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Friday 23 September 2016

CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY MEMBERS UPDATE

COUNCIL YEAR 2016/17
SEPTEMBER 2016 – ISSUE 2

The content of this **MEMBERS UPDATE** covers all services.

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 Update item on the Corporate and Environmental O&S Committee Agenda in connection with any article in the Update, please complete the attached Members Update Pro Forma (Appendix A) and return it to Member Services, 52 Derby Street, by **12 noon on Friday 30 September 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 30 September 2016.**

CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE
AGENDA - MEETING: 13 OCTOBER 2016

This form must be received by Member Services, 52 Derby Street, Ormskirk, by 12 noon on Friday 30 September 2016.

Any forms sent by fax should be sent to 01695 585082.

Please advise Member Services on 01695 585016 if at any time you wish to withdraw this item following receipt of further information or e-mail member.services@westlancs.gov.uk

Councillor:	(Name of Member requesting the item)
Subject:	
1.	What are your reasons for requesting the item:
2.	What outcome would you wish to see following discussion of the item?

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:	Chief Executive 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"/>

CONTENTS

1. GENERAL

A	MINUTES OF ONE WEST LANCASHIRE BOARD - THEMATIC GROUPS	119 - 120
B	MINUTES OF LANCASHIRE COUNTY COUNCIL'S HEALTH SCRUTINY COMMITTEE	121 - 122
C	MINUTES OF THE LANCASHIRE POLICE AND CRIME PANEL	123 - 124
D	LAND DRAINAGE / FLOODING - THE FUTURE APPROACH	125 - 140

2. PERFORMANCE MONITORING

A	LET'S TALK APPRENTICESHIP GRANT AND LET'S TALK EMPLOYMENT AND SKILLS CHARTER PROGRESS REPORT	141 - 156
B	ICT STRATEGIC PLAN	157 - 164
C	LOCAL GOVERNMENT OMBUDSMAN - STATISTICS 2015/16	165 - 172

3. ACTION TAKEN UNDER DELEGATED AUTHORITY

A	COMMUNITY CHEST GRANTS	173 - 176
B	EXEMPTION FROM CONTRACT PROCEDURE RULES - MERSEYSIDE ENVIRONMENTAL ADVISORY SERVICE (This Item is not for publication by virtue of Paragraph 3 (Financial / Business Affairs) of Part 1 of Schedule 12A to the Local Government Act 1972)	177 - 182

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



ARTICLE NO: 1A

CORPORATE & ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE:

**MEMBERS UPDATE 2016/17
ISSUE: 2**

Article of: Borough Solicitor

Contact for further information: Mrs. J Brown (Extn 5065)
(E-mail: 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 – 17 March 2016
- Skills, Training & Employment – 10 May 2016
- Ageing Well Partnership – 23 May 2016 and 18 July 2016
- People and Communities – April 2016 and July 2016
- Community Safety Partnership – 4 May 2016 and 13 July 2016
- Health & Wellbeing Partnership – 20 July 2016
- Children & Young Peoples Board – 9 June 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: 2**

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)**

**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.
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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 can be accessed via the link below:-

[Minutes of Health Scrutiny Committees](#)

1. 14 June 2016



ARTICLE NO: 1C

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

**MEMBERS UPDATE 2016/2017
ISSUE: 2**

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)

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 20 June 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.
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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 can be accessed via the link below:

[Minutes of 20 June 2016](#)



ARTICLE NO: 1D

**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY COMMITTEE**

**MEMBERS UPDATE 2016/17
ISSUE: 2**

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

**Contact for further information: Mr Colin Brady (Extn. 5125)
(E-mail colin.brady@westlancs.gov.uk)
Mr Andrew Hill (Extn 5243)
(E-mail a.hill@westlancs.gov.uk)**

SUBJECT: LAND DRAINAGE / FLOODING – THE FUTURE APPROACH

District wide interest

1.0 PURPOSE OF ARTICLE

- 1.1 To clarify the roles and responsibilities of this Council and all other relevant agencies in relation to responding to flooding events within the West Lancashire Borough.
- 1.2 To identify the scope and limitations for action in relation to flooding/drainage issues by this Council.

2.0 BACKGROUND

- 2.1 During the Boxing Day 2016 flood event a total of 291 residential properties and 47 business properties suffered from internal flooding. A total of £140,500 was distributed by this Council to affected residents as part of the flood relief grant. A total of 110 flood resilience grant applications have been received with some 79 being approved to date. Where resilience grants have not yet been approved it is typically because additional information needs to be provided in support of the application.
- 2.2 Subsequent to the flooding event over the Christmas 2015 period it would seem prudent to outline and understand the role and response of this Council in relation to flood events and at the same time to also understand the roles of our strategic partners.
- 2.3 The Council has very limited resources available to respond to flooding incidents and its role in flood situations is one mainly of support in liaison with other lead

agencies, notably the Environment Agency, Lancashire County Council and the emergency services.

- 2.4 The Council's emergency response in relation to flooding events in West Lancashire is provided under emergency delegated powers, and the Borough Treasurer holds a financial reserve in this respect. In certain circumstances under the Bellwin scheme there is a facility to reclaim monies spent over a certain threshold level. The current rules in relation to the Bellwin scheme are attached at Appendix A. It should be noted that the threshold for financial assistance under the Bellwin Scheme was not met in relation to the Christmas 2015 flood event.
- 2.5 A watercourse is defined as any channel through which water flows and can be open or enclosed underground as a culvert. Watercourses may be classified as either main rivers or ordinary watercourses. Watercourses occur naturally, they serve to drain the land and assist in supporting flora and fauna.
- 2.6 Main rivers are usually larger streams and rivers, but also include smaller watercourses of strategic drainage importance. A main river is defined as a watercourse shown as such on a main river map, and can include any structure or appliance for controlling or regulating the flow of water in, into or out of a main river. The Environment Agency's powers to carry out flood defence works apply to main rivers only. Main rivers are designated by the Department of Environment, Food and Rural affairs.
- 2.7 An ordinary watercourse is every river, stream, ditch, drain, cut, dyke, sluice, sewer (other than a public sewer) and passage through which water flows which does not form part of a main river.
- 2.8 A critical ordinary watercourse is a watercourse which is not classified as "main river" but which the Council has agreed with the Environment Agency to be critical because they have the potential to put at risk from flooding large numbers of people or property. The only designated critical ordinary watercourse in West Lancashire is Calico Brook in Appley Bridge.
- 2.9 If you own land adjoining, above or with a watercourse running through it, you have certain rights and responsibilities. In legal terms you are a "riparian owner". A riparian owner is therefore responsible for any watercourse within or adjacent to the boundaries of their property. If the land occupied is rented, then agreement should be reached with the landowner as to who will manage these rights and responsibilities.

3.0 CURRENT POSITION

- 3.1 The agencies who have responsibilities for reacting to or providing assistance in dealing with flood related incidents within the West Lancashire Borough, in no particular order are as follows: -

The Environment Agency(EA)
United Utilities (UU)
Lancashire County Council (LCC)
West Lancashire Borough Council
HM Coastguard
Network Rail

Canals and River Board Trust
Lancashire Constabulary
Lancashire Fire and Rescue
North West Ambulance Service
National Grid Gas
Electricity North West

- 3.2 In the event of a major flooding incident within the Borough then under the Emergency Planning umbrella there is a “Multi Agency Flood Plan” (MAFP) in place, the purpose of which is to collate information regarding the roles and responsibilities of organisations that respond to flooding within Lancashire and to help provide a co-ordinated multi-agency response to any such flooding incidents. Also detailed within the MAFP is the command structure, which would operate in the event of a major flooding incident occurring.

4.0 ROLES AND RESPONSIBILITIES

- 4.1 The Council’s role in flood situations is one of support in liaison with lead agencies, and in particular the Environment Agency, Lancashire County Council and the emergency services. The responsibilities of individual agencies are summarised below. Please note that where issues affect more than one Local Authority across Lancashire (i.e. the Boxing Day 2015 flood event) the response times of other agencies which have County wide responsibilities such as LCC, UU, the EA, Lancashire Fire and Rescue, etc. will be significantly adversely affected.

Environment Agency

- 4.2 The Environment Agency (EA) is the body with primary responsibility for proactive assessment and management of all types of flood risk in England. The EA will assist with the funding provisions for improvements required to the flood defence network to help reduce the overall risk to properties at risk from flooding. The EA is also responsible for the management of all designated main rivers, including the maintenance of flood defences.
- 4.3 The EA operate “Floodline” which is the first point of contact for residents requiring information on flooding. Residents are guided towards this in the first instance via the Council website.
- 4.4 The EA also monitors designated Flood Warning Areas (there are two such areas within West Lancashire - Parbold / Appley Bridge) and will notify residents within the designated warning areas, who are signed up to their warning scheme, of any potential flooding threats and what steps they should take in mitigation. The EA will also proactively issue information via the media to try to capture those residents who are not signed up to the warning procedure

Lancashire County Council

- 4.5 Lancashire County Council (LCC) is the Lead Local Flood Authority (LLFA), with a duty to investigate flood events, report on flooding investigations / incidents, and serve relevant notices for the maintenance of water courses. As the Highways Authority LCC is also responsible for the maintenance of the highway surface water drainage network, including all road gulleys and culverts passing under or through its highway network, for which they are the relevant riparian owner. This responsibility includes road side ditches, the cleaning out of gulleys on the highway, etc. LCC is also responsible for responding to flooding events which may necessitate the introduction of a road closure / traffic diversion.

- 4.6 The Flood and Water Management Act 2010 places a number of duties on LLFAs in relation to local flood risk management. As mentioned above, one of the principal duties of the LLFAs, as laid out in the Act, is the responsibility to record and investigate flooding incidents within their area. These are known as Section 19 Investigations. The County Council is currently proposing to provide an over-arching report which will provide a county wide overview into the December 2015 floods.
- 4.7 This report will become the public facing S19 Investigation Report and will include an overview of roles, responsibilities and actions taken both during and after the flood events. A comprehensive list of recommended actions will also be identified, which will then form the basis for a further programme of actions. WLBC will have the opportunity to comment on the contents of the report at the appropriate time.
- 4.8 Under the Flood and Water Management Act 2010, LCC is also the responsible authority for consenting discharges and associated works to watercourses within the West Lancashire Borough.
- 4.9 As from 1 April 2016, Lancashire County Council in their role as Lead Local Flood Authority and additional to their highways authority role, became a statutory consultee in relation to drainage matters submitted as part of major planning applications i.e 10 or more properties or involving the development of more than 0.5 hectares of land.

United Utilities

- 4.10 United Utilities (UU) relevant roles in relation to sewerage and sewerage disposal are controlled by the Water Industry Act 1991. The Director General of Water Services is charged with supervising the conduct of sewerage undertakers to ensure their compliance with certain stated aims of the Act. As contained within the Act, sewerage undertakers have to make sufficient return on their capital in order to properly finance the administration of their network of sewers. This means that all spending on the sewerage network, particularly with respect to capital improvements, is tightly controlled and must be budgeted for and prioritised within agreed forward capital programmes.
- 4.11 United Utilities (Wastewater) is responsible for the adopted foul and surface water sewerage network together with all associated sewerage treatment works and also for the supervision of private sewerage systems constructed under Section 104 Sewer Agreements. United Utilities will respond to flood events occurring due to blockages/surcharging of their sewerage network. United Utilities (Water Distribution) is also responsible for the maintenance of all reservoirs and water treatment works within its ownership.
- 4.12 By virtue of Section 94 of the Water Industry Act 1991, every sewerage undertaker, including United Utilities is under a general duty to provide, improve and extend the public sewer system so as to effectively drain its area. That duty is enforceable by the Secretary of State or the Director General of Water Services on his behalf. United Utilities has no right under Section 16 of the 1991 Act to refuse a connection to the public sewerage system because of the “state”

of the public sewer as they are duty bound to provide, improve and extend the system as under Section 94 of the Act.

West Lancashire Borough Council

- 4.13 West Lancashire Borough Council (WLBC) has limited permissive powers under the Land Drainage Act 1991 in relation to ordinary water-courses within the Borough. Since the introduction of the Flood and Water Management Act 2010 LCC now has the lead role in relation to watercourses within the Borough, albeit the primary responsibility for maintaining the flow in water-courses ultimately rests with the relevant riparian owner.
- 4.14 WLBC would not normally exercise its permissive powers for ordinary watercourses outside urban areas and which are not deemed to be of critical importance in terms of flood risk to human life. Outside of the urban areas the Council anticipates that flood risk will be minimised by the proper exercise of maintenance on watercourses/culverts by riparian owners. As such the Council, along with the County Council, if approached can offer technical guidance and advice on land drainage matters. In the first instance, however, we would direct these enquiries directly to LCC as LLFA.
- 4.15 WLBC does not provide sandbags to homeowners and other property owners. This policy is similar to that of a number of other Councils in Lancashire and has been in place for a number of years, due to the practical and resource implications associated with other policy approaches. The Council's policy is clearly indicated on the Council's website in the emergencies section, on the page headed "flood awareness". Sandbags can be used successfully to divert water flows in certain situations however sandbags alone are of a very limited value in preventing the direct ingress of water in to properties, and more sustainable property level flood resilience measures are available. The Flood Advisory Service provides a lot of information in relation to resilience measures and a link to their website is on the WLBC website.
- 4.16 WLBC can offer technical guidance on drainage practice but we have no enforcement powers in terms of riparian owners being required to undertake their maintenance works. The power to serve the relevant enforcement notices under Section 25 of the Land Drainage Act 1991 now sits with the County Council. In short the Council does not have any duties or responsibilities in respect of flooding or flood prevention, however it does have responsibility in respect of the Multi Agency Flood Plan Part 2 (MAFP pt2 -the WLBC specific element of the plan) and also the Borough Emergency Plan for the provision of rest centres if required, and will also assist with the recovery process as appropriate.
- 4.17 WLBC has some responsibilities under the Land Drainage Act 1991 as "riparian" owner of land within the Borough, through or on which designated ordinary watercourses / culverted watercourses flow. The Council responsibilities in these instances are to ensure the free passage of water along the watercourse in question and carry out all necessary maintenance works associated with this duty. The Council maintains a record of all such riparian ownership assets.
- 4.18 WLBC is able to administer government financial grants to affected West Lancashire residents which are provided to mitigate the effect of flooding to properties. The Council is also able to administer other assistance measures i.e.

property level flood resilience grant applications. These grants are funded nationally by the Government and may not always be available.

- 4.19 WLBC is a Coastal Authority, however, we do not own any of the coastline and therefore are not responsible for the maintenance of any designated primary sea defences within the Borough. Any maintenance responsibilities rest with the individual landowners of the sea defences in question. The Borough Council does have a coastal pollution plan based on a Lancashire Resilience Forum template. This document is maintained by the Council's Emergency Planning Officer.
- 4.20 WLBC operates an out of hours service whereby an on call duty officer is able to be contacted on a 24hour standby basis to manage the activation of any Rest Centres. See paragraph 8.0 below for more details.
- 4.21 It should be noted that in emergency situations of the type experienced over the Boxing Day and New Year period, the first point of contact for Members should be via the Council's out of hours service, which is accessed through Home Care Link by ringing 01695 577177 and remaining on the line. Any required activity is then coordinated through this route, and in this instance by the Director of Leisure and Wellbeing in consultation with the Chief Executive Officer, in line with the Multi Agency Flood Plan and the Council's Emergency Plan.
- 4.22 It is likely that Members will be contacted by residents during flooding events. Residents should be advised to visit the Council's website for up to date information, to contact the Environment Agency's Floodline advisory service on 0345 988 1188 or in the case of internal flooding to ring the Council (either during normal working hours or out of hours) on 01695 577177 as appropriate.

West Lancashire Borough Council as the Local Planning Authority

- 4.23 As part of the planning process, in assessing any planning applications WLBC gives due consideration to the impact on the surrounding sewerage/drainage infrastructure (as well as flood risk), which may be affected by the proposals. As such United Utilities, the Environment Agency and Lancashire County Council (on larger developments only at this stage) are consulted on all relevant sewerage, drainage or flood risk matters as applicable to each body. In assessing the sewerage/drainage/flood risk implications of any proposed development we can only take into consideration and respond to any observations made.
- 4.24 Flood Risk Assessments are required for larger developments and proposals in vulnerable areas and these must be submitted as part of any planning application. As part of the planning process the Council will also ensure that new homes, employment and public places are not exposed to unacceptable levels of flood risk.
- 4.25 WLBC as Planning Authority is not able to refuse the granting of planning consent solely on the grounds of under capacity within the local sewerage or drainage network. It can however condition any approved application such that there is a requirement for the submission of a full drainage scheme, which is to be agreed by all relevant bodies and implemented in full prior to the occupation

of the development in question. Any condition attached to a planning consent is subject to the right of appeal. Encouragement is given to the use of sustainable forms of drainage and the achievement of drainage betterment where opportunities exist under adopted planning policy relating to drainage and flood risk.

- 4.26 Section 10 of the Town and Country Planning Act 1990 enables the local planning authority in granting planning permission to impose “such conditions as they think fit”. This power is not, however, as wide as it appears, and has to be interpreted in the light of court decisions relevant to the matter.
- 4.27 The Secretary of State takes the view that conditions should not be imposed unless they are both necessary and effective, and do not place unjustifiable burdens on applicants. As a matter of policy therefore conditions should only be imposed where they satisfy all of the following: -
- i. necessary
 - ii. relevant to planning
 - iii. relevant to the permitted development
 - iv. enforceable
 - v. precise
 - vi. reasonable in all other aspects

5.0 COMMUNICATIONS / PUBLIC RELATIONS

- 5.1 In the event of a flood event, or potential flood event, members of the public can find information on the Council’s website about how to contact the Environment Agency Floodline. Links to other useful information and contact details for other relevant organisations are also provided.
- 5.2 Following the meeting held to review the response to the Storm Eva flooding, the flooding pages on the Council’s website have been reviewed in liaison with the emergency planning team. As a result, the messages about sandbags (i.e. that the Council does not provide sand bags) are more prominent, along with the information about the Environment Agency and the Floodline service.
- 5.3 Useful phone numbers and web links are also provided, and a new addition is a link to the Flood Re-insurance site. The title of the web page has been changed to “flood awareness” and is linked from the home page in two places. The information about funding for flood-affected homes and businesses in the wake of the Christmas floods, and about the flood resilience grants, is still available but is slightly less prominent. (www.westlancs.gov.uk/flooding)
- 5.4 It has also been agreed that WLBC will try to give residents proactive warnings prior to a flooding incident, particularly information around sandbags. Alerts that flooding is likely in West Lancashire will be provided by the Emergency Planning officer and then the Communications team will:

- Put the flood awareness link into the 'most popular' box on the website home page;
- Copy the sandbag text from the web page, along with the floodline info, into a news item with a link onto the home page in the news section
- Possibly, change the 'flood awareness' link text on the home page to 'flood alert'.
- Issue tweets about the sandbag message if appropriate and possible to do so in a way that didn't cause unnecessary concern and panic, e.g. possibly combined with messages advising people to contact Floodline etc.
- Work with the Customer Services Manager to provide information via the Contact Centre "welcome message".

5.5 In future flooding incidents, efforts will be made to ensure that the website is frequently updated, and that twitter is used to raise awareness of the website information and the work being carried out by the Council to help residents. In addition, press releases / statements will be prepared where appropriate to get information to the local media.

6.0 CUSTOMER SERVICES (PREVIOUS ARRANGEMENTS DURING NORMAL OFFICE HOURS)

6.1 In the event of a flood, the Customer Services team would (during office hours) establish whether the customer lives in a "flooding hotspot", was suffering from internal flooding, were in imminent danger of internal flooding or external flooding and also whether they were tenants of the Council (those customers who are Council tenants are transferred through to the Housing & Inclusion Property Services team). This was to enable the Technical Services team to prioritise their responses to those customers in most need. The Customer Services team would also give general flooding advice and assistance and signpost Customers as appropriate to relevant agencies.

6.2 Customers suffering from internal flooding, or were in imminent danger of flooding were asked a series of questions by the Customer Services team to enable them to determine the severity of the flooding and pass detailed information to the Technical Services team and the Emergency Planning team. They were then advised that they would be contacted by the Council's Technical Services team within the following timescales:

1. Internal flooding or was in imminent danger of flooding (water within 2 inches of the property threshold and rising) – 1 hour.
2. Water within 2 inches of the property threshold but **not** rising – 4 hours.

6.3 The Customer Services team would also establish whether the flooding was contaminated foul sewage and in those instances also directed the customer to United Utilities.

6.4 Customers that were concerned about flooding but did not fall in to the above categories were given flooding advice, advised to monitor the situation and to

make further contact should the water start to rise and become within 2 inches of the threshold of the property.

- 6.5 Customers that were suffering from external flooding were asked a series of questions to establish where the water was coming from. If the water was coming from a watercourse, field, canal, or the customer did not know, the Customer Services team would advise that the Council was prioritising residents who were suffering from internal flooding; however they would be contacted by the Technical Services team within 24 working hours. If the water was coming from a sewer, highway or Main River the Customer Services team would provide contact details for the relevant responsible agency – the Customer Services team would also notify the Technical Services team so that they were aware of the issue. Customers were also advised that should the water start to rise and become within 2 inches of the property threshold they should make further contact with the Council.

7.0 CUSTOMER SERVICES (PROPOSED ARRANGEMENTS DURING NORMAL OFFICE HOURS)

- 7.1 In the event of a flood, the Customer Services team will initially establish whether the customer is suffering from internal flooding and whether they are tenants of the Council. Customers who are Council tenants will be transferred directly through to the Housing & Inclusion Property Services team, who are aware to contact the Emergency Planning Team if a rest centre is needed. Customers who are being affected by internal flooding will be directed to the Emergency Planning Team for their attention. Where properties are not flooded internally the Customer Services team will use the same information which is available on the Council's website, to signpost Customers to the relevant responsible agencies.
- 7.2 If the flooding is coming from Council land where WLBC has riparian owner responsibilities', then these customers will be directed to the estates section for further investigation / attention. Customer Services will need to be provided with a record of such land holdings to which incidents such as these may be applicable. The Emergency Planning Team will be advised of these customers who are being affected by internal flooding.
- 7.3 In line with the above, a new script will need to be provided for use by the Customer Services team, which will need to be agreed and implemented accordingly. To deliver this new script the Customer Services Manager will liaise with relevant officers to create the new script and this will be circulated for approval prior to it "going live".

8.0 EMERGENCY PLANNING (OUTSIDE OF NORMAL OFFICE HOURS)

- 8.1 As part of the Council's Emergency Planning function, out of hours arrangements in relation to flooding are covered 24/7 by a member of the Environmental Health Team, which provides 6 members of staff operating on a 6 week rolling rota. Home Care Link has all relevant contact details for these officers outside of normal Council office hours. These officers will also be contacted in relation to severe weather, flooding from reservoir and coastal pollution.

- 8.2 Either during normal office hours or outside of these hours, when relevant officers in their emergency planning role are advised that a residential property is affected by internal flooding it will be dealt with as a Corporate Emergency requiring a response and the person reporting the flooding should be contacted to assess if the affected occupant requires to be evacuated to a rest centre. Advice can be given to residents, however, if the facility for a rest centre is not required then officers will log the call and no further action will be taken at that time.
- 8.3 If flooding calls are received Out of Hours then the Home Care Link Operators will log all calls but will only refer any calls to the Out of Hours Officer if the customer advises that they have internal flooding to their property.
- 8.4 As from 1 April 2016 the Emergency Planning team has responsibility for the following:
- Responding to relevant weather events and supporting the recovery process.
 - Maintaining and updating the Multi Agency Flood Plan (Part 2) which details the roles of WLBC and working with the multi-agency group to update the overarching MAFP (Part 1) document.
 - Monitoring the relevant Council website information, including partner agency information as applicable, to ensure that it is relevant / up to date.
 - Monitoring the Lancashire Resilience Forum (LRF) Reservoir, Coastal and Severe Weather plans in relation to likely impact to the West Lancashire Borough.
 - Reviewing weather risks for the LRF Risk Assessment group.
- 8.5 As part of its role within the Lancashire Resilience Forum the Council will provide representation in the first instance by the Director of Leisure and Wellbeing on any Tactical or Strategic Coordinating Groups, or teleconferences, (chaired by Lancashire Constabulary), which are convened in relation to flooding and severe weather incidents which either affect or have the potential to affect the West Lancashire Borough.

9.0 PROPERTY LEVEL FLOOD PROTECTION

- 9.1 Home owners are in the first instance responsible for protecting their properties / household goods from the effects of flooding. A property level survey should be carried out to establish facts such as the level of thresholds and floors, the likely points of water entry, whether attempts should be made to keep water out of their home or just to allow the water in and enhance the building in such a way as to limit the damage and promote rapid clean up. The property-level survey should be performed by an experienced professional.
- 9.2 A standard template for surveying property-level flood risk has been developed by the Environment Agency/Defra in association with the Association of British Insurers, British Institution of Insurance Brokers and the National Flood Forum. The documents can be found at:

This gives surveyors a recognised framework for assessing flood risk and will help people set out the flood risk information that insurers may ask them to provide. This offers a way of encouraging insurers to accept good property level protection schemes as a way of mitigating insurance, and therefore making insurance more available and affordable. However, it will need to be promoted to people, local authorities and agencies, as well as the insurance industry.

- 9.3 Flood protection designed to keep water out of a house is referred to as flood resistance products. Temporary flood resistance products are those that need deploying (fitting or activating) prior to flooding arriving whereas permanent flood resistance products do not need activating. Flood “resilience” refers to measures that reduce flood damage to buildings in situations where water is allowed to enter.
- 9.4 The important facts about the flood risk and the facts about a property, when taken together, will guide the best choice of permanent resistance, temporary resistance or resilience. Other factors will play a part in the decision making process, such as cost, visual impact, ease of deployment and product performance. The best answer for individual properties will most likely involve a combination of flood resistance / resilience products. Other risks, such as the continued operation of fire exit doors, will need to be considered and competing priorities balanced as well as ensuring that any protection methods do not unnecessarily add to flooding elsewhere.
- 9.5 Residents whose properties are in flood risk areas should consult a specialist to advise them correctly and also need to be clear about the best way to act in flood emergency situations to protect lives and buildings. A robust flood plan is essential for achieving these aims.

Provision of Sandbags for Council Tenants

- 9.6 The Council introduced a service for tenants in the early 2000’s which was to supply sandbags in the event of flooding to protect the Council’s property from damage and in some cases this helped to also protect tenant’s property. Recent flooding events has prompted a review of our practise to provide and distribute sandbags, as the following issues have been identified:
1. Deterioration – Experience has shown that sandbags only ‘last’ for 3-4 months.
 2. Volume – We traditionally keep 1 ton of sand available which provides around 50 sand bags which equates to around 5-10 properties. If larger numbers are to be catered for then there will be a financial impact.
 3. Managing the Process – Staff are contracted traditionally on ‘normal’ working patterns and if flooding occurs during 9am-5pm then this is manageable; however, recent flooding events have taken place outside of normal working hours. If sandbags are to be provided, staff will need to be contracted for this service which will have a financial impact.
 4. Prioritisation – When a flooding event occurs, it is virtually impossible to know where properties are likely to flood and when they are in danger of

possible flooding. This has meant staff have no real way of prioritising cases and has led to an inconsistent service.

5. Response times – When all sandbags are distributed, more sand is then required and this is not always readily available. This has led to tenants being informed that we will respond but the reality is that we have been unable to do so.
6. Violence to staff – Staff have recently been threatened by residents (non-tenants) to give them sandbags or face violence. If staff are instructed to continue, they are potentially being placed at risk of violence.
7. Effectiveness – The effectiveness of sandbags to protect property from internal flooding is not as great as perceived by the public. Sandbags only provide an extra 30 minutes of protection in normal circumstances.

10.0 HOME INSURANCE

- 10.1 A national initiative has recently been set up called Flood Re. This has been set up to help those households who live in flood risk areas to find affordable home insurance. Flood Re makes no difference to how home insurance is purchased, whether that's through a price comparison site, directly from an insurer or through a broker. Once a policy is purchased the home owner will always deal directly with their own insurer even if a claim is being made.
- 10.2 The introduction of Flood Re means that owners will have peace of mind in that, even after a flood claim, home owners should still be able to find insurance with affordable premiums and excesses. Flood Re information is available at the following web link:

<http://www.floodre.co.uk/>

11.0 FUTURE APPROACH

- 11.1 This report as above sets out the existing situation in terms of WLBC's role in relation to flood risk management. Some consideration needs to be given as to whether it is still appropriate for this authority to continue with all of its existing roles outside of those which are statutorily necessary. This section gives consideration as to what changes would be appropriate to implement.
- 11.2 WLBC will continue with its policy of not supplying sandbags to residents in the event of flooding. We do, however, need to develop a strategy for communicating in advance the need for residents, particularly those who live in areas which have suffered from flooding in the past, be proactive in installing property level flood resilience measures as appropriate. It is suggested that a small working group be set up with representatives from Emergency Planning, Technical Services, Communications, and Customer Services to consider how this could be taken forward.
- 11.3 In the past issues brought to the attention of this Council in relation to problems on watercourses and culverts which are causing, or have the potential to cause, flooding have been investigated by the Technical Services Team. Any such

issues now arising will be passed on to LCC in the first instance for investigation by their Flood Risk Management Team

- 11.4 WLBC will not deal with or investigate any minor flooding / drainage issues i.e those in relation to flooded gardens, etc. Residents will be advised to seek appropriate advice from land drainage contractors and specialists.
- 11.5 LCC, UU, the EA and our other strategic partners will continue to be directly advised of any flooding matters which are their statutory responsibility to deal with or alternately are being caused by issues within their own networks / assets.
- 11.6 WLBC will continue to comment on drainage matters in relation to development control matters and the views of LCC in relation to drainage matters will be taken into consideration in determination of submitted planning applications.
- 11.7 WLBC will continue to liaise with our strategic partners and also provide representation on countywide strategic flooding / drainage groups to ensure that any drainage issues relating to the West Lancashire Borough are raised in the appropriate forums.
- 11.8 In relation to the provision of sandbags to Council tenants, due to all the issues raised in paragraph 9.6 of this report, it is concluded that the current service is not effective and should be discontinued. This will need to be communicated to tenants to make them aware of the situation.
- 11.9 WLBC is aware that 41 of its properties have had internal flooding caused by heavy rainfall over the last 12 months. Whilst these flash floods were very unusual weather events, the Council is keen to do all it can to ensure damage caused by future storms is limited.
- 11.10 WLBC is therefore carrying out surveys of these Council owned properties which have been subject to internal flooding during the recent flood events. The surveys are to establish the most suitable flood alleviation measures for the individual properties and circumstances. These surveys have been prioritised and work has already begun at the homes that were most affected. Improvement measures being taken include new retaining walls, waterproof membranes, structural works, flood barriers and improvements to external drainage.

12.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

- 12.1 The implementation of good asset management of the drainage/sewerage network across the Borough is key to the achievement of a sustainable long-term flood risk management strategy, particularly when dealing with both existing infrastructures and future development proposals
- 12.2 The Council must continue to liaise as appropriate with our strategic partners who have responsibilities for asset maintenance in these areas to ensure that the infrastructures are maintained in an efficient and cost effective manner.

13.0 FINANCIAL AND RESOURCE IMPLICATIONS

13.1 There are no additional financial implications identified as a result of the contents of this report.

14.0 RISK ASSESSMENT

14.1 The changes to the environment globally are contributing to the changing weather patterns occurring within the United Kingdom, such that storm frequencies and intensities are increasing, together with the associated risk from flooding to the West Lancashire Borough.

15.0 CONCLUSIONS

15.1 It is important that West Lancashire Borough Council, along with its strategic partners, continues to explore all options to help ensure that a robust flood risk management strategy is in place which gives due consideration to all current and future flood risks.

Background Documents

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

Equality Impact Assessment

There is no evidence from an initial assessment of an adverse impact on equality in relation to the equality target groups.

Exempt Information

In all the circumstances of the case the public interest in maintaining the exemption under Schedule 12A outweighs the public interest in disclosing the information.

Appendices

Appendix 1

Details of the Bellwin Scheme

BELLWIN SCHEME

Background

It takes its name from the Department for the Environment Minister who introduced the scheme in 1983, Lord Bellwin. Assistance under the scheme is usually given as the result of an emergency caused by weather however it is available in other circumstances, for example outbreak of foot and mouth in 2001 and the riots of summer 2011.

The latest guidance notes and claims procedure that have been published on the Bellwin scheme are dated 2013-14. However the government had gone out to consultation on this issue in November 2015 and are yet to issue their updated guidance. Hence, the latest advice is to use the 2013-14 scheme in conjunction with the consultation outcomes issued for the November 2015 consultation exercise.

Procedure:

Incidents that are likely to result in a claim under the Bellwin scheme are to be notified to DCLG within one month from when the incident is deemed to have ended.

Eligible expenditure will be deemed to be that incurred within two months of when a particular incident has deemed to have ended. This is to ensure that the focus of the expenditure is that of emergency response expenditure and not recovery.

Expenditure that is claimable has to exceed a specific variable threshold that Central Government sets for all Council's. The specific amount set for WLBC is £26,508 – Chorley £24,190, South Ribble £21,888, Lancashire £1,520,934. The Government deems that Councils should have planned, at least to some extent, for such emergency situations. Above the threshold amount the expenditure incurred is 100% claimable

Claim forms are to be submitted to DCLG within three months of the end of the incident and to be signed by the S151 Officer. Extensions may be granted but approval for such must be sought in advance from DCLG.

Eligible and Ineligible expenditure:

Broadly speaking eligible expenditure is that which is incremental to normal day to day expenditure and is that which is taking immediate action to safeguard life or property in the area. Some examples of eligible expenditure are:-

- Additional temporary employees who replace permanent employees who are diverted to deal with the emergency.

- Special overtime to cover the emergency or afterwards to catch up with work that has fallen behind as a result of dealing with the incident.

Examples of ineligible expenditure are:

- Any element of betterment
- Costs which are normally insurable
- Loss of income from facilities as this falls out of the Local Government and Housing Act 1989.
- Capital expenditure – however some forms may be allowed under the new guidance to be issued followed the November 2015 consultation exercise.



ARTICLE NO: 2A

CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

**MEMBERS UPDATE 2016/17
ISSUE: 2**

Article of: Director Development and Regeneration

**Contact for further information: Tracey Shaw (Extn. 2555)
(E-mail: tracey.shaw@westlancs.gov.uk)**

**SUBJECT: LET'S TALK APPRENTICESHIP GRANT AND LET'S TALK
EMPLOYMENT AND SKILLS CHARTER PROGRESS REPORT**

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

1.1 To provide an update on the Council's employment and skills initiatives, including the Let's talk Apprenticeship Grant and the Let's talk Employment and Skills Charter.

2.0 BACKGROUND

2.1 The West Lancashire Challenge programme was established in 2011 with the aim of removing barriers to employment, and included supporting the creation of apprenticeship and volunteering opportunities. The West Lancashire Challenge was a partnership between West Lancashire Borough Council, West Lancashire CVS and West Lancashire College, with support from other partners.

2.2 The key role of the Council in the West Lancashire Challenge was the business engagement element of the project and, in order to meet the outcomes, developing relationships and gaining support from both businesses and partners was paramount.

2.3 In March 2015, funding for the West Lancashire Challenge ceased. Despite the programme ending, the Council has continued the provision of support to businesses to assist with the creation of employment and apprenticeships, as well as the continuation of building and maintaining relationships and engaging with businesses and partners, including the Lancashire LEP Skills Hub.

- 2.4 Engaging and supporting local businesses, as well as working with our strategic partners, is key to meeting the Council's Corporate priority of focussing on sustainable regeneration and growth, as well as creating opportunities for and retaining good quality jobs for local people.
- 2.5 As employment growth in the Borough is expected to outperform the national, regional and Lancashire average, and coupled with the aim to attract inward investment, raise wage levels and substantially grow the economy, there is also an on-going imperative to raise the skill levels of residents.
- 2.6 To help raise skill levels amongst young people in the Borough, as well as supporting business growth, apprenticeships have proven to be a successful way to help meet these objectives.
- 2.7 Statistics and information on key employment sectors, as well as information relating to skills and employment within the Borough, can be found in Appendix A – Employment Fact Sheet April 2016 and Skills Fact Sheet April 2016

3.0 LET'S TALK APPRENTICESHIP GRANT SCHEME

- 3.1 Following the success of the West Lancashire Challenge project, in 2013 the Council funded a Business Engagement Officer post, together with an apprenticeship post and funding to continue to deliver a small apprenticeship grant scheme. This enabled the Council to start to engage and support local businesses with their skills and employment issues. As a result, the Let's talk Apprenticeship grant scheme was developed with the aim of supporting 22 local businesses with a grant of £1000 to help create 22 employment opportunities.
- 3.2 The Council launched the Let's talk Apprenticeship Grant scheme in October 2015, developed in partnership with the West Lancashire Skills, Training and Employment Partnership, to encourage and support West Lancashire businesses to recruit local 16-24 year olds into employment through an apprenticeship programme.
- 3.3 Eligible businesses must be based in West Lancashire, employ less than 50 employees, and commit to employing an apprentice for a minimum of 12 months.
- 3.4 In order to support the Borough's growth sectors and increase skills and job opportunities in these areas, businesses must employ an apprentice who undertakes an apprenticeship in one of the following frameworks:
- Business, Administration & Law
 - Construction & Planning
 - Engineering & Manufacturing
 - Information & Communications Technology
 - Transport & Storage

The grant scheme eligibility criteria can be found in Appendix B – Let's talk Apprentices Grant Scheme, Employer Fact Sheet March 2016.

- 3.5 As well as offering financial support to eligible businesses via the grant, assistance is also available to all businesses in the Borough to help them understand the benefits of apprenticeships, how to advertise a vacancy and recruit an apprentice, and how to select an appropriate training provider to deliver the apprenticeship programme. Officers within the Economic Regeneration team have devised the West Lancashire Apprenticeships – Employer Guide July 2016 (Appendix C) to facilitate discussions with employers and support the apprenticeship process, as well as updating businesses on apprenticeship reforms and future developments. This Employer Guide has been well received by many businesses who find the apprenticeship route to be very complex and complicated, with new standards and processes being brought in by Government, including the Apprenticeship Levy due to be implemented in 2017.
- 3.6 The grant scheme is managed by the Council's Business Engagement Officer, who works closely with Quarry Bank Community Association to help deliver the project. Quarry Bank Community Association is a third sector organisation and partner on the West Lancashire Skills, Employment and Training Partnership who currently deliver employment contracts on behalf of Job Centre Plus. This partnership approach not only helps to develop the skills and capacity of a small third sector organisation, it ensures joined-up working linking unemployed individuals to employment opportunities.
- 3.7 As a result of the success of the Let's talk Apprenticeship initiative, Quarry Bank Community Association are now working closely with a private sector organisation to secure additional support for apprenticeships.
- 3.8 As of 31st August 2016, 30 grant applications have been received and 21 grants awarded.

4.0 LET'S TALK EMPLOYMENT AND SKILLS CHARTER

- 4.1 The Let's talk Employment and Skills Charter is a Council initiative designed to engage with local businesses and to encourage them to invest in the people of West Lancashire. See Appendix D.
- 4.2 The notion behind the Charter was to offer recognition to those businesses that are already active in supporting with local initiatives, and to engage with other businesses across the Borough with a view to promoting employment and skills activities.
- 4.3 By signing up to the Charter, businesses are asked to contribute at least one day a year supporting local employment and skills initiatives and/or recruit an apprentice. In return, the Council will work with the business to provide a package of support including information on workforce solutions, available

funding programmes, networking events and property availability, in addition to signposting to partners where appropriate.

- 4.4 As a sign of recognition for their commitment to the Charter, businesses are presented with a certificate, signed by the Council's Chief Executive. Their business name is also listed on the Council website.
- 4.5 As of 31st August 2016, 37 businesses have signed up to the Charter including some of the Borough's major employers e.g.:
- Trelleborg Offshore UK
 - Hotter
 - Edge Hill University
 - SCA Hygiene Products Limited
 - Stocks Hall Care Homes Limited
 - Flavourfresh Solfresh Group.
- 4.6 To date, support from Charter members has included the recruitment of apprentices, attendance at local school and college careers fairs, participation in mock interview days for students as well as involvement in recruitment events for local job seekers at Job Centre Plus. Offers to mentor and give entrepreneurial talks to students at Edge Hill University have also been pledged.
- 4.7 The Charter is an effective mechanism to engage with businesses and build relationships with employers and has been very well received, linking in well with many business' Corporate Social Responsibility policies.

5.0 BUSINESS ENGAGEMENT

- 5.1 Both the Apprenticeship Grant Scheme and the Charter have proved to be successful, pro-active tools to engage with businesses and have enabled the Council to gain business involvement in other Council initiatives and projects.
- 5.2 Charter members have supported one of the Economic Development Strategy's main themes and the specific Key Ask of developing a Skelmersdale brand. Many Charter members have actively taken part in focus groups, one-to-one discussions as well as some members being key participants of the Task and Finish Group. Going forward these businesses will be members of the Skelmersdale Place Board.
- 5.3 As the Skelmersdale branding work continues and the Ambassador network evolves, the relationships developed with Charter members and businesses will be key to enrolling ambassadors to promote the positive Skelmersdale story which is critical to ensuring the long term success of the place. Local businesses will be the driving force behind Skelmersdale's future.
- 5.4 Apprenticeship employers, Charter members, as well as many other businesses, have actively taken part in the Council's business networking

events. Such events demonstrate the Council's commitment to businesses within the Borough and are an opportunity to demonstrate and promote the support available from the Council.

- 5.5 The Let's talk Apprenticeship Awards event, held every two years, is not only an opportunity to showcase the Borough's young talent and give recognition to the businesses that support apprentices, but it is also successful in engaging new businesses and promoting the business benefits of employing an apprentice which in turn can lead to further job creation. A number of recipients of the Council apprenticeship grant took part and reaped success in the most recent apprenticeship awards held in 2016.

6.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

- 6.1 There are no significant sustainability impacts associated with this report and, in particular, no significant impact on crime and disorder. The article has no significant links with the Sustainable Community Strategy, however the above mentioned employment and skills initiatives are all working to increase business engagement and growth, partnership working and to increase the skills and employment opportunities for residents of the Borough.

7.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 7.1 There are no direct financial / resource implications arising from this article as it is for information purposes only and the activities described are being met from existing resources.

8.0 RISK ASSESSMENT

- 8.1 This article is for information only and makes no recommendations. It therefore does not require a formal risk assessment.

Background Documents

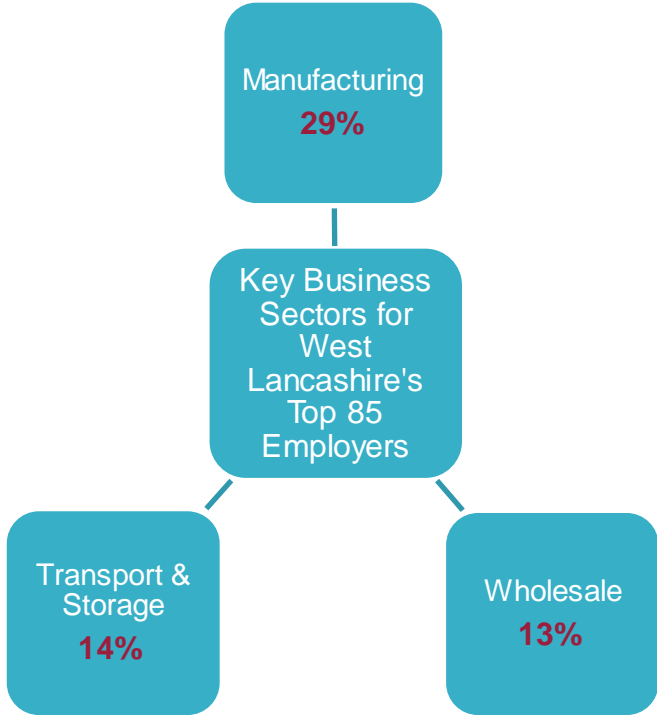
There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Article.

Appendices

- Appendix A - Employment Fact Sheet April 2016
Skills Fact Sheet April 2016.
- Appendix B - Let's talk Apprentices Grant Scheme, Employer Fact Sheet
March 2016.
- Appendix C - West Lancashire Apprenticeships – Employer Guide July 2016
- Appendix D - Let's talk Employment and Skills Charter

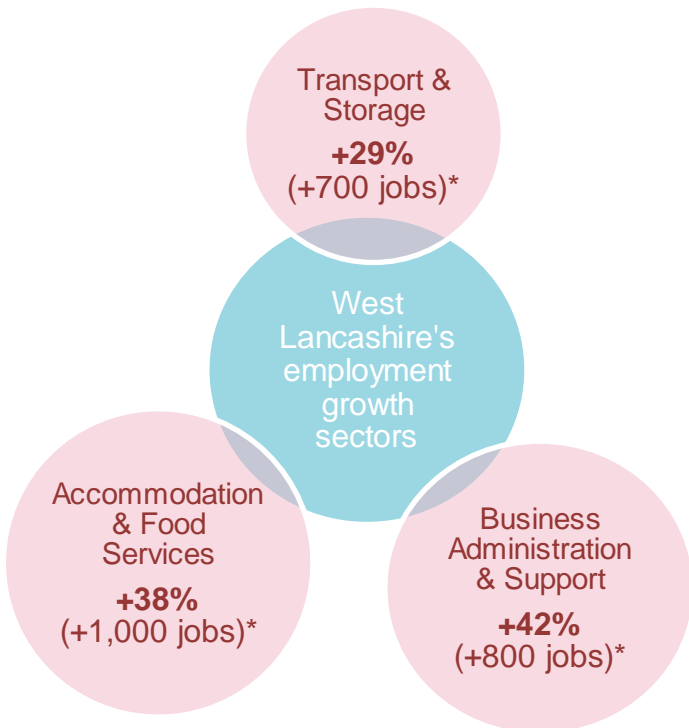
West Lancashire Employment Fact Sheet April 2016

TOP BUSINESS SECTORS



Source: West Lancashire Borough Council Insights

KEY EMPLOYMENT GROWTH SECTORS



Source: West Lancashire Economy Study 2014
*Growth in West Lancashire Jobs, 2009-2012

15 LARGEST EMPLOYERS

Organisation

Edge Hill University

Pilkington United Kingdom Limited

Southport and Ormskirk Hospital NHS Trust

The Co-operative Bank

Mellors Catering Services Limited

Trelleborg Offshore UK Ltd

West Lancashire Borough Council

PepsiCo

Hotter

Asda Distribution

Huntapac Produce Limited

Asda Supermarket

Bachy Soletanche Limited

Flavourfresh Solfresh Group

Stocks Hall Care Homes Limited

Source: West Lancashire Economy Study 2014, West Lancashire Borough Council Insights

EMPLOYMENT

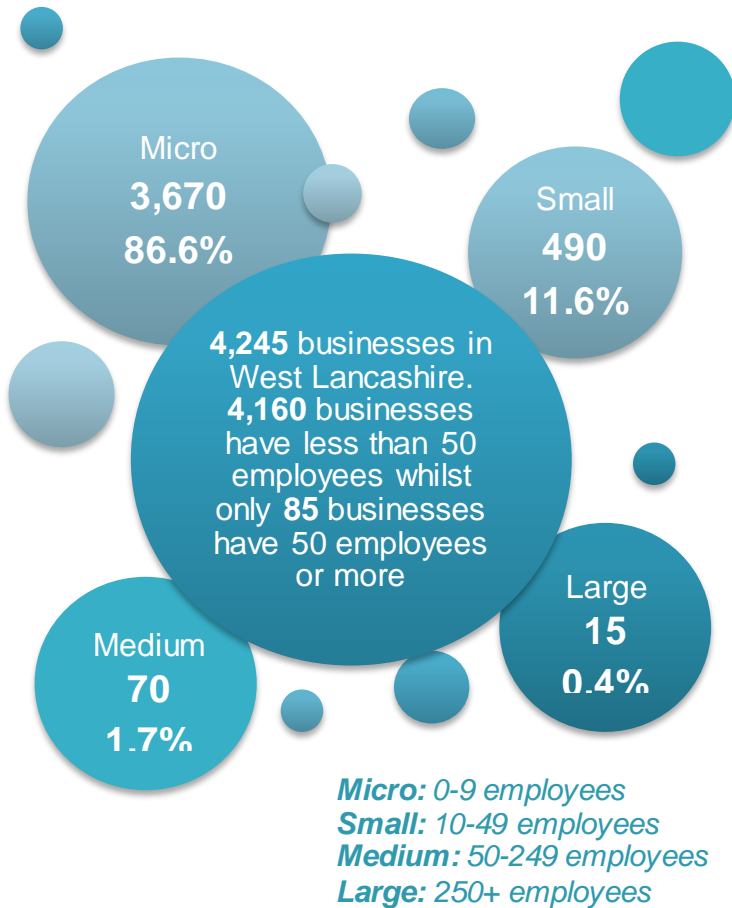
West Lancashire supports around **45,500** jobs.

32,100 (70.5%) of these jobs are full-time roles and 13,400 (29.5%) are part-time.



West Lancashire Employment Fact Sheet April 2016

BUSINESSES BY EMPLOYMENT SIZE



Source: ONS, 2015
% is a proportion of total businesses in West Lancashire

SKELMERSDALE



Source: West Lancashire Economy Study 2014

KEY EMPLOYMENT SECTORS

The Public Sector is the most significant employer in West Lancashire, accounting for 26% (11,100 jobs) of all employee jobs. Whilst the Manufacturing and Wholesale & Retail sectors are also significant employers; accounting for 15% and 14% of all employee jobs respectively.



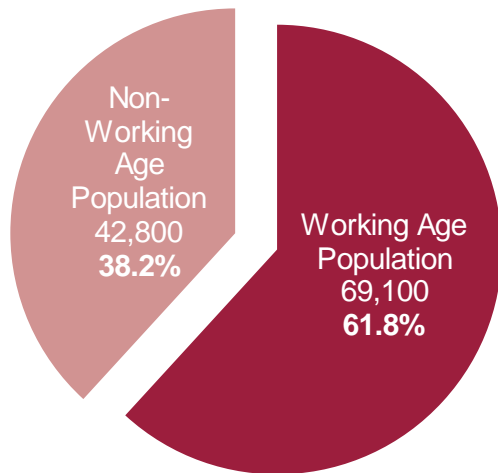
Source: West Lancashire Economy Study 2014



West Lancashire Skills Fact Sheet April 2016

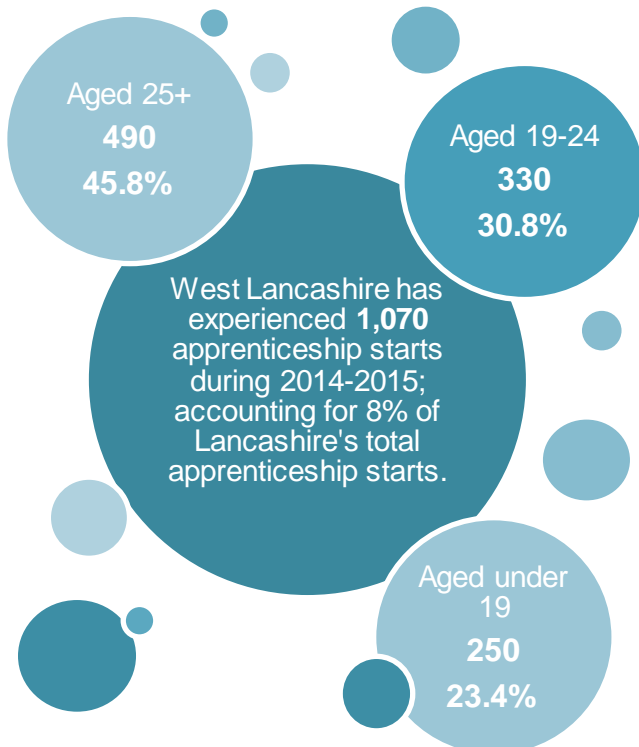
WORKING AGE POPULATION

West Lancashire has a total population of 111,900 with a total working age population of 69,100 (61.8% of West Lancashire's total population).



Source: Skills Funding Agency, 2014
% is a proportion of West Lancashire's population

APPRENTICESHIPS



Source: Skills Funding Agency, 2014-2015
% is a proportion of total apprenticeship starts in West Lancashire

EMPLOYEE JOBS BY SECTOR

Sector	%
Public Sector	26%
Manufacturing	15%
Retail	9%
Accommodation & Food Services	8%
Transport & Storage	7%
Professional, Scientific and Technical	6%
Business Administration & Support Services	6%
Wholesale	5%
Construction	5%
Arts, Entertainment, Recreation & Other Services	3%
Financial & Insurance	3%
Motor Trades	3%
Mining, Quarrying & Utilities	2%
Information & Communication	1%
Property	1%
Agriculture, Forestry & Fishing*	0.2%

Source: West Lancashire Economy Study 2014
% is a proportion of West Lancashire's working age population
*Excludes farm agriculture sectors

NEET (NOT IN EMPLOYMENT, EDUCATION OR TRAINING) FIGURES

3.4% of West Lancashire's young people, aged between 16 and 18 years are NEET. This is LOWER than the Lancashire and North West average of 5.0% and 5.2% respectively.

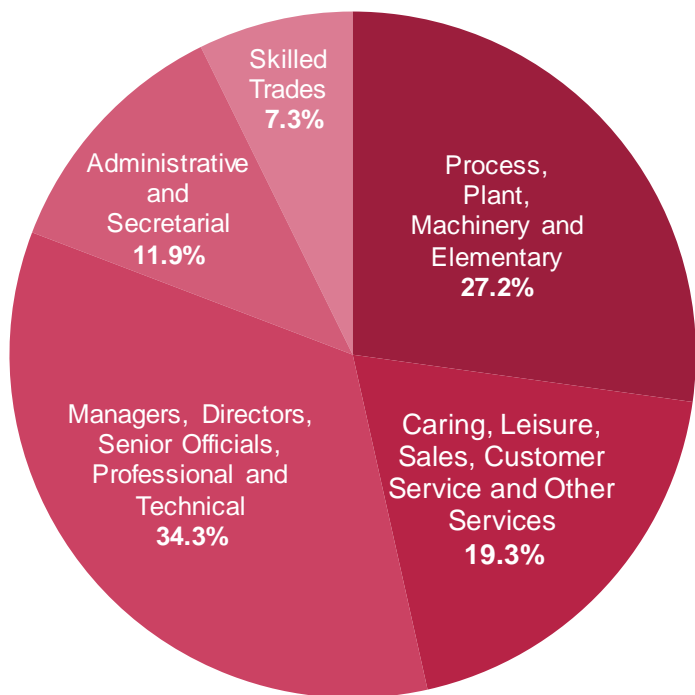
74% of West Lancashire's NEETs reside in Skelmersdale.

Source: Lancashire County Council, End of 2014
% is a proportion of resident population of area aged 16 to 18 years



West Lancashire Skills Fact Sheet April 2016

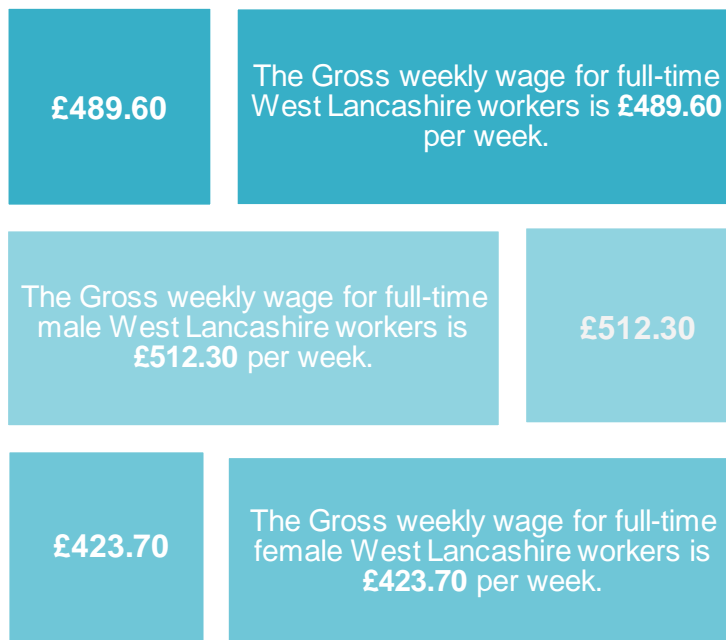
EMPLOYMENT BY OCCUPATION



Source: ONS, 2015

% is a proportion of total employee jobs in West Lancashire

EARNINGS BY WORKPLACE



The Gross weekly wage for full-time Lancashire and England workers is **£479.10** and **£532.40** per week, respectively.

Source: ONS, 2015

SKELMERSDALE

Skelmersdale supports **43%** of all jobs in West Lancashire, accounting for 19,100 jobs. Nearly a quarter - **23%** (4,300) of employee jobs in Skelmersdale are based in the **Manufacturing** sector and **10%** (1,800) are in the **Transport & Storage** sector.

Source: West Lancashire Economy Study 2014

% is a proportion of employee jobs in West Lancashire

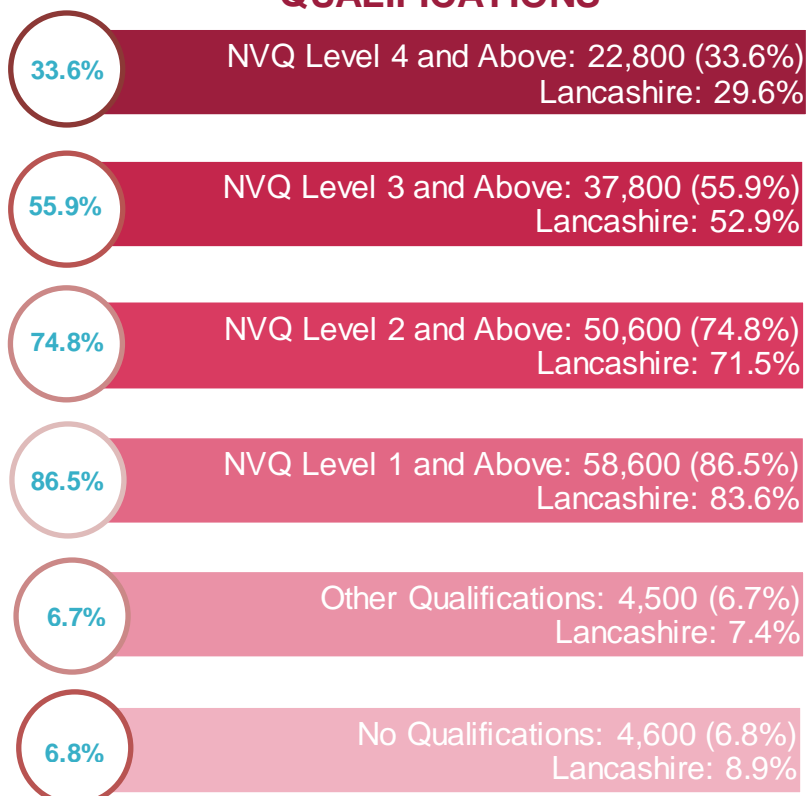
EDUCATIONAL ATTAINMENT

57.5% of pupils in West Lancashire achieved 5+ A*-C GCSEs or equivalent including English and Mathematics as of 2013-2014. This is higher than the Lancashire and England average of **56.8%** and **56.6%** respectively.

Source: ONS, 2013-2014

% is a proportion of resident population at the end of Key Stage 4

QUALIFICATIONS



Page 150

Source: ONS, 2014

% is a proportion of working age population by area



West Lancashire Borough Council

Let's talk Apprentices Grant Scheme

March 2016

Employer Fact Sheet

The Let's talk Apprentices Grant Scheme supports eligible West Lancashire businesses to recruit West Lancashire 16 to 24 year-olds into employment through an apprenticeship programme.

Employers can apply for the grant to support the recruitment of a new apprentice in their business.

Which employers are eligible?

Eligible businesses can apply for a grant of up to £1,000 per apprentice (maximum of 2 applications per business).

To be eligible your business must:

- Be a small sized business employing less than 50 employees in the UK
- Be based in West Lancashire; please note this must be the business where the apprentice(s) will be located for employment
- Commit to employ your apprentice(s) for a minimum of 12 months on the apprenticeship programme or the time it takes them to complete their apprenticeship, whichever is greater
- Participate in The Let's talk Employment & Skills Charter

- Agree to pay the apprentice(s) in line with the legal minimum requirements or more

Which apprentices qualify?

Our aim is to support employers to recruit new 16 to 24 year-olds into employment through an apprenticeship programme.

Eligible employers who want to access the grant should note that the apprentice(s) must:

- Be aged 16 to 24 years on their commencement date of employment
- Reside in West Lancashire
- Not be taking part in full-time education
- Undertake an apprenticeship which falls into one of the agreed priority frameworks:
 - **Business, Administration & Law**
 - **Construction & Planning**
 - **Engineering & Manufacturing**
 - **Information & Communication Technology**
 - **Transport & Storage**



West Lancashire Borough Council

Let's talk Apprentices Grant

March 2016

Employer Fact Sheet

How do employers apply?

If you are in the process of recruiting an apprentice or are thinking of employing an apprentice, please complete The Expression of Interest form on the Council's website.

The grant will be issued to eligible businesses on a first-come, first-served basis subject to availability and eligibility.

When does an employer receive payment?

Payments will be made in 2 equal instalments: the first instalment will be made after the apprentice has completed 13 weeks on their apprenticeship programme; with the second instalment made after the apprentice has completed 26 weeks on their apprenticeship programme.

If for unforeseen reasons, your apprentice leaves or is dismissed **before** completing 13 weeks on their apprenticeship programme you will not receive payment of the Grant, even if they completed 13 weeks in employment.

If the apprentice leaves or is dismissed **before** completing 26 weeks on their apprenticeship programme your entitlement to the first instalment remains however you will not be eligible for any outstanding payments.

Would you like to find out more?

Why not contact us and have an informal chat:

CONTACT Tracey Shaw

CALL 01695 712555

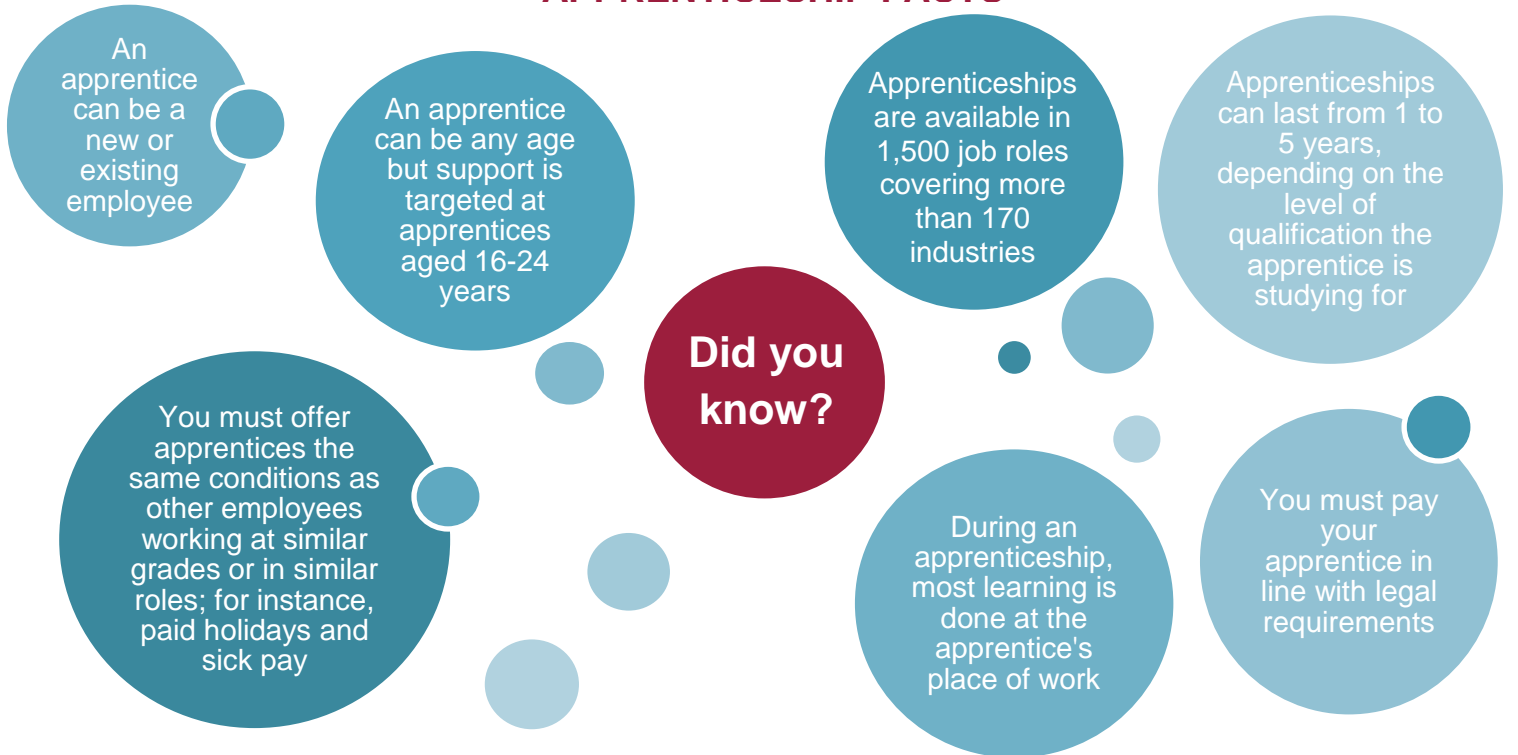
EMAIL tracey.shaw@westlancs.gov.uk

VISIT www.westlancs.gov.uk/apprenticesgrant



West Lancashire Apprenticeships Employer Guide July 2016

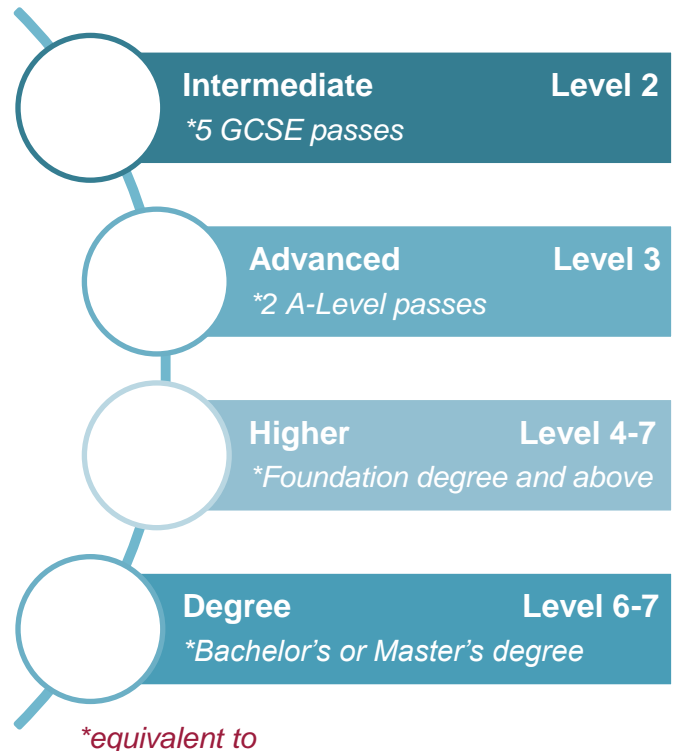
APPRENTICESHIP FACTS



HIRING AN APPRENTICE

- 1 •**What do you want your apprentice to do?**
Create a job description and match to a framework.
- 2 •**What sort of apprentice do you want?**
Create a person specification and choose level.
- 3 •**Who will deliver the training?**
Find a training provider.
- 4 •**Are you eligible for a grant?**
Check and apply.
- 5 •**How will you recruit?**
Advertise - your training provider can help!
- 6 •**Select and employ your apprentice.**
Create employment contract.

APPRENTICESHIPS BY LEVEL

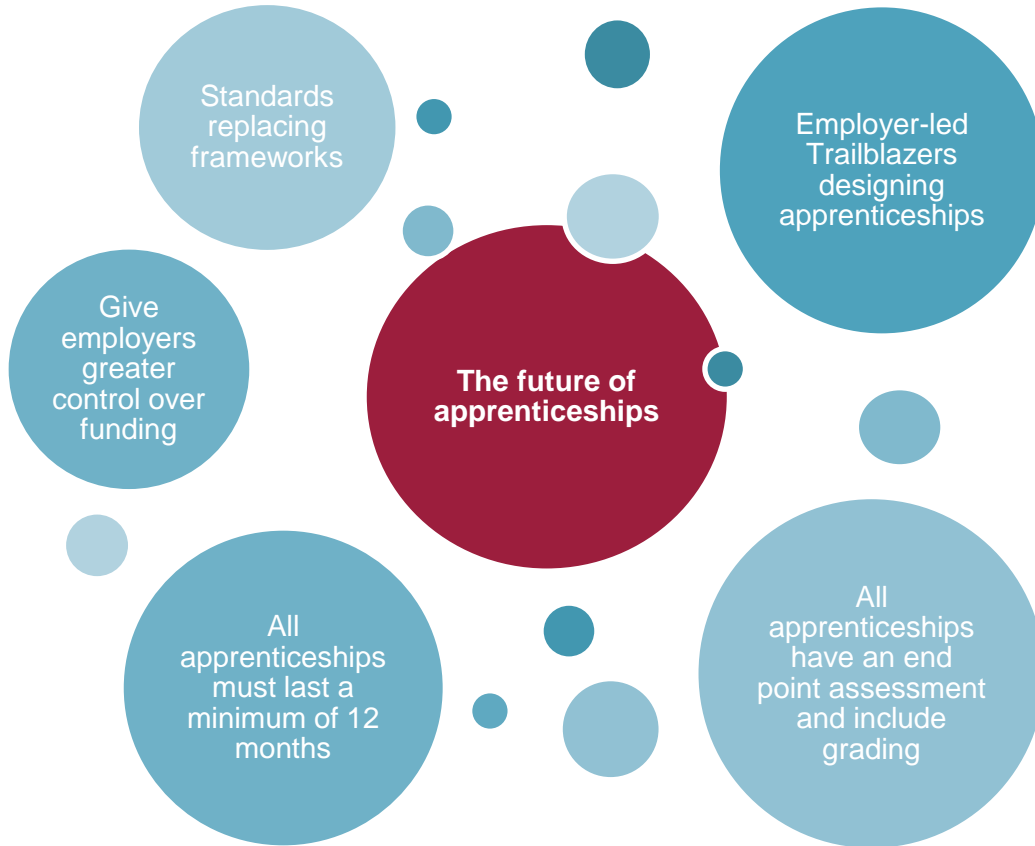


For further information on apprenticeships, grants and support, please contact Tracey Shaw, Business Engagement Officer at West Lancashire Borough Council
Page 153
01695 712555

tracey.shaw@westlancs.gov.uk

West Lancashire Apprenticeships Employer Guide July 2016

APPRENTICESHIP REFORM



GOVERNMENT TARGET



The government has a commitment to create 3 million new apprenticeships by 2020 in England.

The aim of the government apprenticeship reform is to make apprenticeships:

- Employer driven
- Simple
- Of quality

The government aims to improve apprenticeships so they are viewed with the same esteem as University.

DEGREE APPRENTICESHIPS

- An apprentice can study for a degree via an apprenticeship route
- The government will fund two-thirds whilst an employer funds one-third of the course fees
- Degree apprenticeships typically last 5 years

TRAINEESHIPS

- Traineeships involve employers providing a work experience programme to individuals aged 16 to 24 to help them become 'work ready'
- This is a great opportunity to train an individual and potentially recruit them as an apprentice on completion of their traineeship
- Traineeships also focus on attaining core skills in English and Mathematics
- The programme can last up to a maximum of 6 months

APPRENTICESHIP LEVY

- The apprenticeship levy is planned to be introduced in 2017
- Companies with a payroll in excess of £3 million per annum will pay the apprenticeship levy
- The levy will be set at 0.5% of an employer's wage bill paid through PAYE
- An allowance of £15,000 is given to offset against levy payments
- Other allowances and incentives will be available from the government
- Apprenticeships will be managed through a DAS (Digital Apprenticeship System)

For further information on apprenticeships, grants and support, please contact:
Tracey Shaw, Business Engagement Officer at West Lancashire Borough Council

Page 154
01695 712555

tracey.shaw@westlancs.gov.uk



Let's talk Employment & Skills Charter

Are you a West Lancashire business passionate about West Lancashire?

If yes, then sign up to the Let's talk Employment & Skills Charter.

The Council will work together with your business and provide you with a package of support; including information on available funding and grants, workforce solutions and business networking opportunities. The Council's dedicated Business Engagement Officer can keep you up-to-date with information via email, quarterly newsletters, or by face-to-face meetings.

There is no cost to your business.

In return, we ask for your business to contribute at least **ONE DAY** a year to support local employment and skills initiatives in West Lancashire. Not only does this benefit West Lancashire but this can be an effective way to promote your business, support recruitment and provide staff development opportunities.

CALL 01695 712555

EMAIL tracey.shaw@westlancs.gov.uk

VISIT www.westlancs.gov.uk/charter





Let's talk Employment & Skills Charter

The aim of the Charter is to encourage local businesses to **invest** in West Lancashire. We want businesses to help achieve the following 'Key Asks':

- Being **Proud of West Lancashire**
- Getting the **Right Skills for the Right Business**
- Giving **West Lancashire Jobs to West Lancashire People**

Our Part

Working together with your business we will provide you with a package of support including:

- Information on available funding and grants
- Workforce solutions
- Information about business networking opportunities
- Establish and enhance links with local education establishments

Your Part

All we ask in return is for your business to dedicate at least **ONE DAY** a year to support employment and skills initiatives in West Lancashire. Example activities include:

- Attending events to promote your business and industry
- Offering work shadowing, work experience and work trial opportunities
- Supporting schools and careers events
- Creating apprenticeship opportunities
- Mentoring

Like many local employers, your business may be doing some of these activities already, all the more reason to sign up and gain recognition for your efforts!

For more information on how to get involved please visit:

www.westlancs.gov.uk/charter



ARTICLE NO: 2B

**CORPORATE AND ENVIRONMENTAL
OVERVIEW & SCRUTINY COMMITTEE:
SEPTEMBER 2016**

**MEMBERS UPDATE 2016/17
ISSUE: 2**

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

Relevant Portfolio Holder: Councillor I Moran

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

SUBJECT: ICT STRATEGIC PLAN

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To provide Members with an update on the WLBC ICT Strategic Plan.

2.0 BACKGROUND

2.1 The WLBC ICT Strategic Plan sets out the high level strategic direction for ICT development. It identifies the ICT priorities and specific actions to deliver business benefits for the Council. The strategy is delivered on our behalf by BT Lancashire Services.

2.2 The ICT Strategy is reviewed annually against the Council's corporate priorities to ensure the current and future objectives of the Council can be met.

2.3 Implementing strategy actions can result in lengthy and complex projects. Scheduling of project work may therefore run over certain financial years. Appendix 1 shows the progress on the key strategic actions for 2015/16 and Appendix 2 provides a summary of the ICT Strategy for 2016/17.

3.0 CURRENT POSITION

3.1 Excellent progress was made on the identified priorities in 2015/16 as shown in Appendix 1. This included actions with completed outcomes (for example the email migration and Public Sector Network (PSN) compliance for that year), as

well as preparatory work for actions planned for 2016/17 (for example the reviews of SQL Server (database management system) and Software Asset Management (audit of licences).

- 3.2 A key requirement for the Council is the annual process for retaining Public Sector Network (PSN) accreditation. PSN is a central Government programme designed to create one secure network for all UK public sector organisations. Accreditation is critical for the Council. For example, without it, the Council would be unable to access Department for Work and Pensions data and benefit payments could no longer be processed.
- 3.3 There has been substantial work involved in achieving the PSN accreditation to date, and further work has continued into 2016/17. Although the amount of work related to maintaining PSN is expected to reduce now that significant improvements have been put in place, there will be annual guidance released which the Council will have to adhere to in order to remain compliant.
- 3.4 Appendix 2 summarises the 2016/17 strategy currently underway. It includes: projects that are necessary for the Council's operations (for example SQL review actions/PSN compliance); efficiencies for both the Council and BTLS (e.g. application review, hardware refresh); developments that will enhance service delivery throughout the authority (Customer Relationship Management (CRM) and telephony); and projects that have no direct impact on the ICT offer in 2016/17, but are scoping exercises for potential future work that may provide significant benefits for the authority (e.g. cloud services, Microsoft Enterprise Services Agreement (ESA) and Electronic Document Management System), resources permitting.
- 3.5 Whilst the 2016/17 priorities and action plan are agreed in principle, the appropriateness of implementation will be given further consideration throughout the year taking into account funding and resource implications and any other impacts (see further comments at section 5).

4.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

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

5.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 5.1 There are no new financial/resource implications arising from this article in respect of implementing the ICT strategy. All costs have been met through existing budgets / resources.
- 5.2 As a strategic document, the strategy does not cover all ICT development work within the Council as certain ICT projects are undertaken within service areas. As well as providing development work, BT Lancashire Services continue to provide desktop, network, infrastructure and key applications support, and customer service desk support for staff and Councillors. However, as this work is not strategic in nature these areas are not covered within this document.

6.0 RISK ASSESSMENT

- 6.1 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.
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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

1. Summary Strategy Priorities 2015/16
2. Summary Strategy Priorities 2016/17

Appendix 1: Summary Strategy Priorities 2015/16

Ref	Description of priorities	Rationale	Progress
M1	PSN Accreditation Annual Government requirement	<p>The following must be addressed to deliver PSN accreditation for 2015.</p> <ul style="list-style-type: none"> • Penetration test and remedial actions from the results if required • Windows Server 2003 - upgrade all servers and applications on the Council's estate running on 2003. Estimated 54 servers and 250 applications. • Upgrade of Active Directory (AD) - current version becomes end of life in June 2015. AD is an essential tool which, for example, provides the directory of users so that permissions to use the network can be set; provides the IP address needed in order to access the Council network. Without AD the Council's network would discontinue. • Mobile Device management - Information used on corporate iPhone/iPad devices must be secured using accredited software. • Agility Platform – To ensure secure use of devices on WLBC network, e.g. laptops. This platform will mitigate the risk of unauthorised software installation and access to external storage media which can result in data leakage. 	Complete.
M2	Exchange Migration (Email)	Enables WLBC to utilise the Microsoft email exchange platform delivered for the County Council. Having the ability to use the platform will result in reduced spending from WLBC because licensing costs will be covered by the Microsoft Enterprise Services Agreement.	Complete
M3	SQL Review (platform on which	A review of the SQL old platform content to determine what the Council needs to do for PSN compliance in 2016.	Complete. Actions resulting from

Ref	Description of priorities	Rationale	Progress
	applications are run)		the review to migrate, destroy, archive or replace databases onto the new SQL server taken forward in the 2016/17 strategy.
M4	<p>Software Asset Management (Licences)</p> <p>Microsoft Enterprise services Agreement (ESA) true up</p>	<p>Ensures WLBC is fully licensed for all software usage so avoiding financial and reputational penalties for none compliance.</p> <p>WLBC must provide an annual Microsoft ESA declaration.</p>	<p>Review complete. Actions following review taken forward in the 2016/17 strategy.</p> <p>Annual declaration complete.</p>

Appendix 2: Summary Strategy Priorities 2016/17

Ref	Description of Priorities	Rationale	Progress
M1	SQL review actions/ PSN Compliance	In order to retain PSN compliance, the council must migrate away from SQL 2005 platform (platform on which applications are run). Following actions from SQL review (M3 15/16), 16/17 action is to migrate, destroy, archive or replace databases onto the new SQL server.	For implementation. Work underway.
M2	Non-Microsoft Application Review	<p>WLBC currently use 700 applications with over 21,000 installations across the desktop estate.</p> <p>Following Strategy M4 15/16, 16/17 action is to analyse application estate and present opportunities to:</p> <ul style="list-style-type: none"> • Reduce upgrade costs • Reduce license costs. • Improve work processes; impose efficiencies. 	For implementation. Work underway.
M3	Hardware Refresh and Refresh Policy work	<p><u>Hardware Refresh/standardisation</u> Replace models prone to performance issues or faults either due to age, specification, and/or are not in line with the standard specification. BTLS will also ensure routers and switches are standardised. Hardware refresh has been agreed with no cost to Council and is not dependent on putting a Refresh Policy in place.</p> <p><u>Refresh Policy</u> Proposed development of policy to ensure that kit remains in warranty and potential savings for WLBC outlined in terms of appropriate equipment deployment.</p>	<p><u>Hardware Refresh/standardisation</u> For implementation. Preparatory work underway.</p> <p><u>Refresh Policy</u> Further consideration/discussion underway.</p>
S1	Replacement CRM and Telephony Platform.	CRM/Telephony was progressed and approved as a growth bid in February 2016 due to CRM systems moving on significantly since the Council purchased the system in 2003. The current system does not have the required functionality to deliver services in the way that customers now expect or in the most efficient way for the Council.	For implementation. Work underway.

Ref	Description of Priorities	Rationale	Progress
S2	Cloud services	<p>BTLS/WLBC to consider how the council can best utilise Cloud capability and which services are most appropriate to move from on premise to web based infrastructure. Benefits can include reducing infrastructure upgrade costs; increased remote access to core services; better disaster recovery capability.</p> <p>The Government has adopted a “cloud first” policy whereby purchasing through the cloud should be the first option considered by public sector when buying ICT products and services.</p>	For further consideration/development.
S3	Electronic Document Management System (EDMS)	Consider existing EDMS arrangements and review opportunities to improve document management and therefore organisational efficiencies in light of these.	For further consideration/development.
S4	Microsoft Enterprise services Agreement (ESA) renewal	<p>Following on from 15/16 M4 strategy work.</p> <p>Fully utilising the Microsoft Enterprise Services Agreement and renewal options (WLBC are licensed to reuse and share BTLS platforms for future upgrades). A review in 2016 ahead of ESA renewal (if progressed) for 2017.</p>	For further consideration/development.



ARTICLE NO: 2C

**CORPORATE AND ENVIRONMENTAL
OVERVIEW AND SCRUTINY
COMMITTEE**

**MEMBERS UPDATE - 2016/17
ISSUE: 2**

Article of: Borough Solicitor

**Contact for further information: Mr M Jones(Extn. 5025)
(E-mail: mathew.jones@westlancs.gov.uk)**

SUBJECT: LOCAL GOVERNMENT OMBUDSMEN – STATISTICS 2015/16

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

1.1 To inform Members of the Council's performance in respect of the Local Government Ombudsmen statistics 2015/16.

2.0 BACKGROUND

2.1 The Council is overseen by two ombudsmen following changes brought about by the Localism Act 2011.

2.2 From 1st April 2013 the Housing Ombudsman (HO) has dealt with complaints by Council housing tenants about matters such as estate management, repairs to Council house properties, rent and service charges, possession proceedings and mutual exchanges. The Local Government Ombudsman (LGO) continues to deal with all other complaints against the Council including complaints by Council housing tenants about matters such as housing improvement grants, homelessness and statutory noise nuisance. The Council's response to enquiries and complaints received from the LGO and the HO are co-ordinated by the Legal and Member Services Manager.

2.3 In July 2016 the LGO provided the Council with a summary of statistics on enquiries and complaints made in respect of the Council for the period 1st April 2015 to 31st March 2016. This summary can be found at Appendix 1. In addition the LGO published its yearly report on local government complaint handling containing a summary of complaint statistics for each local authority in England to enable Councils to compare their performance against their peers. This report can be downloaded at www.lgo.org.uk/information-centre/reports/annual-review-reports/local-government-complaint-reviews

2.4 The HO has does not currently publish a yearly report on individual landlord performance. However, I have provided an overview of the Council's performance for the period 1st

April 2015 to 31st March 2016 at paragraph 4.1 of this update, derived from the statistics held by the Council.

3.0 LOCAL GOVERNMENT OMBUDSMAN PERFORMANCE - 2015/16

- 3.1 During 2015/16 the LGO made decisions on 15 enquiries and complaints about the Council. Of those 15 enquiries and complaints only 4 were the subject of a detailed investigation.
- 3.2 Of those 15 matters, 6 were referred back to the Council for local resolution (because the Council had not had an opportunity to properly consider the enquiry or complaint), 2 were closed after initial enquires, 2 were incomplete/invalid and in 1 matter the complainant was given advice by the LGO about why the LGO would not consider the complaint.
- 3.3. In relation to the 4 complaints investigated by the LGO, the Council were not found to be at fault and accordingly the complaints were not upheld.
- 3.4 Using information provided by the LGO I have prepared a table (Appendix 2) to allow a comparison of the Council's performance with the other district councils within Lancashire. Of the 12 district councils only 4 (including West Lancashire) had no complaints upheld against them.

4.0 HOUSING OMBUDSMAN PERFORMANCE – 2015/16

- 4.1 During 2015/16 the HO made decisions on 2 enquires and complaints. Of those 2 matters, 1 was considered outside of the HO's jurisdiction, 1 was referred for local resolution (and satisfactorily resolved).

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. This article has no significant links with the Sustainable Community Strategy.

6.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 6.1 Investigating and co-ordinating responses to enquiries and complaints made to the Ombudsman takes officer time both for the Legal and Member Services Manager and for the service area to which the complaint or enquiry is directed. Given the importance to the Council in satisfactorily resolving enquires and complaints made by service users this work stream will continue to receive a high priority.

7.1 RISK ASSESSMENT

- 7.1 This article 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 1: Local Government Ombudsman - Summary of enquiries and complaints – West Lancashire Borough Council – 2015/16

Appendix 2: Local Government Ombudsman - Table of Detailed Investigations – Lancashire District Councils

Local Authority Report: West Lancashire Borough Council
 For the Period Ending: 31/03/2016

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
0	2	1	0	4	0	2	5	1	15

Decisions made

Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Detailed Investigations			Uphold Rate	Total
				Not Upheld	Upheld	Uphold Rate		
2	1	6	2	4	0	0%	15	

Notes

Our uphold rate is calculated in relation to the total number of detailed investigations. The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied. The compliance rate is the proportion of remedied complaints where our recommendations are believed to have been implemented.

Complaints Remedied		
by LGO	Satisfactorily by Authority before LGO Involvement	Compliance Rate
0	0	100%

LGO – DETAILED INVESTIGATIONS – LANCASHIRE DISTRICT COUNCILS – COMPLAINTS UPHeld

	Detailed Investigations	
	Complaint Upheld	Complaint Not Upheld
Lancaster	2	1
Pendle	2	2
Preston	2	4
Rossendale	2	3
Chorley	1	1
Fylde	1	1
Hyndburn	1	0
Ribble Valley	1	1
Burnley	0	2
South Ribble	0	0
West Lancs	0	4
Wyre	0	2



Agenda Item 3a

ARTICLE NO: 3A

**CORPORATE AND
ENVIRONMENTAL OVERVIEW &
SCRUTINY COMMITTEE**

**MEMBERS UPDATE 2016/17
ISSUE:2**

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)**

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 first 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 28 June 2016 by Councillor Gagen, Portfolio Holder for Leisure.

3.2 The following grants were awarded from the General Fund.

Sporting Challenge	£500
Roby Mill PTFA	£250
Learning Stars	£500
Newburgh Sports Club	£500
BDS Training	£500
Hollie Kearns	£250
Georgia Gagen	£500
Celebrate Skelmersdale	£200
Grant Walker	£250

3.6 The current Community Chest balances are as follows:

General	£6,540.00
Play	£4,150.00
Arts	£1,440.00
Sports/Talented Athlete	£2,670.00

(Note: In respect of the application for Georgia Gagen, the Portfolio Holder declared a pecuniary interest and referred the application to the Leader of the Council for consideration in accordance with the Scheme of Delegation (note (e) Constitution 4.3).

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:

Sporting Challenge	27/05/16
Roby Mill PTFA	30/03/16
Learning Stars	29/03/16
Newburgh Sports Club	18/03/16
BDS Training	13/11/15
Hollie Kearns	21/04/16

Georgia Gagen
Celebrate Skelmersdale
Grant Walker

28/06/16
18/07/16
19/07/16

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>

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted

