work issues were resolved.</p> <p>The other 3 complaints received related to a housing application assessment, the maintenance of a privet hedge and the early serving of a Notice of Seeking Possession (NSP) for rent arrears. 2 of these complaints were unfounded.</p> <p>An apology was made for the early issue of the NSP and for any inconvenience or stress that this may have caused.</p>
Property Services				16	
Voids & Allocations				1	
Rent & Money Advice				1	
Estate Management & Anti-Social Behaviour				1	
<b>Transformation</b>	5	4	0	<b>1</b>	Customer Services received 1 complaint regarding the disclosure of personal data. Following investigation it was established that no personal data had been disclosed.
<b>Development &amp; Regeneration</b>	18	12	2	<b>3</b>	In 2015/16 Planning Services received 3 complaints. In the 3 cases it was found that correct procedures were followed and there was no fault on the Council.

<p><b>Street Scene</b></p> <p>Refuse/Recycling</p> <p>Grounds Maintenance</p>	<p>18</p>	<p>22</p>	<p>10</p>	<p><b>3</b></p> <p>2</p> <p>1</p>	<p>The 2 complaints received regarding Refuse &amp; Recycling collections related to bins not being returned to the correct location after collection and repeat missed collections – following the complaints, an apology was given and action was taken by the collection supervisors to ensure that no further incidents occurred.</p> <p>The 1 complaint received regarding Grounds Maintenance related to the lack of grass cutting. This was due to the grass cutting schedule being delayed because of wet weather conditions and this was relayed to the customer.</p>
<p><b>Legal and Democratic Services</b></p>	<p>1</p>	<p>0</p>	<p>0</p>	<p><b>1</b></p>	<p>Electoral Services received 1 complaint about the adequacy of the signage at a polling station to show that only guide or assistance dogs are permitted. Signage has been revised and training given to relevant staff including assisting electors with equality needs.</p>
<p><b>Finance &amp; HR Services</b></p>	<p>0</p>	<p>1</p>	<p>1</p>	<p><b>3</b></p>	<p>In relation to Borough Treasurer Services, 3 complaints in total have been received in 2015/16. 1 of these was in relation to a claim against WLBC being defended, 1 was in relation to the Tenants Home Contents Insurance scheme not working and 1 was in relation to the flood resilience grant eligibility criteria.</p> <p>Out of the 3 complaints received it was established that correct procedures had been followed in all of these. However as a result of 2 complaints, procedures were changed. 1 complaint was unfounded.</p>
<p><b>Revenues and Benefits</b></p>	<p>17</p>	<p>27</p>	<p>44</p>	<p><b>36</b></p>	<p>Out of the 36 complaints that were received, it was established that 25 were found to have</p>

					complied with existing policies and procedures and 11 resulted in written apologies being issued to customers.
<b>Total</b>	122	133	111	<b>74</b>	



**ARTICLE NO:**

**CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE**

**MEMBERS UPDATE 2016/17  
ISSUE:1**

---

**Article of: Borough Transformation Manager and Deputy Director of Housing and Inclusion**

**Relevant Portfolio Holder: Councillor I Moran**

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

---

**SUBJECT: CORPORATE DELIVERY PLAN 2015/16: PROGRESS REPORT**

---

Wards affected: Borough wide

## **1.0 PURPOSE OF ARTICLE**

- 1.1 To provide an update on the progress made towards implementing key Council actions during 2015/16.
- 
- 

## **3.0 BACKGROUND**

- 3.1 In October 2015, the Council formally adopted a Council Plan 2015-18 with a vision, set of values and priorities together with the key projects for 2015/16. It was agreed that progress against key actions would be provided through six-month Members Update reports and a full Annual Report to Council.
- 3.2 The progress report on the delivery plan for the second half of the year is attached at Appendix 1. The Appendix summarises the good progress that has been made. Explanations have been provided as appropriate in those areas where progress has not been as planned. Many of the actions are the subject of detailed individual reports to committees.
- 3.3 A full Annual Report is currently being prepared and will be submitted for Council in July 2016.

## **4.0 CURRENT POSITION**

- 4.1 To ensure that the Council maintains progress against its corporate priorities, it is essential that a strategic plan is in place and is monitored. Given the established procedures of the plan process, progress against the plan is provided to Members by six-month reports through Members Updates and a full Annual Report to Council.

## **5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

5.1 There are no significant sustainability impacts associated with this report and, in particular, no significant impact on crime and disorder. The report has various links to the Sustainable Community Strategy through the wide range of actions contained within it. The vision, values, priorities and key projects set out in Appendix A should contribute to the sustainability of services and the borough as a whole.

## **6.0 FINANCIAL AND RESOURCE IMPLICATIONS**

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

## **7.0 RISK ASSESSMENT**

7.1 It is essential to the effective management of the Council that sufficient time and consideration is given to the council planning process. Having a clear plan allows attention and resources to be effectively focused on achieving the Council's priorities and strong and effective performance management arrangements are in place to support this. The actions referred to in this report are covered by the scheme of delegation to officers and any necessary changes have been made in the relevant operational risk registers.

---

---

### **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 1: 2015/16 Corporate Delivery Plan Monitoring Report


# APPENDIX 1: Corporate Delivery Plan Q3/Q4 2015-16

Action Status		
 Action completed	 Action in progress	 Milestone overdue / tbc


## Ambitious for our Economy


Summary		
Action	Key Outcomes	Status for 2015/16
Skelmersdale Town Centre Regeneration Project	Create a modern town centre for Skelmersdale offering an improved night-time economy and attractive public realm.	
Land Auction	Meet the objectives of the Local Plan and raise capital to invest in the priorities of the council	
Economic Development Strategy & Delivery	Build a prosperous Borough with skilled and trained local residents to ensure that West Lancashire continues to be a great place to live, work, study and invest	
Ormskirk Town Centre Strategy & Delivery	Ensure the long term economic and social viability of the town and improve its attractiveness as a visitor destination.	
Infrastructure Delivery (via H&T Masterplan)	Support the delivery of improvements to transport infrastructure including around rail links and roads.	
Combined Authority for Lancashire	Assist West Lancashire's profile and ambitions within the wider regional agenda	
Engagement with Liverpool City Region	Assist West Lancashire's profile and ambitions within the wider regional agenda	
Promoting the Borough as a place to be	West Lancashire is recognised as an improving place with aspirations which enhances West Lancashire's reputation as a place to live, a location to develop a business, a place to visit, a place to work and a place to study.	


Service:		Development & Regeneration			Head of Service:		John Harrison	
Action	Description	Milestones	Due Date	Completed	Milestone Note			
Ec 1	Skelmersdale Town Centre Regeneration Scheme	Agree supplementary agreement relating to land at Findon, Delph Clough and Digmoor	30-Apr-2014	No	Draft Agreement has been agreed and in the processes of being finalised and signed off by all parties. This will now be rolled into supplementary agreement for the core town centre scheme.			
		Complete appraisal of alternative development options to deliver Town Centre regeneration	31-May-2014	Yes	Planning application approved at Planning Committee on 19 March 2015 subject to Section 106 agreement.			
		Remarket residential sites at Findon, Delph Clough and Digmoor	31-May-2014	No	Delayed as a decision was taken to front load this action, i.e. carry out ground investigation works on Findon and prepare all necessary legal documentation required to facilitate a quick sale of the sites in the event of developer interest. Successful LDO funding bid made which will allow ground investigations to take place. Draft LDO to be considered at Cabinet in November.			
		Complete Public Realm and environmental improvements	31-Oct-2014	No	Works deferred pending outcome of the judicial review into the planning consent for the town centre site			
		Subject to market interest complete sale of residential sites	31-Dec-2014	No	Subject to LDO process mentioned above.			
Status		<b>Note</b>	<i>Project Board Meetings</i> are held regularly and involve representation from HCA, WLBC, St Modwen and LCC. <i>Skelmersdale Town Centre District / County Liaison Group</i> meetings involving Members from WLBC and LCC are held to ensure full political engagement.					


Service:		Development & Regeneration			Head of Service:		John Harrison	
Action	Description	Milestones	Due Date	Completed	Milestone Note			
Ec2	Land Auction	Issue ITT	30-Apr-2015	Yes				
		Negotiate new Memorandum of Understanding	30-Apr-2015	Yes	Negotiations begun and remain ongoing			
		Market and sell sites at Whalleys (Skelmersdale) in conjunction with the HCA	31-Mar-2017					
Status		<b>Note</b>						





<b>Service:</b>	Development & Regeneration			<b>Head of Service:</b>		John Harrison
	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>	
Ec3	Economic Development Strategy	Improving the knowledge and skills gap by developing initiatives with St Modwens, JCP and training providers	31-Mar-2016	No	Awaiting notification from St Modwen of the occupiers of units within the town centre in order to prepare skills training and employment support. Delayed activity due to Judicial Review.	
		Investigate the potential for a Skelmersdale Leadership Board	31-Mar-2016	No	Initial views discussed at the internal Corporate Regeneration Officer Group in September 2015. Further investigations and discussions are necessary, with the Skelmersdale place branding activity informing whether this action will proceed.	
		Support business development and growth through increased engagement and identifying appropriate sources of funding & finance	31-Mar-2016	Yes	Business Development Officer in post.	
		Supporting the rural and visitor economy	31-Mar-2016	Yes	The Lancashire Rural Development Programme has now commenced, with officer representation on the Local Action Group. This is a 3 year programme to support the rural communities.  Continuing to work with Marketing Lancashire to support and promote our visitor economy and early explorative conversations have taken place with Sefton and Liverpool LEP representatives to look at joint activities.	
<b>Status</b>		<b>Note</b>	The Economic Development Study provided a robust evidence base to inform the Strategy, eg. information such as levels of deprivation, skills and qualifications, employee numbers. This information is helping shape new projects that will improve the life chances of residents, having a direct and positive impact on the equalities agenda. Skelmersdale Brand work is contained within 'Promoting the Borough as a Place to Be'			

<b>Service:</b>	Development & Regeneration			<b>Head of Service:</b>		John Harrison
	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>	
Ec4	Ormskirk Town Centre Strategy	Cabinet to approve Ormskirk Town Centre Strategy and action plan	30-Sep-2015	Yes	Consultation concluded on 15 April 2015.	
		Establish individual Sub Groups	31-Dec-2015	Yes	Taking the lead from the Management Group and by working with a range of partners, individual sub groups will deliver the Key Action Areas within the Strategy. These are Building and Public Realm (established); Marketing (established); Market and Car Park (established); BID (Building Improvement District) - agreed that this needs to be convened after the Management Group has fully established itself.	
		Establish strategic Town Centre Management Group to oversee Strategy development	31-Dec-2015	Yes	Inaugural meeting of key stakeholders (including WLBC, Ormskirk Community Partnership, Love Ormskirk Business in the Community, Edge Hill University and Edge Hill Students' Union).	
<b>Status</b>		<b>Note</b>				









<b>Service:</b>	Development and Regeneration		<b>Head of Service:</b>	John Harrison	
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Ec5	Partnership Working for Infrastructure Delivery as identified in the WL Highways and Transport Masterplan	West Lancashire Route Management Strategy: Stage 1 Report (Evidence Review and Issues Identification)	30-Nov-2015	Yes	
		Skelmersdale Rail – initial GRIP3 stage work: Commission Station Location Options Appraisal	30-Apr-2016		
		West Lancashire Route Management Strategy: Stage 2 Report (Options Development and Assessment)	31-May-2016		
		West Lancashire Route Management Strategy: Draft West Lancs Route Management Plan	31-Jul-2016		
		Skelmersdale Rail – initial GRIP3 stage work: Complete Station Location Options Appraisal	31-Jul-2016		Work with LCC to complete Skelmersdale Rail Station Location Options Appraisal
		West Lancashire Route Management Strategy: A Preferred Option for A59 Bank Bridge	30-Sep-2016		
		West Lancashire Route Management Strategy: Draft Ormskirk Town Centre Movement Strategy	30-Sep-2016		Support LCC in relation to the work on Ormskirk Town Centre Movement Strategy
		Maintain WL Highways & Transport Masterplan Officer Steering Group			Ongoing, quarterly
<b>Status</b>		<b>Note</b>	Delivery and management of project is not within WLBC control. The Council engages with partners (particularly LCC) on a range of transport-related projects through contributing to the content of plans and projects as appropriate, advising partners, facilitating local consultations and raising awareness in the local community.		


<b>Service:</b>	Development and Regeneration		<b>Head of Service:</b>	John Harrison	
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Ec6	Combined Authority for Lancashire	Meet with LCC & HCA to discuss Economic Development Strategy Implementation & potential Skelmersdale Growth Deal	30-Jun-2015	Yes	Meeting held. Further discussions ongoing
		Participate in Governance Review, and discussions in relation to a possible Combined Authority for Lancashire	16-Dec-2015	Yes	Agreed to the possible establishment in principle and to go out to consultation on the plans January / February subject to other councils' decisions.
		Draft scheme consultation (subject to approval by Lancashire Councils)	29-Feb-2016	Yes	Consultation period January-February 19th.
<b>Status</b>		<b>Note</b>	Having a Combined Authority in place will enable Lancashire as a whole to have a stronger voice with national Government, assisting the 'Northern Powerhouse' debate		


<b>Service:</b>	Development and Regeneration		<b>Head of Service:</b>		John Harrison
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Ec7	Engagement with Liverpool City Region Authority (LCRA)	Renew associate membership of Liverpool LEP	30-Apr-2015	Yes	Membership renewed
		Meet Liverpool LEP re Economic Development Strategy Implementation	30-Jun-2015	Yes	
		Negotiate membership status and associated matters in relation to LCRCA	21-Oct-2015	Yes	Approach approved at Council in April 2015. Further report to Council 21st October agreed to maintain associate membership.
<b>Status</b>		<b>Note</b>	Play an active role as an Associate Member of Liverpool City Region Combined Authority (LCRCA)		


<b>Service:</b>	Development and Regeneration		<b>Head of Service:</b>		John Harrison
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Page 8 10	Promoting the Borough as a Place to Be	Engage consultants for development work for a new brand/image for Skelmersdale	31-Mar-2016	Yes	Draft brief prepared following visit to MIPIM UK in October 2015 and consultants appointed in March 2016. This is anticipated to be a large project with consultation and engagement exercises being undertaken over several months.
			<b>Note</b>	Involving partnership working between WLBC, LCC, Marketing Lancashire, HCA and local businesses.	


## Ambitious for our Environment

Summary		
Action	Key Outcomes	Status for 2015/16
Moor Street	Maintain Ormskirk town centre as an attractive place to visit, shop and do business.	
CCTV Scheme	Help prevent disorder or crime, reduce the fear of crime, improve community confidence and maintain public safety	
Implementation of Property Services Organisational Re-engineering Review	Realise savings and efficiencies whilst improving the quality of service in a planned and co-ordinated way	
Estates Revival	Revitalise and enhance estates to maintain a modernised and sustainable housing stock	
Community Safety Partnership Initiatives	Ensure that West Lancashire remains a safe borough to live, work and visit.	
Car Park Improvements	Align the car parking offer with the needs of visitors and businesses	
Housing Programme - Environmental Improvement	Improve the built and natural environment.	
Street Scene Priority Projects	Create a more responsive and sustainable service that can enhance the appearance of the Borough	


<b>Service:</b>	Development & Regeneration		<b>Head of Service:</b>	John Harrison	
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Env1	Moor Street Improvements (Ormskirk)	Commence site works	01-Apr-2015	Yes	Work commenced in February
		Complete site works	30-Sep-2015	Yes	Major site works completed on time. Mature tree planting was completed in early 2016.
<b>Status</b>		<b>Note</b>	A joint scheme led by Lancashire County Council (LCC) and supported by WLBC. Funded by LCC and WLBC.		


<b>Service:</b>	Leisure & Wellbeing Services		<b>Head of Service:</b>	David Tilleray	
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Env2	CCTV Scheme	Phase 3: Seven cameras operational	30-Nov-2015	No	Funding for cameras approved in 2014. Downholland (2 - both operational); Burscough (1 - operational); Tarleton (1 - operational); Mere Brow (1 - operational); Scarisbrick (2 - 1 operational). One is delayed and is with ombudsman.
		Phase 4: Undertake public consultation exercise and confirm locations with Portfolio Holder for 3 new cameras	30-Jul-2015	Yes	Funding for cameras approved in 2015. Castlehey and Tanfields (Skelmersdale) and Burscough Street area of Ormskirk.
		Phase 4: Feasibility survey order placed	31-Jul-2015	Yes	
		Phase 4: Place order for 3 cameras (Castlehey and Tanfields (Skelmersdale) Burscough Street (Ormskirk)	30-Nov-2015	Yes	
		Phase 4: Progress additional scheme for camera at Acregate, Little Digmaor, Skelmersdale	04-Mar-2016	Yes	Underspend on the initial Phase 4 3-camera funding has enabled the scoping work for a fourth camera. Feasibility study has been carried out to ensure that the suggested location is suitable for the installation of a public open space CCTV camera and to identify the most appropriate camera and transmission method. Consultation on the siting of the camera runs from 26 February - 4 March.
<b>Status</b>		<b>Note</b>	CCTV can directly contribute to the corporate/equality objectives of the Council in relation to addressing the effects of ASB since cameras can help reduce ASB and therefore improve the quality of life of residents.		


<b>Service:</b>	Housing & Inclusion Services		<b>Head of Service:</b>	Bob Livermore	
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Env3	Implementation of Property Services Organisational Re-engineering Review	Appoint Project Manager	02-Nov-2015	Yes	A Special Projects Manager for implementing the project started on the 1st March 2016 . It is expected to be a 12 month project. Subsequent milestones dates were therefore re-profiled.
		Review Contractual Position (Price Per Property) to ensure compatibility of existing contracts	30-Apr-2016		
		Research Repair history and costs to establish the negotiation starting point for the price per property	30-Jun-2016		
		Negotiate the price per property with contractor	31-Aug-2016		
		Following review of existing processes, develop new systems of working and complete staff training	30-Nov-2016		
		Go Live	30-Nov-2016		
		Implement Structure changes	30-Nov-2016		
<b>Status</b>		<b>Note</b>	Recommendations from OR Review were approved by Cabinet in June 2015. Milestones adjusted with appointment of project manager.		


<b>Service:</b>	Housing & Inclusion			<b>Head of Service:</b>	Bob Livermore
	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Env4	Estates Revival	Firbeck: Consultation on street scene & agreed implementation timetable (ensuring WLBC, LCC and others input into final design re refuse collection etc)	31-May-2015	Yes	Discussion undertaken with LCC. Agreement to undertake re-surfacing work following construction of new properties
		Firbeck: Start build of 42 new properties	01-Jun-2015	Yes	Properties include one- and two-bedroom flats, and two- and three-bedroom houses.
		Beechtrees: Complete Consultation on preferred option for Beechtrees Revival Scheme (Skelmersdale)	31-Jul-2015	Yes	Consultation carried out March-April 2015
		Beechtrees: consider options for progressing scheme following budget setting process in February.	29-Feb-2016	Yes	Budget agreed at February Council for revised scheme.
		Beechtrees: report to Cabinet	29-Feb-2016	Yes	Cabinet received a report in September 2015. Given the changes announced in the summer to the budget in relation to social housing and in particular rent levels, it was agreed that a decision regarding the Beechtrees Revival would be deferred until the 16/17 budget setting process.
<b>Status</b>		<b>Note</b>			

<b>Service:</b>	Leisure & Wellbeing Services			<b>Head of Service:</b>	David Tilleray
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Env5	Community Safety Partnership Initiatives	Agree plans with multi-agency group for "Freshers Week" initiatives	31-May-2015	Yes	
		Complete evaluation of "Freshers Week" initiatives to inform future plans	31-Oct-2015	Yes	The programme extends into the first few weeks of term.
		Deliver "Freshers Week" programme	31-Oct-2015	Yes	A comprehensive multi-agency plan covering the first few weeks of the autumn term. Actions include key safety, security and behaviour messages; dedicated police and street pastor patrols; advice in relation to waste, re-cycling and noise; and information around fire safety, responsible drinking and road safety.
		Ensure "Brightsparx" campaign takes place	30-Nov-2015	Yes	Action plan implemented during October and November. Co-ordinated multi-agency activity including visiting vulnerable people to provide

					reassurance and advice; taking fireworks from the under aged; removing unauthorised bonfires; promoting events organised by partners; school visits to warn of the dangers of playing with fireworks and the consequences of anti-social behaviour; promoting to fun activities delivered at local community centres.
		Complete evaluation of "Brightsparx" to inform future plans	31-Dec-2015	Yes	
		5 Community Action and Engagement initiatives to have taken place within year	31-Mar-2016	Yes	Six took place
<b>Status</b>		<b>Note</b>			







<b>Service:</b>	Development & Regeneration		<b>Head of Service:</b>		John Harrison
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Env6	Car Park Improvements	Changes introduced: 4-hours free parking on Saturdays (Derby Street); 4 hours maximum parking Monday-Saturday (Ormskirk Bus Station; Lunesdale; Market Way; and Park Road.	01-Jul-2015	Yes	Detail of other parking arrangements can be found on the Council website.
		Establish comprehensive car parking review and develop proposals	31-Oct-2016		Review including pricing, new technology and capacity of car parks taken forward as part of the Ormskirk Town Centre Strategy
<b>Status</b>		<b>Note</b>			

<b>Service:</b>	Housing & Inclusion		<b>Head of Service:</b>		Bob Livermore
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Env7	Housing Programme – Environmental Improvement	Report to Cabinet	30-Sep-2016	15-Sep-2016	A £100K budget for Environmental Improvements approved by Council in February 2015. Given that the 'national picture' had changed, allocating works for this budget was suspended until February 2016, as agreed at Cabinet September 2015
		Budget review at Council	24-Feb-2016	24-Feb-2016	
<b>Status</b>		<b>Note</b>			


<b>Service:</b>	Street Scene		<b>Head of Service:</b>	Graham Concannon	
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
Env8	Street Scene Priority Projects  Improve the service to enable more responsive and sustainable operations that can enhance the appearance of the borough	Vehicle in-cab communications: identify service requirements and funding source	31-Mar-2014	Yes	Both service communication requirements and source funding have been identified.
		Improve the visual aspect of the Borough: identify areas for improvement	31-Dec-2015	Yes	Funding to be agreed as necessary in February 2016
		Vehicle in-cab communications: agree system specification and support requirements and source suitable supplier	31-Dec-2015	Yes	System specification has been agreed with the service maintenance arrangements. A suitable supplier has been identified and the system procured.
		Secure long-term LCC Public Realm funding agreement: carry out a joint feasibility study	31-Jan-2016	Yes	Following discussions with LCC it was agreed to transfer the work back to LCC.
		Secure long-term LCC Public Realm funding agreement: agree future funding inclusive of future workload	29-Feb-2016	Yes	Following discussions with LCC it was agreed to transfer the work back to LCC.
<b>Status</b>		<b>Note</b>			


Page 60

## Ambitious for Health and Wellbeing

Summary		
Action	Key Outcomes	Status for 2015/16
Housing Capital Programme (including solar pv)	Improve existing council homes and target investment in new housing stock	
Sheltered Housing	Maintain a sheltered housing service.	
Leisure Strategy Development	A quality and sustainable service offer that contributes to the wider health and wellbeing agenda.	
West Lancashire Health & Wellbeing Strategy	Align and target resources to deliver improvements in health and/or reduce health inequalities.	
Digital Inclusion Strategy & Delivery	Increase online access and uptake of digital services across the borough including for Council services.	
Tenants' Financial Inclusion Strategy & Delivery	Assist the financially excluded access appropriate financial products and services.	




<b>Service:</b>	Housing and Inclusion			<b>Head of Service:</b>	Bob Livermore
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
HWB1	Housing Capital Programme	Approval by Cabinet to invest in Solar PhotoVoltaics	30-Sep-2015	Yes	£4.440m project for 1,434 south/south west/south east facing properties. Rules on Feed in Tarriff income likely to change by end of December. Work on getting as many installations as possible before this deadline undertaken to ensure minimum 4% rate of return achieved.
		Installation of Solar PV to tenancies	31-Dec-2015	Yes	590 installations completed.
		Capital programme scheme approval in budget	24 Feb 2016	Yes	
		PVCu windows	31-Mar-2016	Yes	Increasing safety and security for tenants
		Energy Efficiency Measures	31-Mar-2016	Yes	Increasing thermal efficiency and reducing fuel poverty.
		Heating systems	31-Mar-2016	Yes	Installation of new, more efficient heating systems to reduce fuel poverty.
		Adaptations of disabled	31-Mar-2016	Yes	Improving quality of life for residents.
<b>Status</b>		<b>Note</b>			


<b>Service:</b>	Housing & Inclusion			<b>Head of Service:</b>	Bob Livermore
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
HWB2	Sheltered Housing Offer	Consider further decommissioning of Cat 1 schemes	31-Jul-2015	Yes	Consider remaining Cat 1 schemes for decommissioning.
		Review out of hours emergency response service	30-Sep-2015	Yes	Following split of maintenance/support review response to out of hours emergencies.
		Report to Cabinet	31-Mar-2016	Yes	Outlining LCC proposed withdrawal of all Supporting People (SP) funding for older peoples housing related support from April 2017.
		Review options for WL service following LCC consultation outcomes	Tbc		Milestone date tbc as it will only be undertaken following the LCC SP funding consultation exercise, due to take place March-June 2016. Results are expected August 2016.
		Consultation with sheltered housing tenants on options	Tbc		As above
		Report to Cabinet	Tbc		As above
<b>Status</b>		<b>Note</b>			

<b>Service:</b>	Leisure & Wellbeing			<b>Head of Service:</b>	David Tilleray
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
HWB3	Leisure Strategy & Delivery	Present draft Leisure Strategy 2015-25	31-Oct-2015	Yes	The Draft Leisure Strategy and Playing Pitch Strategy were presented to Council on the 21st October 2015. Following this, there was a period of public consultation 2 November to 10 January 2016.
		Adopt the Leisure Strategy	24-Feb-2016	Yes	Strategy and key actions plan and Playing Pitch Strategy were approved by Council in February.
		Establish project team for procurement of partner organisation	30-Apr-2016		
		Publish final strategy documents	31-Jul-2016		
<b>Status</b>		<b>Note</b>			

<b>Service:</b>	Leisure & Wellbeing			<b>Head of Service:</b>	Dave Tilleray
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
HWB4	West Lancashire Health & Wellbeing Strategy	Members policy option developed covering for resourcing staffing, development and implementation	24-Feb-2016	Yes	
		Appoint Health Strategy Manager	31-May-2016		
		Develop draft Health and Wellbeing Strategy	31-Dec-2016		
<b>Status</b>		<b>Note</b>	The Council is a partner in the West Lancashire Health & Wellbeing Partnership and works to lead, support and deliver actions where possible.		

<b>Service:</b>	Housing & Inclusion		<b>Head of Service:</b>	Bob Livermore	
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
HWB5	Digital Inclusion Strategy & Delivery	Cabinet to approve Digital Inclusion Strategy and Action Plan	30-Sep-2015	Yes	
		Establish Go ON West Lancashire partnership	30-Nov-2015	Yes	Partnership includes: Go On West Lancs, WLBC, LCC, Lancashire Police, Council for Voluntary Services, Department of Works and Pensions, Quarrybank, West Lancashire CCG, Edge Hill University, West Lancashire Community
		Council to sign up to Digital Skills Charter	31-Jan-2016	Yes	
<b>Status</b>		<b>Note</b>	The Council's digital offer is also being progressed through its Digital Development Plan for actions to improve and develop the website and online services. In addition, a Digital Executive post was appointed in March 2016 to ensure a joined-up, integrated and corporate approach to digitisation across all service areas.		

Page 9 of 9

<b>Service:</b>	Housing & Inclusion		<b>Head of Service:</b>	Bob Livermore	
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed</b>	<b>Milestone Note</b>
HWB6	Tenants' Financial Inclusion Strategy and Delivery	Draft Financial Inclusion Strategy presented to Cabinet	15-Sep-2015	Yes	
		Tenants' FI Strategy 2015-18 approved by Cabinet	12-Jan-2016	Yes	Detailed action plan will be implemented and monitored.
		Develop and promote solutions for engagement via a range of channels including SMS/Online/apps.	31-Mar-2017		Use specific user groups for consultation on the development of these services.
<b>Status</b>		<b>Note</b>	The Council have an equality objective in relation to Financial Inclusion. The development of a strategy will have to have regard to some of the most vulnerable in society and full regard will be had to equality impacts throughout this work. A Universal Credit Task Group involving the Council, the local JCP Team and BTLS has been set up to manage implementation within West Lancs.		





## ARTICLE NO:

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE**

**MEMBERS UPDATE 2016/17  
Issue: 1**

---

**Article of:** **Borough Transformation Manager and Deputy  
Director Housing & Inclusion**

**Contact for further information: Shaun Walsh Ext 5262  
(E-mail: [shaun.walsh@westlancs.gov.uk](mailto:shaun.walsh@westlancs.gov.uk))**

---

**SUBJECT: ORGANISATIONAL RE-ENGINEERING UPDATE - 2016**

---

Wards affected: Borough wide

### **1.0 PURPOSE OF ARTICLE**

1.1 To update Members on the progress of the now concluded Organisational Re-engineering (OR) programme.

---

### **2.0 BACKGROUND**

2.1 Members will recall that the Council delivered a strategic programme of OR projects which commenced in 2005 to deliver savings and efficiencies for the authority whilst improving the quality of services in a planned and co-ordinated way.

2.2 The Council launched its Organisational Re-Engineering programme in 2004 and to date has delivered projects within the following areas:-

- Council Tax
- Travel Concessions
- Housing Repairs
- Street Scene (support services)
- Electronic Document Management (EDM)
- Environmental Health
- Private Sector Housing
- Sheltered Housing
- Planning Services
- Housing - Landlord Services
- Legal & Member Services
- Housing – Property Services

- 2.2 Following extensive research and process mapping within these service areas, the reviews presented a series of recommendations around efficiencies and service improvements, for example through ICT development and streamlining of workflows. This series of cash and efficiency reviews was completed in 2015.
- 2.3 Following approval of recommendations by Cabinet, services sought to put various staffing resources in place to ensure that implementation could be achieved alongside existing operational demands.
- 2.4 As referred to within previous reports to Members, OR became an essential tool in helping to deliver savings and efficiencies for the authority in a planned and co-ordinated way. It:-
- Secured cash savings of approximately £4 million and efficiencies worth over £1 million.
  - Promoted greater accessibility for all citizens by migrating services and the associated workload to 'front of house' i.e. to the website; to the Contact Centre; and to the Customer Service Points (CSP), thus improving service delivery from the customers' point of view.
  - Encouraged staff ownership and promoted the work undertaken on innovation/maximising the use of new technology, especially at a time of overall budget reduction.
  - Delivered more streamlined and customer centric services through harnessing the latest technology, thus maximising customer satisfaction levels in line with increasing citizen expectations.
- 2.5 As all service areas that were suitable for OR reviews were completed (subject to existing implementation plans being delivered) and in line with the changing landscape around the digital agenda, the Council has now embarked upon it's 'Digital by Preference' programme which will deliver further cash and efficiency savings with effect from 2017.

### **3.0 CURRENT POSITION**

- 3.1 The positive progress and continued delivery of the implementation plans within the most recent reviews are outlined in this report for the following areas:
- Planning Services
  - Housing – Landlord Services
  - Legal & Member Services
  - Housing – Property Services
- 3.2 The Digital by Preference strategy is now proceeding.

### **4.0 PROGRESS WITH REVIEWS/IMPLEMENTATION PLANS DETAILED AT SECTION 3.1**

- 4.1 Members will appreciate that the implementation work itself has some impact on resources and recommendations are therefore prioritised as appropriate by the service whilst ensuring that momentum on the project delivery is maintained. A summary position is provided below.

#### **4.1.1 Planning Services**

▪ Cabinet Report of Recommendations:	17 September 2013
▪ Review conducted by:	OR Manager
▪ Project Implementation/further information:	Planning Support Team Leader
▪ Recommendations agreed by Cabinet:	35
▪ Completed (including those not taken forward following full business case review):	24
▪ In progress:	8
▪ Pending (i.e. dependent on other work, lower priority):	3

Significant work has been undertaken around implementing the recommendations with excellent progress being achieved and the remaining recommendations are dependent upon ICT developments. The Development & Regeneration Services are currently working with BTLS on recommendations for: creating a section under “Your West Lancs” to view the current status and progress of planning applications; reviewing better use of existing IT infrastructure for case and performance management by managers and case officers to eliminate paper based monitoring (3 related recommendations); developing the UNIFORM system to show application progress; and evaluation of an electronic document management system available from the existing back office planning system provider. The service is also developing additional internal monitoring in relation to new process measures.

Examples of improved service delivery for the customer include the introduction of a diary system for customers to book specific times with the case officer to discuss planning issues; extending the methods of electronic payments; and enhancing the information available online. In addition, there has been further development of Electronic Document Management to provide improved operations and extend service delivery, as well as providing a facility for the online tracking of planning applications and better monitoring of cases by improvements to the ICT infrastructure.

#### **4.1.2 Housing – Landlord Services (Voids & Allocations, Estate Management, and Rent & Money Advice)**

▪ Cabinet Report of Recommendations:	16 September 2014
▪ Review conducted by:	OR Manager
▪ Project Implementation/further information:	Housing Operations Manager
▪ Recommendations agreed by Cabinet:	37
▪ Completed (including those not taken forward following full business case review):	23
▪ In progress:	10
▪ Pending (i.e. dependent on other work, lower priority):	4

Significant work has been undertaken to implement the recommendations from the review and excellent progress has been made. The experience of moving customers to online housing applications has been positive and was implemented without any issues, supporting the Council’s Digital by Preference approach.

Work continues on the outstanding recommendations and on evaluating those remaining for implementation following a full business case review. The four recommendations that are ‘pending’ have not yet been progressed as they are dependent on other outcomes and staffing resource. For example greater integration of

the CRM with the QL system has not been possible to progress with the existing CRM system. Procurement of a new CRM system is now underway and this will enable this recommendation to be progressed once the functionality of the new system is known. Implementing bookable appointments for housing staff will be looked at in conjunction with the Property Services OR implementation work. It is anticipated that the project will be concluded in line with the 24 months delivery plan although there are also dependencies on third parties for this to be achieved.

In terms of examples of improved service delivery for the customer, these include being able to apply for Council accommodation online 24/7, 365 days a year. The application form and property adverts have also been updated to provide improved information for the customer. The new tenant sign up process and information pack have been improved and tailored to meet the needs of the individual with increased support for new tenants around money and tenancy management. The roll out of mobile working will also take services to the customer in their own home.

#### 4.1.3 Legal & Member Services

▪ Cabinet Report of Recommendations:	17 March 2015
▪ Review conducted by:	CPC Project Services LLP
▪ Project Implementation/further information:	Practice Administrator (specific post for implementation)
▪ Recommendations agreed by Cabinet:	24
▪ Completed (including those not taken forward following full business case review):	13
▪ In progress:	8
▪ Pending (i.e. dependent on other work, lower priority):	3

As part of the recommendations, the post of Practice Administrator was established to implement the OR recommendations and the officer took up post on 23rd September 2015. Implementation of the recommendations is well underway, with significant progress made, e.g. a new client instruction process, developing IKEN workflow functionality; and review of document storage and retention.

Within Legal Services, work is ongoing around process-specific improvements, e.g. court bundling and further development of IKEN workflow functionality.

For Member Services, recommendations currently in flight include the implementation of a replacement system to ColnS (Modern.Gov). Modern.Gov is currently under user acceptance testing by Member Services following the migration of historical agendas, reports and minutes. BT Lancashire Services have been integral to this process of migration and the development of the web interface. Councillor and wider officer training on Modern.Gov will take place in June/July. Significant further progress on other recommendations for relating to the implementation of the new system will be made following the roll out of Modern.gov.

Given the close working nature of Legal Services and Member Services, several of the recommendations for the two service areas overlap and have inter-dependencies. For both service areas, promotion and training around the use of the Green Guide on report writing is scheduled. It is anticipated that work will be concluded by the end of summer 2016, although there are also dependencies on third parties for this to be achieved.



The improved service delivery will enable customers to have an improved facility for accessing Council decisions and reports, and benefit indirectly from more efficient use of the Legal and Member Services support to front line delivery.

#### 4.1.4 Housing – Property Services Response Maintenance and Void Maintenance

▪ Cabinet Report of Recommendations:	16 June 2015
▪ Review conducted by:	OR Manager
▪ Project Implementation/further information:	Special Project Manager (specific post for implementation)
▪ Recommendations agreed by Cabinet:	12
▪ Completed (including those not taken forward following full business case review):	0
▪ In progress:	5
▪ Pending (i.e. dependent on other work, lower priority):	7

Due to resourcing issues within Property Services and in order to ensure the timely delivery of the implementation plan, it was decided to appoint a dedicated officer to ensure implementation was a high priority and enable the identified efficiencies to be realised as soon as possible. A Special Project Manager took up post in March 2016 and work has been on-going on the development of mobile applications for tenants and integration in to QL, the housing management system. Initial work will concentrate on establishing a ‘price per property’ and review of existing contracts. The implementation plan is anticipated to take 12 months.

Some examples of the positive impact on customers will include those derived from mobile working which also generate less paperwork and enable more efficient input and retrieval of information; speedier analysis/processing of data relating to customer satisfaction, and the ability to more quickly respond to issues raised by tenants. In addition, the recommendations of moving to a different approach to service delivery provides the assurance customers need that the optimum contract model for the Council has been adopted in respect of the Repairs and Maintenance service. It will also deliver the best value for money following as well as a better service to customers because of an improved first point of contact offer using modern technology.

## 5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

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

## 6.0 FINANCIAL AND RESOURCE IMPLICATIONS

6.1 The OR programme secured cash savings of approximately £4 million and efficiencies worth over £1 million.

## 7.0 RISK ASSESSMENT

7.1 The implementation of actions referred to in this report are covered by the scheme of delegation to officers and any necessary changes have been made in the relevant operational risk registers.

---

---

### **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**

None



**ARTICLE NO:**

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY**

**MEMBERS UPDATE 2016/17  
ISSUE: 1**

---

**Article of: Director of Development and Regeneration**

**Contact for further information: Mrs P Huber (Extn. 5359)  
(E-mail: [paula.huber@westlancs.gov.uk](mailto:paula.huber@westlancs.gov.uk))**

---

**SUBJECT: WEST LANCASHIRE ECONOMIC DEVELOPMENT STRATEGY 2015-2025 – YEAR 1 PROGRESS REPORT**

---

Wards affected: Borough wide

## **1.0 PURPOSE OF ARTICLE**

1.1 To provide a year one progress report on the West Lancashire Economic Development Strategy 2015-2025.

---

## **2.0 BACKGROUND**

2.1 In 2014 Regeneris Consulting produced a refresh of the West Lancashire Economy Study, which provided a detailed evidence base of the Borough, including business sectors, skills and employment levels, travel to work patterns as well as growth projections and identifying key priorities.

2.2 Following the production of the Economy Study in 2014 and detailed consultation with partners and stakeholders, an Economic Development Strategy was developed.

2.3 In March 2015 Cabinet Members approved the West Lancashire Economic Development Strategy 2015-2025. The Strategy has the following eight themes, complemented by eight action plans:

- Stimulating change
- Providing the right scale and mix of employment sites
- Housing as a driver for change
- Revitalised town centres
- A better connected West Lancashire
- Promoting the place
- Supporting the rural and visitor economy
- Advantage through knowledge and skills

### **3.0 CURRENT POSITION AND PROGRESS ON THE EIGHT THEMES**

3.1 The Strategy covers a ten year period and whilst many actions will take considerable time to come to fruition, e.g. a rail station/transport hub in Skelmersdale, officers are working behind the scenes with partners to progress all of the actions agreed by Council Members.

3.2 Progress has been made against all of the eight themes of the Strategy, as detailed in the action plan at Appendix A. Appendix A provides a narrative of the progress made on each of the actions, with some of the key activities summarised below.

#### **3.3.1 Theme 1 – Stimulating Change**

- Action 1.2 - Growth Deal for Skelmersdale  
This has been put forward for inclusion in the Lancashire devolution proposals.
- Action 1.4 - Sustained business engagement  
An Employment and Skills Charter has been developed and has seventeen of the Borough's large and small businesses signed up. An Apprenticeship Awards and Business Networking event took place, with further events planned for 2016/17.

#### **3.3.2 Theme 2 – Providing the right scale and mix of employment sites**

- Action 2.1 - Consider the potential for the allocation, and delivery of additional employment land within, or in close proximity to Skelmersdale  
A Members Update was provided in October 2015. Borough Council officers continue to have conversations with neighbouring authorities which has resulted in a Liverpool City Region Strategic Housing and Employment Land Market Assessment (SHELMA) being commissioned.
- Action 2.2 – Deliver Greenshoots  
Development is progressing and is due for completion in summer 2016. A new set of letting particulars have been produced and signage has been updated.

#### **3.3.3 Theme 3 – Housing as a driver for growth**

- Action 3.2 - Support the delivery of significant new market and affordable housing in Skelmersdale  
The Whalleys sites have been granted outline permission and are being promoted to house builders through the Land Auction Pilot, with one site close to being sold. The former Digmoor Sports Centre, Findon and Delf Clough sites are being promoted by Council/HCA and a Local Development Order (LDO) has been granted.

- Action 3.4 Support the delivery of homes on allocated sites in Burscough and Ormskirk

An application for 580 dwellings plus 100-bed care home at Yew Tree Farm, Burscough has received planning approval subject to a Section 106 agreement. An Application for over 300 new homes at Grove Farm has been received and will shortly be decided by Planning Committee

### 3.3.4 Theme 4 – Revitalised Town Centres

- Action 4.1 Deliver the Skelmersdale Vision Town Centre proposals  
Planning consent has been granted however a judicial review of that decision (which has still to be concluded) has delayed progress. Council has granted authority to fund public realm infrastructure works and planning consent has been granted for a new pub facility on the Asda overflow car park which is now being implemented.
- Action 4.4 Implement the Ormskirk Town Centre Strategy and Action Plan  
Cabinet Members approved the Strategy in Sept 2015 and a considerable amount of work has been undertaken, including establishing a Management Group and Sub Groups to deliver associated activities. Place marketing consultants appointed to undertake research and develop branding for the town.

### 3.3.5 Theme 5 – A Better Connected West Lancashire

- Action 5.1 Support the development of the business case and future delivery of a new rail station and transport hub in Skelmersdale  
GRIP1-2 Study completed and a Business Case Study was published by LCC in June 2015. LCC are leading on the next phase and initial funding has been identified for a GRIP 3 Study. An appraisal of the options for station locations is to be commissioned by LCC.
- Action 5.5 Develop a movement strategy for Ormskirk  
Work has commenced on this project and will address how it fits within the wider West Lancashire Route Management Plan. The first element of work will be considering options for the Derby Street rail bridge.

### 3.3.6 Theme 6 – Promoting the Place

- Action 6.1 Improve the image of Skelmersdale through the development of a Skelmersdale brand  
Borough Council officers participated in MIPIM UK in October 2015 as part of the Liverpool and Manchester exhibition stand, the options to attend in 2016 are currently being considered. Place marketing company appointed to research and develop brand, marketing activity, and a potential ambassador network.

### 3.3.7 Theme 7 – Supporting the Rural Economy

- Action 7.4 Market rural visitor attractions as part of the West Lancashire visitor offer  
Meetings have been held with Liverpool LEP, Marketing Lancashire and Sefton Council to investigate collaborative working. Action links directly to the delivery of the Ormskirk Town Centre Strategy, marketing and website development of Ormskirk and the wider assets of the Borough. A presentation was provided to Corporate and Environmental Overview & Scrutiny Committee in December 2015 on Leisure and the night time economy.

### 3.3.8 Theme 8 – Advantage through Knowledge and Skills

- Action 8.5 Ensure Edge Hill University and West Lancashire College are linked into all major projects as appropriate, strengthening engagement with LCC and LEP.  
Edge Hill University and West Lancashire College are both represented on the WL Skills, Training and Employment Partnership, as is the Lancashire LEP Skills Hub. Senior Borough Council officers have ongoing regular dialogue with both educational establishments. Edge Hill University are members of Liverpool LEP and have regular engagement with Lancashire LEP.
- Action 8.6 Develop an Employment Charter and encourage employers, including social enterprises and Business Ambassadors to sign up  
The Employment and Skills Charter has been developed with several of our larger employers and small SME's actively signing up. The Charter has been endorsed by the WL Skills Training and Employment Partnership and had seventeen businesses signed up by the end of March 2016.

3.4 The delivery of the wide range of activities identified within the Strategy and action plan is only possible by working in partnership with a wide range of organisations both within the borough and beyond the West Lancashire borders. Some of the actions are being led by organisations other than the Borough Council and as a result requires close working relationships to be developed and maintained.

## 4.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

4.1 There are no significant sustainability impacts associated with this article and, in particular, no significant impact on crime and disorder. The article has no significant links with the Sustainable Community Strategy however the actions identified within the Economic Development Strategy are all working to increase the wealth of the borough, support business growth and engagement, partnership working and to increase local employment opportunities.

## 5.0 FINANCIAL AND RESOURCE IMPLICATIONS

5.1 There are some financial and resource implications arising from this article in respect of the numerous areas of activity, however these are being met from existing resources.

## 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 article.

---

---

### **Background Documents**

The following background documents (as defined in Section 100D (5) of the Local Government Act 1972) have been relied on to a material extent in preparing this Article.

<u>Date</u>	<u>Document</u>	<u>File Ref</u>
Apr 2015	West Lancashire Economic Development Strategy 2015-2025	ER/EDStrategy

### **Appendices**

A. Economic Development Strategy Year 1 Progress Report Apr 2015 - Mar 2016





**THEME 1 – Stimulating Change**

Action	Estimated Timescale	Year 1 Progress (Apr 2015- Mar 2016)
1.1 A more forceful and effective stewardship of the Skelmersdale regeneration agenda, including the establishment of a 'Skelmersdale Leadership Board' and local business/partner Ambassadors  Partners: <b>WLBC/LCC/HCA/Private sector</b>	2015-2017	Following conversations with CEO Marketing Lancashire and a 'place marketing' specialist company, the ambassador network is likely to be an outcome of the branding activity (supported by employer buy-in) therefore this activity needs to be aligned with the branding (See Action 6.1). Place Board will also emerge from branding work.  Looking at options for an events programme and/or a business club and what that entails.  Apprenticeship Awards and business networking event took place Mar16, very well attended with great feedback. Next business event taking place Jun16.
1.2 Investigate the merits of a mini Growth Deal for Skelmersdale  Partners: <b>WLBC/LCC/HCA</b>	2015-2016	Meeting held with Brandon Lewis MP (Mar15) with brochure highlighting Skelmersdale's growth potential. Meeting held with LCC, HCA & WLBC (May15) to discuss ideas and Strategy. Growth deal idea for Skelmersdale put forward as part of devolution proposals 2016.
1.3 Be more vocal amongst sub-regional and national partners of West Lancashire's needs and opportunities  Partners: <b>WLBC/LCC/HCA/Skills Training and Employment Partnership (STEP)/partners/schools</b>	2015-2016	ED Strategy presented to the Liverpool City Region Chief Executives. Continued engagement at a senior level with Liverpool City Region and LCC. MIPIM UK attendance in Oct15. Frank McKenna also attended in his capacity as Downtown CE. CEO of Marketing Lancashire and LCC also attended. Attended Lancashire Economic Development Directors Meeting (Nov15). Involvement in Lancashire Devolution discussions. Meeting with BIS Nov15 to discuss ED Strategy. In attendance at the Lancashire Economic Development Directors meeting (Feb16) and the Superport Forum (Mar 16). Met with officers from Knowsley Council (Feb 16) to discuss opportunities for working together in the future.
1.4 The Borough Council will become an even more	2015-2017	The Let's Talk Employment and Skills Charter launched with the Business

	business facing organisation, with sustained engagement at a senior level with key local businesses, developers and investors  Partners: <b>WLBC</b>		Engagement Officer working to sign up businesses. It is anticipated that this will encourage businesses to participate in supporting local people but also engaging in a 'business club' or 'ambassador' scheme.  Business Engagement Officer will be the 'point of contact' for our key businesses.  Mail out to businesses to update business database Nov15.  Business Development Officer started in post Nov15 and will be supporting this action.  Business events programme, together with business engagement through the Place marketing exercise will support this activity ( <i>see Action 1.1 / 6.1</i> ).
1.5  Page 84	Develop an action plan and make resources available to further develop the approach to business engagement and support business growth enabling them to capitalize on sub-regional and national funding programmes. This needs to focus on ensuring businesses perceive WLBC as a Council which is "open for business and open for growth"  Partners: <b>WLBC</b>	2015-2017	Business Development Officer appointed Nov16. Currently familiarising herself with the Lancashire Business Growth Fund, rural programme and the new European funding programme. Will be undertaking visits to businesses to support with development/funding opportunities.  BDO has spent Jan and Feb working with West Lancashire businesses with regards to the December flooding and supporting them to access funding (via LCC Boost and Regenerate).  Action links into ambassador programme and further supported by the formation of Development and Regeneration Service Areas in Mar 16.

## **THEME 2 - Provide the right scale and mix of employment sites**

<b>Action</b>	<b>Estimated Timescale</b>	<b>Year 1 Progress (Apr 2015- Mar 2016)</b>
2.1 Consider the potential for the allocation, and delivery of additional employment land within, or in close proximity to Skelmersdale to meet longer term needs  Partners: <b>WLBC/Liverpool LEP/Lancashire LEP</b>	2015-2020	Report highlighting available land & premises across the Borough as Members Update Oct15. Study work to be repeated in 2016. Conversations with neighbouring authorities are ongoing, and have resulted in a Liverpool City Region Strategic Housing and Employment Land Study being commissioned. This will inform an employment land requirement for West Lancashire in the Local Plan Review. Allocation of

			<p>additional employment land around Skelmersdale would involve Green Belt release, and so would need to be done as part of a Local Plan Review.</p> <p>Meeting held with property developer within the logistics sector (following a meeting at MIPIM UK) to discuss Skelmersdale's future potential.</p>
2.2	<p>Deliver Greenshoots</p> <p>Partners: <b>WLBC</b>/private sector</p>	2016-2018	<p>Tendering exercise completed Jun15. Report to Council Jul15 providing financial details as requested and seeking authority to appoint contractors and commence building. Authority received and contractors appointed. Pre let interest received. Final designs negotiated and agreed and area for site compound cleared. Issues with utility companies being resolved with an anticipated start on site Jan16.</p> <p>Steels erected and floors prepared, cladding commenced Mar16. Letting particulars prepared and issued to potential tenants.</p>
2.3	<p>Improve the signage and the wider environment of Skelmersdale's existing employment areas, particularly at key gateways</p> <p>Partners: <b>WLBC</b>/LCC</p>	2015-2017	<p>Site visit undertaken with potential contractor for an indication of pricing.</p> <p>Report incorporating potential costs and short-medium-long term actions to be finalised.</p> <p>Consideration given to works to include replacing green and silver signage (invisible against the shrubbery) with red and silver in line with the existing and relatively new signage in Gorsey Place and West Lancashire Investment Centre.</p> <p>Following an assessment of the priority site at J4 and the emerging branding activity, plans have been revised to focus on cleaning signage and tidying the environmental areas on all the key gateway signs. No changes to the actual signs will take place until the branding activity is complete. J4 site remains a priority area as the signage is unreadable due to overgrown shrubbery and hardstanding requires a refresh.</p>
2.4	<p>Work with the private sector to ensure the delivery of allocated employment land at Burscough and Simonswood</p> <p>Partners: <b>WLBC</b>/LCC/private sector</p>	2015-2020	<p>Simonswood - Potential infrastructure project. Initial meeting to be brokered with Knowsley &amp; Sefton councils to take forward. The allocated employment land at Burscough and Simonswood is in the ownership of individuals who have stated a desire to bring them forward, the sites are free from any significant development constraints therefore delivery is dependent on market interest.</p>
2.5	<p>Consider the potential for a Greenshoots 2 development, further remodeling workspaces in Skelmersdale</p> <p>Partners: <b>WLBC</b>/private sector</p>	2018-2020	<p>Remodelling of fire damaged units at Gorsey Place agreed by Council.</p> <p>Incorporate elements of Greenshoots (1) to ensure both schemes are contemporaneous.</p>

### **THEME 3 – Housing as a Driver for Change**

<b>Action</b>		<b>Estimated Timescale</b>	<b>Year 1 Progress (Apr 2015- Mar 2016)</b>
3.1	Support for the delivery of housing estate improvements  Partners: <b>WLBC/HCA/LCC</b>	2015-2025	Firbeck Revival on track for completion in 2016. Improvement works to existing properties complete, 16 completions expected to be handed over in Apr16, with a further 26 handovers between May and July 2016. Beechtrees Regeneration currently in planning stage. Exploration into release of resources to launch further regeneration schemes.
3.2	Support the delivery of significant new market and affordable housing in Skelmersdale on allocated sites, including within the town centre  Partners: <b>WLBC/HCA/Private sector</b>	2015-2025	Whalleys granted outline permission and being promoted to house builders through Land Auction Pilot. Former Digmoor Sports Centre, Findon and Delf Clough sites being promoted by Council / HCA, and 3 LDO's were adopted by Cabinet in Mar16. Other potential town centre sites in Council ownership to be considered but must not detract from interest in Whalleys, Findon and Delf Clough. Initial discussions held in Jul15 with College and LCC re: land at former College and Glenburn sites. Other significant housing sites in Skelmersdale not in public sector ownership. Development Brief for Firswood Road land adopted Aug14. Discussions with landowners of Firswood Road land ongoing to bring forward first phase.
3.3	Work with the private sector to explore if additional opportunities for further new housing growth in Skelmersdale can be identified and work with partners to drive this forward  Partners: <b>WLBC/HCA/Private sector</b>	2015-2025	MDs met with Housing & Planning Minister to discuss potential Skelmersdale Growth Deal and initial meeting held with LCC. Further new housing growth around Skelmersdale will inevitably involve Green Belt release, and so would need to be done as part of a Local Plan Review. Principal Economic Regeneration Officer post to be advertised April16.
3.4	Support the delivery of homes on allocated sites in Burscough and Ormskirk  Partners: <b>WLBC/Private sector</b>	2015-2020	Local Plan seeking to deliver at least 750 new homes in Ormskirk with Aughton and 850 new homes in Burscough. First three years of Local Plan (2012-2015) saw 413 new homes built in Ormskirk and Aughton and 72 new homes in Burscough. Development Brief for Grove Farm adopted Aug14. Application for over 300 new homes at Grove Farm has been received and will shortly be decided by Planning Committee. Masterplan for Yew Tree Farm adopted Feb15.

			Application for 580 dwellings plus 100-bed care home submitted in Feb15 for Yew Tree Farm, Burscough, Planning Committee approved subject to Section 106 agreement. Permission already granted (but not yet built) for over 200 new homes in Burscough.
3.5	Develop employment initiatives in collaboration with house builders, contractors and training providers, to support local people into employment  Partners: <b>WLBC/ West Lancashire College/STEP/ private sector/</b>	2015-2016	Let's Talk Employment and Charter now in place to support this activity. STEP group fully supportive.  Discussions held with neighbouring Councils/partners to share ideas and fill potential employment gaps once demand is known. Officer also liaising with Preston & South Ribble regarding the City Deal programme, linking in where possible.  STEP meeting held Feb16, very good attendance with both Edge Hill University and WL College present. Next meeting May16.

#### **THEME 4 – Revitalised Town Centres**

<b>Action</b>	<b>Estimated Timescale</b>	<b>Year 1 Progress (Apr 2015- Mar 2016)</b>
4.1 Deliver the Skelmersdale Vision Town Centre proposals for the regeneration of Skelmersdale  Partners: <b>St Modwen/WLBC/ HCA/LCC/LCP</b>	2015-2020	Planning consent granted however a judicial review followed delaying progress. Supplementary Legal agreement almost complete. July15 Council authority given to fund public realm infrastructure works.
4.2 Investigate funding/ development opportunities to re-develop civic spaces and leisure facilities within Skelmersdale Town Centre  Partners: <b>WLBC/LCC</b>	2015-2016	St Modwen scheme will deliver some improvements. New post of Business Development Officer will support this activity, investigating funding such as European and/or RGF, very difficult to attract funding for public realm/leisure provision.
4.3 Ensure proposals for infrastructure projects which complement the regeneration of Skelmersdale Town Centre are co-ordinated and joined-up  Partners: <b>LCC/WLBC</b>	2015-2022	Liaison with LCC and other infrastructure providers ongoing to ensure delivery of appropriate infrastructure at the right time. West Lancashire Highways & Transport Masterplan Officer Steering Group established in Aug15 which will meet regularly and guide the delivery of key transport infrastructure projects in Skelmersdale and West Lancashire.
4.4 Implement a skills, training and employment strategy, drawing in all the relevant partners to maximise employment opportunities for local people arising from	2015-2020	Meeting to be held with St Modwen to progress employment initiatives at the appropriate time.

	<p>the regeneration of Skelmersdale town centre</p> <p>Partners: <b>STEP/WLBC</b></p>		<p>Discussions to be held with neighbouring Councils to share ideas and fill potential employment gaps.</p> <p>ED Strategy presentation to STEP group Jun15.</p> <p>Let's Talk Apprentices initiative and Let's Talk Employment and Skills Charter are being developed to support this agenda.</p> <p>17 apprenticeships created as a result of Council intervention. 17 businesses signed up to the Employment and Skills Charter.</p> <p>Specific activity for Skelmersdale town centre will be developed once progress has commenced within the town.</p> <p>Apprenticeships, JSA and Universal Credit figures reported to STEP group Feb16.</p>
<p>4.5</p> <p>Page 88</p>	<p>Implement the Ormskirk Town Centre Strategy and Action Plan, working with partners including local business networks and social enterprises</p> <p>Partners: <b>WLBC/LCC/Private Sector</b></p>	<p>2015-2020</p>	<p>Final Draft Strategy approved by Cabinet in Sept15. All partners have endorsed the Strategy.</p> <p>Management Group established and first meeting held Nov 2015. Sub Groups to be up and running in Jan16. Technical Services to merge with R&amp;E in early 2016 to give greater integration of approach.</p> <p>Management Group and all three sub groups have now met and actions are being taken forward through those mechanisms.</p> <p>Thinkingplace appointed to investigate perceptions/views on the town centre and are in the process of disseminating their findings to the various stakeholders involved.</p>

### **THEME 5 – A Better Connected West Lancashire**

<b>Action</b>	<b>Estimated Timescale</b>	<b>Year 1 Progress (Apr 2015- Mar 2016)</b>
<p>5.1 Pro-actively support the development of the business case and future delivery of a new rail station and</p>	<p>2015-2022</p>	<p>GRIP1-2 Study completed Dec14; Business Case Study published by LCC Jun15).</p>

	transport hub in Skelmersdale Partners: <b>LCC/Mersey travel/Network Rail/WLBC</b>		LCC to lead on next phase of work, initial funding identified for GRIP 3 Study. Appraisal of Station Location Options to be commissioned by LCC.
5.2	Develop cycle and walking infrastructure between key settlements across the Borough (West Lancashire Wheel) Partners: <b>WLBC/LCC</b>	2015-2017	Cycling & Green Infrastructure Strategy being prepared. S106 monies allocated to certain projects already, proposals being drawn up by LCC. Other proposals to come forward as part of large housing allocations. CIL & ESIF Bids prepared.
5.3	Develop sustainable and long-term transport initiatives to connect Skelmersdale's residential and employment areas to support job seekers to access skills, training and employment opportunities Partners: <b>LCC/WLBC/STEP</b>	2015-2018	To be considered more fully as Skelmersdale Rail advances and through a Skelmersdale Movement Strategy as the Highways & Transport Masterplan begins to be implemented.
5.4	Support the implementation of Superfast Lancashire to ensure West Lancashire's businesses and residents have access to the latest digital infrastructure Partners: <b>LCC/BT/WLBC</b>	2015-2016	LCC lead organisation, WLBC activity has included promotion and information to the business community and presentation from Superfast Lancashire to STEP group to ensure dissemination to wider community took place Feb15.  550,000 homes and businesses, 80% coverage of Lancashire.  Broadband project due to complete end 2015, however there is the potential for it to be extended from 2016 for 2 years.  Aspirations for an Ultrafast Broadband programme for Lancashire via the ESIF, however no announcement has been made.
5.5	Develop a movement strategy for Ormskirk Partners: <b>LCC/WLBC</b>	2015-2025	Work commenced on this project and how it fits within wider West Lancashire Route Management Plan. First element of work considering options for the Derby St Rail Bridge.
5.6	Continued case making for rail infrastructure improvements in Ormskirk and Burscough Partners: <b>LCC/Merseytravel/Network Rail/WLBC</b>	2015-2019	Ormskirk to Burscough Electrification Demand Study completed. No strong enough business case to support it at this stage. LCC / Merseytravel to consider next steps.
5.7	Support the development of the proposed Tarleton 'Green Lane Link' to alleviate rural road congestion and support businesses Partners: <b>LCC/WLBC</b>	2019-2020	Contained within LCC's Transport Plan.

## **THEME 6 – Promoting the Place**

Action	Estimated Timescale	Year 1 Progress (Apr 2015- Mar 2016)
6.1 Improve the image of Skelmersdale through the development of a Skelmersdale brand  Partners: <b>WLBC/Marketing Lancashire/HCA/Private Sector</b>	2015-2017	Directly linked to Theme 1 Leadership Board, and Ambassadors.  Attendance at MIPIM UK in Oct15.  Met with CE of Marketing Lancashire to support with branding activity and a possible place marketing company.  Investigating procurement options with the potential to work with Marketing Lancashire’s chosen contractor.  Place marketing company appointed to support Council and other partners to develop a place narrative and brand. Consultation work to take place during May-June 2016, including the establishment of a Task & Finish Group, one-one conversations, workshops and focus groups.
6.2 Identify and utilise West Lancashire Ambassadors from public and private sectors who will act as high profile advocates for West Lancashire  Partners: <b>WLBC/Private Sector</b>	2015-2016	A potential outcome of the branding activity.  Draft ideas considered for Business Ambassador Club/Business Charter Club/events programme.  Draft calendar of events 2016 developed. Apprenticeship Awards event took place March 2016 with the next event scheduled for June 2016.
6.3 Periodically refresh the Welcome to West Lancashire inward investor ‘script’  Partners: <b>WLBC/Marketing Lancashire</b>	2015-2025	Brand must be developed before Ambassador ‘script’ is composed.  Officer has produced marketing literature to support St Modwen’s town centre marketing.  The Let’s talk Employment and Skills Charter and work carried out to produce an employment factsheet and a skills factsheet will provide a solid foundation for this activity.
6.4 Develop and periodically refresh a Skelmersdale ‘script’  Partners: <b>WLBC/Marketing Lancashire/HCA</b>	2015-2025	Awaiting brand development when this action will be developed.



## **THEME 7 – Supporting the Rural and Visitor Economy**

<b>Action</b>	<b>Estimated Timescale</b>	<b>Year 1 Progress (Apr 2015- Mar 2016)</b>
7.1 Improve the positioning of West Lancashire in the forthcoming Lancashire Visitor Economy Strategy  Partners: <b>WLBC/Marketing Lancashire</b>	2015	Tele-conference held with senior officers early 2015, Strategy consultation July/Aug 2015.  PH participated in Strategy consultation exercise, which is due to draw to a close end Sept.  Anticipate Lancashire’s Destination Management Plan to be in place April 2016.
7.2 Support the ‘Made in Lancashire’, and other similar campaigns by encouraging more businesses to participate  Partners: <b>WLBC/Marketing Lancashire/Myerscough College</b>	2015-2025	Unclear if this brand will continue into the future and is likely to be subsumed within the work of Marketing Lancashire campaigns. Officer will continue to work with appropriate partners.
7.3 Actively participate in the Rural Development Programme for England (RDPE) Lancashire Programme to ensure activity is directed into the Borough and West Lancashire businesses benefit from support  Partners: <b>WLBC/LCC/Myerscough College/Wigan Council</b>	2015-2017	The new RDPE programme has been approved, the LAG Executive has been agreed (WLBC officer to represent on the group) and training undertaken in July 15. Expect programme to be launched in Sept 15. First meeting to be held 29.09.15.  Delay in signing off the Programme which is currently with the legal team within LCC.  Launched in Dec 2015.  LAG Forum took place 16.03.16, first LAG Executive (decision making group) to take place April 16.
7.4 Market rural visitor attractions as part of the WL visitor offer  Partners: <b>WLBC/Marketing Lancashire</b>	2015-2020	Officers met with Marketing Lancashire to discuss future promotion in light of both the ED Strategy and the forthcoming Ormskirk TC Strategy. Website improvements to follow, including potential for a micro-site.  Met with Sefton & Liverpool LEP on collaboration work, specifically around the promotion of Ormskirk (links directly to Ormskirk Town Centre Strategy).

			<p>Presentation to Corp &amp; Env O&amp;S Committee 03.12.15 'Regeneration, Leisure &amp; Night-time Economy'. Workshop to be held Jan 16.</p> <p>This activity closely linked with Ormskirk Town Centre activities, which includes the potential for a dedicated website to promote Ormskirk and the wider assets of West Lancashire and our neighbouring areas, i.e. Sefton.</p>
7.4	<p>Consider the need for bespoke rural workspace/rural technology hubs and investigate opportunities</p> <p>Partners: <b>WLBC/LCC/Private Sector</b></p>	2017-2020	<p>Conversations will progress in the future as potentially part of the RDPE programme.</p> <p>IG/PH met with the NFU to develop relationships further to better support our rural economy.</p> <p>No evidence of demand at the present time for rural workshops.</p>

### **THEME 8 – Advantage through Knowledge and Skills**

<b>Action</b>	<b>Estimated Timescale</b>	<b>Year 1 Progress (Apr 2015- Mar 2016)</b>
<p>8.1 Support the regeneration of Skelmersdale by strengthening secondary school provision, particularly at Glenburn</p> <p>Partners: <b>LCC/WLBC/STEP/Schools</b></p>	2020-2025	<p>Managing Director met with Cllr Mein and J Turton, LCC to discuss the skills agenda, as a result officers to meet with new Lancashire Skills Co-ordinator and invite to future STEP meeting.</p> <p>Skills Hub Co-ordinator attended STEP Group Nov 15.</p> <p>Mayor arranging an Education meeting with LCC to discuss future of secondary education in Skelmersdale.</p> <p>West Lancashire Partnership (partnership of head teachers and college principal) now represented on the STEP group.</p>
<p>8.2 Develop sector-focused work-based training in partnership with employers and training providers, and strengthening links between businesses and training providers</p> <p>Partners: <b>STEP/WL College/Edge Hill University/WLBC</b></p>	2015-2017	<p>ED Strategy presentation to STEP group June 2015.</p> <p>'Let's Talk Employment and Skills Charter supported by STEP group and launched Nov 2015.</p> <p>Supply chain skills/Logistics event held at Edge Hill University in</p>

			<p>early Dec 2015 attended by Borough Council officers.</p> <p>Edge Hill and College represented on STEP group. Both establishments attended recent Borough Council Apprenticeship Awards and Business Networking event.</p>
8.3	<p>Strengthen FE links with Liverpool Superport stakeholders to maximise opportunities in the logistics sector</p> <p>Partners: <b>WLBC/WL College/Edge Hill University/Liverpool LEP</b></p>	2015-2016	<p>Business Engagement Officer participated in EHU Employers Panel 16.09.15 as part of ongoing relationship development and supporting business engagement opportunities.</p> <p>Skills Hub Director attended logistics and supply chain event at EHU Dec 15 with ER staff.</p> <p>Business Engagement Officer supporting EHU with a 'mock assessment centre' Jan 2016.</p> <p>EHU have joined the Liverpool LEP as a corporate member.</p>
8.4	<p>Develop sustainable and long-term skills initiatives to support tenants and residents into employment</p> <p>Partners: <b>WLBC/STEP/LEP</b></p>	2015-2016	<p>Linked to Skelmersdale town centre activity.</p> <p>The Employment and Skills Charter aims to encourage employers to interview, provide work experience opportunities, etc. to local people and use local supply chains.</p> <p>Let's Talk Apprentices and Let's Talk Employment and Skills Charter presented to STEP Sept 15.</p>
8.5	<p>Ensure Edge Hill University &amp; West Lancashire College are linked into all major projects in West Lancashire as appropriate, strengthening engagement with LCC and LEP</p> <p>Partners: <b>LCC/LEP/WLBC/STEP/WL College/Edge Hill University</b></p>	2015-2025	<p>Officers working closely with both Edge Hill University and West Lancashire College.</p> <p>Edge Hill and College represented on STEP group. Both establishments attended recent Borough Council Apprenticeship Awards and Business Networking event.</p>
8.6	<p>Develop an Employment Charter and encourage employers, including social enterprises and Business Ambassadors to sign up, this will encourage employers to consider local employment options, work experience, apprenticeships and other local skills and employment initiatives</p> <p>Partners: <b>WLBC/STEP</b></p>	2015-2016	<p>'Let's Talk Employment and Skills Charter supported by STEP group and launched Nov 2015.</p> <p>17 businesses signed up as of end March 2016</p>
8.7	<p>Continue to support partners in the delivery of the WL Challenge project, continue to monitor the project's success</p>	2015-2016	<p>WL Challenge project ended April 2015.</p> <p>Employment and skills activities will continue through new</p>

	<p>and its future sustainability</p> <p>Partners: <b>STEP</b>/WLBC</p>	<p>initiatives, including the Let's Talk Apprentices initiative and the potential Lancashire Sport employment and skills ESIF proposal.</p> <p>Will provide support to STEP partners if they have an interest in submitting funding applications in this area of activity.</p> <p>Officers have referred STEP organisations to the Lancashire Sport project to support its delivery in the Borough.</p>
--	--	---



# Agenda Item 3a

**ARTICLE NO: 3A**

**CORPORATE AND  
ENVIRONMENTAL OVERVIEW &  
SCRUTINY COMMITTEE**

**MEMBERS UPDATE 2016/17  
ISSUE:1**

---

**Article of: Borough Transformation Manager and Deputy Director of Housing and Inclusion**

**Relevant Portfolio Holder: Councillor Gagen**

**Contact for further information: Mrs J Ryan (Extn. 5017)  
(E-mail: [jill.ryan@westlancs.gov.uk](mailto:jill.ryan@westlancs.gov.uk))**

---

**SUBJECT: COMMUNITY CHEST GRANTS**

---

Wards affected: Borough wide

## **1.0 PURPOSE OF ARTICLE**

1.1 To inform Members of the mechanism for dealing with grant applications from the Community Chest and of the grants awarded in the second tranche of bids for the financial year 2016/17.

---

---

## **2.0 BACKGROUND**

2.1 Applications for grants from the Community Chest are dealt with through the delegation procedures. The delegation is to the relevant Portfolio Holder.

2.2 In reaching the decisions on Community Chest Applications, the Portfolio Holder in consultation with Councillors and Directorate Service Heads have taken into consideration the details contained within the application form, membership of the organisation, how long the organisation has been in existence, their current balances and the amount of assistance requested.

2.3 Consideration of the above is applied in order to ensure the best and most efficient use of monies.

## **3.0 CURRENT POSITION**

3.1 Applications were considered on 21 March 2016 by Councillor Gagen, Portfolio Holder for Leisure.

3.2 The following grants were awarded from the General Fund.

Churches Together in Ormskirk	£500
Newburgh Fair Association	£500
Chapel Court Farmers Club	£250
PTFA of Delph Side CP School	£500
Ormskirk Rugby Union Football Club Mini and Juniors Section	£500
Friends of Tawd Vale Scout Camp	£500
Ormskirk Bowling Club	£500
Keeley Orrin	£250
Imogen Ann Mould	£250
Holly Miller	£250
Leah Gibson	£250

3.3 The following grant was awarded from the Arts Fund

Friends of Sandy Lane	£500
-----------------------	------

3.6 The current Community Chest balances are as follows:

General	-£3,323.13
Play	£1,710.00
Arts	-£0.60
Sports/Talented Athlete	£4,150.00

(Note:

The Deputy Director of Development and Regeneration, Mr. I. Gill, the Assistant Member Services Manager Mrs. J. Denning and the Principal Scrutiny Officer, Mrs. C. Jackson declared pecuniary interests as Members of the above Club.

#### **4.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

4.1 There are no significant sustainability implications associated with this update and in particular, no significant impact on crime and disorder. Applications involve proposals that will promote existing leisure and recreation facilities and provide information and training.

#### **5.0 RISK ASSESSMENT**

5.1 The actions referred to in this update are covered by the scheme of delegation to Members any necessary changes have been made in the relevant operational risk registers.

---



---

#### **Background Documents**

The following background documents (as defined in Section 100D (5) of the Local Government Act 1972) have been relied on to a material extent in preparing this Report.

Application forms from:

Churches Together in Ormskirk	25/02/16
Newburgh Fair Association	24/02/16
Chapel Court Farmers Club	30/01/16
PTFA of Delph Side CP School	09/12/15
Ormskirk Rugby Union Football Club Mini & Junior Section	10/12/15
Friends of Tawd Vale	07/03/16
Ormskirk Bowling Club	04/03/16
Keeley Orrin	07/12/15
Imogen Ann Mould	22/02/16
Holly Miller	12/01/16
Leah Gibson	09/12/15
Friends of Sandy Lane	10/12/15

### **Equality Impact Assessment**

There is a significant 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 when undertaking the actions detailed within this article.

### **Appendices**

1. Equality Impact Assessment.

Appendix 1

1.	<p>Using information that you have gathered from service monitoring, surveys, consultation, and other sources such as anecdotal information fed back by members of staff, in your opinion, could your service/policy/strategy/decision (including decisions to cut or change a service or policy) disadvantage, or have a potentially disproportionately negative effect on, any of the following groups of people:</p> <p><i>People of different ages – including young and older people</i>  <i>People with a disability;</i>  <i>People of different races/ethnicities/ nationalities;</i>  <i>Men; Women;</i>  <i>People of different religions/beliefs;</i>  <i>People of different sexual orientations;</i>  <i>People who are or have identified as transgender;</i>  <i>People who are married or in a civil partnership;</i>  <i>Women who are pregnant or on maternity leave or men whose partners are pregnant or on maternity leave;</i>  <i>People living in areas of deprivation or who are financially disadvantaged.</i></p>	<p>No – from the equality information gathered, no negative effects have been identified. There are some positive effects, particularly for carers and people of different ages, people with disabilities.</p>
2.	<p>What sources of information have you used to come to this decision?</p>	<p>Application forms and supporting evidence including equalities information.</p>
3.	<p>How have you tried to involve people/groups in developing your service/policy/strategy or in making your decision (including decisions to cut or change a service or policy)?</p>	<p>We engage with applicants to provide advice on form filling. Members are involved in the decision making process.</p>
4.	<p><i>Could your service/policy/strategy or decision (including decisions to cut or change a service or policy) help or hamper our ability to meet our duties under the Equality Act 2010?</i>  <i>Duties are to:-</i>  <i>Eliminate discrimination, harassment and victimisation;</i>  <i>Advance equality of opportunity (removing or minimising disadvantage, meeting the needs of people);</i>  <i>Foster good relations between people who share a protected characteristic and those who do not share it.</i></p>	<p>If grants are awarded these will assist in advancing equality of opportunity and foster good community relations.</p>
5.	<p>What actions will you take to address any issues raised in your answers above</p>	<p>Not Applicable.</p>





## ARTICLE NO:

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE**

**MEMBERS UPDATE 2016/2017  
ISSUE: 1**

---

**Article of: Director of Leisure and Wellbeing**

**Contact for further information: Mr A Hill (Extn. 5243)  
(E-mail: [a.hill@westlancs.gov.uk](mailto:a.hill@westlancs.gov.uk))**

---

**SUBJECT: EXEMPTION FROM CONTRACT PROCEDURE RULES**

---

Wards affected: Borough wide

### **1.0 PURPOSE OF ARTICLE**

1.1 To advise Members of a recent exemption from contract procedure rules.

---

---

### **2.0 BACKGROUND**

2.1 The Council has in place robust rules and procedures, reflecting national and European regulations in relation to the procurement of goods and services.

2.2 However, there are certain occasions where, with appropriate reasons, officers can be approved to procure goods or services in a different way. The Council's Chief Executive recently signed an exemption from the Contract Procedure Rules in relation to the procurement of an additional CCTV camera on the 3rd March 2016.

2.3 In the budget setting process of February 2015, £95,000 was made available to fund 3 additional CCTV cameras ("Phase 4"). There were to be located in Castlehey, Tanfields and Burscough St in Ormskirk. When the quote for the works was received, it was sufficiently low to allow officers to explore whether an additional camera could be added. Following information from the Police and the Police analyst, the area of Little Digmaor was identified as having high anti-social behaviour issues. Following this, this location was confirmed by the Portfolio Holder for Health and Community Services, in consultation with the Leader. A public consultation exercise was undertaken at the start of March 2016, with supportive comments being received.

### **3.0 ISSUES**

- 3.1 An exemption to the Contract Procedure Rules was granted last year in relation to the original 3 Phase 4 cameras. The exemption relates to Contracts Procedure rule 7. The estimated value of the contract exceeds £50,000 and as such, normally, tenders would have been invited for that work. The opportunity to add a further camera does increase the value of the works for Phase 4, but only within the original budget. Given that no tender exercise took place for the 3 cameras it was agreed that one was not necessary for the additional one.
- 3.2 This is not an issue that could be taken to Cabinet due to the timescales involved. The next Cabinet meeting that a report could have been taken to is the 14<sup>th</sup> June 2016. The price quoted for the additional camera was only valid if the 4 cameras constituting Phase 4 were project managed and installed at the same time. In addition, a recent (required) public consultation exercise will have raised the expectations of the public in relation to the camera and waiting for the next Cabinet meeting immediately adds a further 3 months to the delivery timescales. Concern has previously been expressed by Members in relation to the delays experienced.
- 3.3 The Council has 100 operational CCTV cameras and a further two due to be completed soon. All of these cameras will have been installed by the same company following two previous tender exercises. The company also (as part of one of the contracts) installed the CCTV suite and was responsible for all the relevant connections. The company also won a separate tender exercise in relation to the maintenance contract. As such they have an extensive knowledge of the system that they also designed. For technical/interoperability reasons a change in supplier would not be practical. Another company, with no experience of all the components of the system, could affect the operation of the system. Equally, with two different sets of engineers working on the system it could prove difficult to prove any liability for unforeseen faults.
- 3.4 As stated, our CCTV installation company have won two tender exercises. Based on our extensive dealings with them we have a good idea of the price of a camera installation and connection and are more than confident that, by entering into negotiations with them, we will ensure that the Council will get value for money.

#### **4.0 ADDITIONAL INFORMATION**

- 4.1 The impact of the proposed extension to the “Phase 2” contract was considered with particular regard to the new rules on contract modifications as set out in the Public Contracts Regulations 2015. Regulation 72 permits the addition to an existing contract of services or supplies “that have become necessary and were not included in the original procurement, where a change of contractor cannot be made for economic or technical reasons such as requirements of interchangeability or interoperability with existing equipment...or would cause significant inconvenience or substantial duplication of costs for the contracting authority...provided that any increase in price does not exceed 50% of the value of the original contract”.
- 4.2 Cabinet Office guidance confirms that the 50% limit applies each time a contract is modified (i.e. not cumulatively), provided the change is not aimed at avoiding the procurement rules.

4.3 It was considered that the proposed “Phase 4” installation meets these legal, technical and economic tests, and extension of the existing contract was permissible under the new legislation and the exemption was granted, even when it is for 4 cameras not the original 3.

## **5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

5.1 Effective surveillance using overt CCTV systems is likely to reduce crime and/or the fear that is derived from criminal behaviours.

5.2 CCTV has a direct link to the Community Strategy in relation to improving safety.

## **6.0 FINANCIAL AND RESOURCE IMPLICATIONS**

6.1 There are no additional financial implications as the funding for “Phase 4” was identified as part of the Council’s budget setting process for 2015/16 and even adding a fourth camera will not increase the budgetary requirement.

## **7.0 RISK ASSESSMENT**

7.1 The decision to add £95,000 worth of work to the Phase 2 contract was publicised via the Official Journal of the European Union (OJEU) procurement website and was not challenged. Therefore there is no risk attached to the decision.

---

---

### **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**

None.





## ARTICLE NO:

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE**

**MEMBERS UPDATE 2016/17  
ISSUE: 1**

---

**Article of: Borough Transformation Manager and Deputy Director Housing & Inclusion**

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

---

**SUBJECT: EXEMPTION FROM CONTRACT PROCEDURE RULES**

---

Wards affected: Borough wide

### **1.0 PURPOSE OF ARTICLE**

1.1 To advise Members of a recent exemption from contract procedure rules.

---

---

### **2.0 BACKGROUND**

2.1 The Council has in place robust rules and procedures, reflecting national and European regulations in relation to the procurement of goods and services.

2.2 However, there are certain occasions where, with appropriate reasons, officers can be approved to procure goods or services in a different way. The Chief Executive recently signed an exemption from the Contract Procedure Rules in relation to the extension to a contract with Society of IT Management (SOCITM) on the 2 March 2016.

### **3.0 CURRENT POSITION**

3.1 The exemption relates to Contract Procedure rule 6 "...where the estimated value or amount of a proposed contract will exceed £10,000 but will not exceed £50,000 the appropriate senior officer shall obtain not less than three written quotations...".

3.2 Obtaining three quotations was not considered appropriate since only one organisation was in a position to provide the required service. It was not practicable to approach Cabinet to request an exemption to the above Contracts Procedure Rule because due to the timetable for the next Cabinet meeting this left insufficient time for the contract extension documents to be submitted to the supplier for their consideration and agreement, and signed by both parties, before the current agreement ends on 31 March 2016.

## **4.0 ISSUES**

- 4.1 SOCITM is the network and representative body for professionals delivering public services for the benefit of people and communities through the effective use of information and digital technology.
- 4.2 Although there continues to be a healthy working relationship with our ICT service provider (BT Lancashire Services (BTLs)), it is nevertheless considered good practice to adopt some form of independent governance to review certain ICT proposals being delivered by LCC/BTLs. This is particularly appropriate given the significant budgets involved.
- 4.3 The contract management function sits with the Borough Transformation Manager and Deputy Director Housing & Inclusion (BTM/DDHI), and the contract with SOCITM provides ad hoc independent expert technical advice, guidance and support to assist the BTM/DDHI in ensuring WLBC receives a professional ICT service from BTLs that also provides good value for money.
- 4.4 Due to SOCITM's previous and ongoing relationship with WLBC, together with the existing in-depth knowledge of WLBC's ICT and contract processes, they are the only organisation in a position to provide suitable ongoing support for the management of the ICT element of the Shared Services Agreement (SSA). As there has been a very successful approach to date, the preference was therefore to put in place a similar contract on the basis of Rule 4, Note 15 "*only one company makes the product which the Council wishes to purchase and no other product is a reasonable substitute*". It was not therefore considered appropriate to seek three quotations for this arrangement.
- 4.5 The contract is based on a "call off" arrangement and because of this it is not possible to put an exact price on the work. Based on previous use of the service it is not anticipated that the cost will exceed the £10,000 threshold. However the record of decision has been taken to avoid any issues should use of the call off arrangement reach this threshold.
- 4.6 If SOCITM had been unable to establish a further contract, then alternative consultancy would have been sought.

## **5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

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

## **6.0 FINANCIAL AND RESOURCE IMPLICATIONS**

- 6.1 Given that the contract is of a call off nature, there is no risk of committing an excessive sum and this then not being subsequently utilised. The budget used to

fund this work is held by the Borough Treasurer as part of the Policy Options Reserve and therefore no new budget is required.

- 6.2 There are some financial/resource implications arising from this article, however as indicated above these have been met from existing resources.

## **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 article.

---

---

### **Background Documents**

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

### **Equality Impact Assessment**

This article is for information only and 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**

None.







## ARTICLE NO:

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE**

**MEMBERS UPDATE 2016/17  
ISSUE: 1**

---

**Article of: Borough Solicitor**

**Contact for further information: Neale Walker (Extn. 5022)  
(E-mail: [neale.walker@westlancs.gov.uk](mailto:neale.walker@westlancs.gov.uk))**

---

**SUBJECT: CONSULTATION ON CHANGES TO THE LOCAL GOVERNMENT  
TRANSPARENCY CODE 2015**

---

Wards affected: Borough wide

### **1.0 PURPOSE OF ARTICLE**

1.1 To provide a briefing on the Department for Communities and Local Government's consultation document issued on 12 May 2016 which proposes changes to the Transparency Code, together with a summary of the Council's formal response which was made on 20 June 2016. The Council's full response is appended to this Update.

### **2.0 BACKGROUND AND CURRENT POSITION**

2.1 The Council complies with the Local Government Transparency Code 2014 (amended 2015) which requires that local authorities publish the following information on the internet:

Quarterly: Expenditure exceeding £500  
Invitations to tender for contracts exceeding £5,000  
Details of contracts exceeding £5,000

Annually: Local authority land  
Social housing assets  
Grants to VSCEs  
Organisation chart  
Trade union facility time  
Parking account  
Parking spaces  
Senior salaries  
Constitution  
Pay multiple  
Fraud

This information can be accessed using links provided on the "Open Data" page on the Council's website.

- 2.2 The DCLG has set out its proposals for updating the Transparency Code in a consultation which closes on 8 July 2016:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/522767/Strengthening\\_the\\_local\\_government\\_transparency\\_code\\_consultation.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/522767/Strengthening_the_local_government_transparency_code_consultation.pdf)

The Local Government Association requested comments to inform their collective response by 20 June 2016. These timescales were too short to be able to compile a report for Cabinet, so the Leader agreed that the Borough Solicitor should prepare a response via delegated authority for his consideration, issue it to DCLG and the LGA, and share it with members in the form of a Members Update.

### 3.0 PROPOSALS AND COMMENTS

- 3.1 The DCLG's proposals are summarised below, together with a brief explanation of the Council's responses. The responses themselves are shown in the Appendix.

- 3.2 **General comments:** Many of the requirements set out in the Consultation appear to be moving away from transparency for the benefit of the general public and local businesses, and more towards facilitating comparisons between councils and framing how the Council should conduct its business. The information that is being proposed appears to be well in excess of what the public may require, and is directed in some cases to benefit only those organisations that are capable of, and have a commercial interest in, analysing large public sector datasets.

### 3.3 Land Assets

**Proposals:** Extension of the current provision for publishing land assets with additional requirements, in particular around planning and housing provisions, and the publication of the data through the government ePIMS (electronic Property Information Management System) portal.

**Comments:** The information about land and property held by the Council is currently published by Estates in real time (not using ePIMS), and this exceeds the current Transparency Code's mandatory requirements. If the Council were to publish in ePIMS, it is estimated that significant additional data input effort would be required to transfer the data in the first instance.

The requirement to add planning information is also likely to add significant additional costs. The planning status of a site is already available to the public on the Council's website.

The usefulness of some of the proposed changes is obscure, for example data on the number of floors for larger properties.

### 3.4 Procurement information

**Proposals:** Making procurement information available in a standard format through a central portal. The DCLG proposes creating a national reporting mechanism for procurement data in a more prescriptive format. This will enable

the data to be more easily interrogated for the purpose of detecting fraud, bribery and corruption, and to allow local authorities to compare data.

**Comments:** This measure will be beneficial to the extent that it will allow purchasers to see which suppliers are being used by other councils. This may help them to compile lists of potential bidders for future tenders, and will promote informal contact between public bodies to gain feedback on supplier performance.

It is repeatedly stated in the consultation document that this will assist with the detection of fraud or corruption, but it is not explained how.

Separately listing each invitation to tender in a fixed format will involve a duplication of effort, since we will continue (and are legally required) to use the government's Contracts Finder website as our primary tender notification medium.

Any significant changes to the data headings when arriving at the fixed standard format are likely to involve additional work. Useful local information about contracts may be lost in an attempt to make the data fit a prescribed format.

### 3.5 **Contracts**

**Proposals:** Provision of further details about in-house services and how they have been market tested, in a prescribed form.

**Comments:** The proposals add an element of prescription to the Council's Duty of Best Value by implying an expectation that all services costing over £500,000 should be tested against provision by private firms at least every 7 years. An explicit decision-making process would be required to justify the retention in-house of all services down to that level. The medium- to long-term burden of conducting market engagement and tendering exercises to meet this requirement should not be underestimated. Employee transfer ("TUPE") issues would also need to be considered.

### 3.6 **Parking**

**Proposals:** Extension of the current provision to also include a breakdown of income from parking charges and details about penalty charges notices.

**Comments:** The data proposed are extremely detailed, and the volume of statistics they would generate is unlikely to be of use to the public.

### 3.7 **Method of publishing**

**Proposals:** Extension of the current general provision of publishing data anywhere on the council's website to publishing data on specific websites in specific formats, using links from a standard-format 'landing page' on each council's website.

**Comments:** A common 'landing page' for all transparency links is a useful proposal. However, standardisation of publication of specific transparency data to a central source will only be helpful if local data can be viewed and extracted

easily. The proposals are rather vague as to which information should be made available in this way. Large consolidated datasets are likely to be off-putting to the public.

### **3.8 Small and Medium-Sized Enterprises**

**Proposals:** Extension of the current provision to publish spend data to include the proportion of spend that is made annually to Small and Medium-sized Enterprises (SMEs) (recommended not mandatory).

**Comments:** The recommended changes would involve flagging all suppliers (or all payments) on the payments system to show whether they are (or relate to) SMEs. This would involve additional effort. Third party organisations can provide this data on a subscription basis, although there may be technical issues in transferring the data into the payments system.

## **4.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

4.1 None of the proposals are likely to have an impact on sustainability.

4.2 Absorption of financial data into a large central dataset and its removal from the Council's website is likely to reduce the ability of local people to acquire information about the Council's activities.

## **5.0 FINANCIAL AND RESOURCE IMPLICATIONS**

5.1 The implications of each of the proposed changes are described in section 3 above. There would need to be new burdens (or similar) funds made available to enable delivery in respect of several of the proposals consulted upon. Principally this would need to cover officer time and standardisation of software to facilitate automation of process. These costs are not capable of being identified at this time.

## **6.0 RISK ASSESSMENT**

6.1 The changes are proposals at this stage, and there is uncertainty as to which, if any, will be adopted. Any risks should be assessed in more detail when the Transparency Code is amended.

---

---

### **Background Documents**

There are no background documents (as defined in Section 110D(5) of the Local Government Act 1972) to this Article.

### **Equality Impact Assessment**

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

### **Appendix:**

Strengthening Local Government Transparency: Response to Consultation by West Lancashire Borough Council (letter to DCG dated 20 June 2016, copied to LGA).



**Terry Broderick**  
**Borough Solicitor**

PO Box 16, 52 Derby Street  
Ormskirk, West Lancashire L39 2DF  
Telephone: 01695 577177  
Website: [www.westlancs.gov.uk](http://www.westlancs.gov.uk)  
E-mail: [terry.broderick@westlancs.gov.uk](mailto:terry.broderick@westlancs.gov.uk)

Mr J Jobe  
Department for Communities and Local Government  
2<sup>nd</sup> Floor, NE, Fry Building  
2 Marsham Street  
London  
SW1P 4DF

*Date:* 20 June 2016  
*Your ref:*  
*Our ref:*  
*Please ask for:* Terry Broderick  
*Direct Dial no:* 01695 585001  
*Extension:* 5001

Dear Mr Jobe

## **STRENGTHENING LOCAL GOVERNMENT TRANSPARENCY: RESPONSE TO CONSULTATION BY WEST LANCASHIRE BOROUGH COUNCIL**

West Lancashire Borough Council welcomes the opportunity to respond to the Consultation dated May 2016 on changes to the Local Government Transparency Code 2015. This Council is committed to the transparency agenda and views it as an important contribution to increasing local accountability. We take a pro-active approach in ensuring that we comply with the requirements of the Code.

We have answered the specific questions raised in the Consultation in the Appendix, but wish to highlight two areas of the proposals which give us more general concern because they take the Transparency Code into territory which is beyond its stated purpose of helping local people, local businesses and VSCEs to gain access to council information.

1. The proposals set out in paragraph 35 of the Contracts section of the Consultation imply an expansion of the Duty of Best Value which goes well beyond the remit of the Transparency Code, while paragraph 40 of the Parking section proposes the provision of additional information solely to assist the Department for Transport, with no explicit consideration being given to whether it benefits local people. We are of the view that the Transparency Code is not the most appropriate mechanism for addressing these issues.
2. Whilst we agree with the principle that expenditure of public funds should be transparent, the proposals that focus on centralising the presentation of information appear to be moving away from transparency for the benefit of the general public and businesses in the locality, and more towards facilitating comparisons between councils nationally. There is a risk that centralising data in

large, relatively complex national databases may actually make them less accessible to local stakeholders and local SMEs, and could deter the public from seeking information. The only beneficiaries of centralisation are likely to be large organisations that are capable of, and have a commercial interest in, analysing large public sector datasets.

We hope that you find our detailed comments useful and constructive.  
Yours sincerely



**T Broderick**  
**Borough Solicitor**

## APPENDIX

### Responses to the specific questions set out in the Consultation.

#### Land

*Q1: Do you agree that authorities should record details of their land and property assets in a consistent way on ePIMS?*

The Council has recently submitted an expression of interest, along with other Lancashire authorities, in a pilot project to use ePIMS. However, as a matter of principle we believe that authorities should be able to use any format which meets the Transparency Code's requirements and is usable by the general public.

*Q2: What do you consider are the benefits/disbenefits of authorities recording details of their land and property assets in a consistent way on ePIMS?*

The information about land and property held by this Council is currently published in a form which is not ePIMS but is updated in real time. This exceeds the Transparency Code's mandatory requirements, and publication on ePIMS is likely to require additional resources.

*Q3: Can you quantify the added cost or saving to your authority of publishing this data to ePIMS rather than publishing it on your own authority's website?*

It is estimated that 2 man-months of data input effort would be required to transfer the data to ePIMS in the first instance.

*Q4: Can you quantify the added or saved man-hours involved in your authority publishing this data to ePIMS rather than publishing it on your own authority's website?*

Please refer to our response to Q3 above.

*Q5: Do you agree that authorities should record the additional data proposed above, in a consistent way on ePIMS?*

Most of the information is already readily available to the public; however if ePIMS is to be used consistently, this should be reflected as a new burden.

*Q6: What do you consider are the benefits/disbenefits of authorities recording the additional data proposed above, in a consistent way on ePIMS?*

Information about the planning status of a site is already available to the public on this Council's website. The use of ePIMS may add to consistency, however the usefulness of some of the proposed changes is unclear (e.g. data on the number of floors for larger properties).

*Q7: Can you quantify the added cost, if any, to your authority of publishing this additional data?*

We have not applied resource to the estimation of additional costs, but they are likely to be significant.

*Q8: Can you quantify the additional man-hours, if any, involved in your authority publishing this additional data?*

Please refer to our response to Q7 above.

### **Procurement**

*Q9: Do you agree that authorities should publish procurement data in a fixed format to a central source?*

We are unable to form a view on this, as it is unclear how this measure will help to achieve the stated purpose of the proposals which is to help detect fraud, bribery and corruption.

*Q10: What do you consider are the benefits/disbenefits of publishing procurement data in a fixed format to a central source?*

The main advantage of this proposal for authorities is that it will allow purchasers to see which suppliers are being used by other authorities. This may help them to compile lists of potential bidders for future tenders, and will promote contact between authorities to gain references and informal feedback on supplier performance.

However, useful local information about contracts may be lost in an attempt to make the data fit a centrally -prescribed format.

*Q11: Can you quantify the added cost or saving to your authority of publishing this data in a fixed format to a central source rather than publishing it on your own authority's website?*

There will be an added cost if the fixed format is significantly different from our own format. We will only be able to quantify this when the fixed format is available.

*Q12: Can you quantify the added or saved man-hours involved in your authority publishing this data in fixed format to a central source rather than publishing it on your own authority's website?*

Please refer to our response to Q11 above.

### **Contracts**

*Q13: Do you agree that authorities should publish information about the decision making process of retaining, or taking, a service 'in house'?*



No, the proposals will create an implied expectation that all services should be tested against provision by private firms every 7 years. This adds an element of prescription to the existing Duty of Best Value and we are concerned that the Transparency Code is not an appropriate vehicle for introducing a fundamental change to the Duty.

*Q14: What do you consider are the benefits/disbenefits of publishing information about the decision making process of retaining, or taking, a service 'in house'?*

We already publish such information when decisions of this type are made.

*Q15: Should the requirement apply to all services, or should it apply to specific key services – such as waste services, leisure services and human resources where a decision has been made to provide the service in-house?*

Please refer to our response to Q13 above.

*Q16: If the requirement were to apply to all services, what should the threshold be for the value of these services?*

Please refer to our response to Q13 above.

*Q17: What aspects of this requirement will give rise to burdens for local authorities and how can these be minimised while still increasing transparency?*

The publication of the information is not a significant burden; however the use of the Transparency Code to introduce the underlying market testing activity is an issue.

*Q18: Can you quantify the added cost, if any, to your authority of publishing this data?*

The cost of publishing this data is less significant than the cost of undertaking the market testing activities themselves.

*Q19: Can you quantify the added man-hours, if any, involved in your authority publishing this data?*

Please refer to our response to Q18 above.

### **Parking**

*Q20: Do you agree that authorities should publish further details of their parking finances and enforcement?*

Yes, providing the data is readily available and can be shown to be useful to local people.

*Q21: What do you consider are the benefits/disbenefits of publishing the parking data as set out above?*

This information may not be of assistance to local people.

Q22: *Can you quantify the added cost, if any, to your authority of publishing this additional data?*

We have not assessed this, for the reason given in our response to Q21 above.

Q23: *Can you quantify the added man-hours, if any, involved in your authority publishing this additional data?*

Please refer to our response to Q22 above.

### **Method of publication**

Q24: *Do you agree that authorities should ensure that their transparency data is clearly signposted and easy to navigate?*

Yes.

Q25: *What do you consider are the benefits/disbenefits of prescribing a fixed format for local authorities to present their transparency data?*

This is an excellent proposal which would make it easier for local people and businesses to locate the transparency data for this authority and other authorities in our region which is of interest to them.

Q26: *Can you quantify the added cost, or saving, if any, to your authority of establishing a transparency page on your authority's website?*

This Council already has an Open Data webpage that lists, and links to, all of the Transparency Code requirements. The cost of standardising the format should be low.

Q27: *Can you quantify the added man-hours, or saving, if any, to your authority of establishing a transparency page on your authority's website?*

Please refer to our response to Q26 above.

Q28: *Do you consider that the publication of certain local authority data in a standardised format to a central source will facilitate analysis, comparison and benchmarking of that data?*

Yes, but probably not by the local people and businesses that the Transparency Code is designed to assist. Large consolidated datasets are likely to be off-putting to the general public; they will only be useful to them if the local data can be extracted and viewed easily. Datasets of this size are most likely to be of benefit to organisations that are capable of, and have a commercial interest in, interpreting and exploiting large volumes of public data.

The proposals are not definitive as to which information should be made available in this way.

*Q29: Can you quantify the added cost, or saving, if any, to your authority of publishing the proposed data in a standardised format to a central source?*

There will be an added cost if the fixed format is significantly different from our own format. We will only be able to quantify this when the standardised format is available.

*Q30: Can you quantify the added man-hours, or saving, to your authority of publishing the data in a standardised format to a central source?*

Please refer to our response to Q29 above.

### **Compliance with the Code**

*Q31: How should compliance with the Code be measured and enforced?*

We note that this question is aimed at users of the Code rather than authorities.

### **Small and Medium-sized Enterprises**

*Q32: Do you agree that the Transparency Code should recommend that authorities publish information about their dealings with small and medium-sized enterprises?*

The proposed recommendations will involve significant costs for most authorities, so it is unlikely that many will adopt them.

*Q33: What do you consider are the benefits/disbenefits of authorities publishing details about their dealings with small and medium-sized enterprises?*

Councils are already very focused on the SME procurement and payment agenda. The existing Transparency Code already identifies where contracts over £5,000 are awarded to SMEs, and from this year we are required to publish late payments statistics. The benefits of providing the proposed additional information are unlikely to outweigh the costs, particularly for smaller authorities.

*Q34: Do you think that publishing this data should be a requirement rather than a recommendation?*

No, for the reasons stated in our response to Q33 above.

*Q35: Can you quantify the added cost, if any, to your authority of publishing this data?*

Calculating the percentage of total procurement spend that goes to SMEs would involve flagging all suppliers (or all payments) on an authority's payments system to show whether they are (or relate to) SMEs. The same flagging issue would apply to payments data for SMEs. Third party organisations can provide the data on a subscription basis, although there may be technical issues in transferring the data into the payments system.

*Q36: Can you quantify the added man-hours, if any, involved in your authority publishing this data?*

Please refer to our response to Q35 above.