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22 September 2017

CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY MEMBERS UPDATE

**CORPORATE YEAR 2017/18
SEPTEMBER 2017 - 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 item on the Corporate and Environmental O & S 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 or e-mail member.services@westlancs.gov.uk or telephone 01695 585017 by Friday 29 September 2017.

The Press are asked to contact the Consultation and Communications Officer 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 26 September 2017.

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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



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"/>

**CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY
COMMITTEE AGENDA - MEETING: 12 OCTOBER 2017**

This form must be received by Member Services, 52 Derby Street, Ormskirk, before 12 noon on Friday 26 September 2017.

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"/>



ARTICLE NO: 1A

CORPORATE & ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE:

**MEMBERS UPDATE 2017/18
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:
- Community Safety Partnership – 3 May 2017 & 5 July 2017
 - Health & Wellbeing Partnership – 24 May 2017
 - People and Communities – July 2017
 - Ageing Well Partnership – 25 May 2017, 2 June 2017, 18 July 2017

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 2017/18
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.
-
-

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 G. Hodson..
- 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. 24 July 2017



Article of: Director of Leisure and Wellbeing

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

SUBJECT: AIR QUALITY ANNUAL STATUS REPORT 2017

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

- 1.1 To advise Members that the Air Quality Annual Status Report submitted by this authority to DEFRA, was approved.
-

2.0 BACKGROUND

- 2.1 The Local Air Quality Management (LAQM) system was set out in Part IV of the Environment Act 1995. This placed an obligation on all local authorities to regularly review and assess air quality in their areas. European and UK law set out the current air quality limit values and objectives. If it is considered likely that one of these objectives will be exceeded, the local authority must declare an Air Quality Management Area (AQMA). This must then be followed by an Air Quality Action Plan (AQAP), highlighting the measures and actions that are intended to be put in place with the ultimate goal of achieving those objectives.
- 2.2 Air pollution is associated with several adverse health impacts. It is recognised as a contributing factor in the onset of heart disease and cancer. Air pollution particularly affects the most vulnerable in society: children and older people, and those with heart and lung conditions. There is also often a strong correlation with equalities issues, because areas with poor air quality are also often the less affluent areas.

3.0 ISSUES FOR WEST LANCASHIRE

- 3.1 One specific location within West Lancashire is affected by emissions from road traffic. This issue continues to cause exceedance of the air quality objectives for nitrogen dioxide (NO₂). The measured exceedance of nitrogen dioxide previously resulted in the designation of an AQMA in 2010, located largely on Moor Street and Stanley St in Ormskirk town centre. The designation of this AQMA can be

found by visiting: <http://www.westlancs.gov.uk/media/47218/aqma-order-2010.pdf>.

- 3.2 Since the designation of this AQMA, apart from a peak in 2011, monitoring results within it have highlighted an annual decline in levels of NO₂. Whilst monitoring levels still show exceedance in the AQMA, the overall indication is that the pollution levels are reducing annually. Two of the seven monitoring locations within the Borough exceed the 40 micrograms per cubic metre limit value. Both of these locations are within the current AQMA. Appendix 1 clearly demonstrates that the recorded results at these locations are falling annually.
- 3.3 Following the declaration of an AQMA, a Local Authority must produce a report each year which reviews the previous 12 months air quality work. This Annual Status Report (ASR) is an annual requirement showing the strategies employed by West Lancashire Borough Council to improve air quality and any progress that has been made. Our 2017 report can be viewed via <http://www.westlancs.gov.uk/media/543321/annual-status-report-asr-for-2017.pdf>.
- 3.4 This report was submitted to DEFRA before the 30th June deadline and was formally approved in August 2017.
- 3.5 One new piece of work which was in the report and will commence shortly, is the installation of signs which will suggest that drivers switch off their engines while stationary, to reduce emissions and save money. It is hoped that this will further assist in reducing emissions and that they will continue to reduce even further.

4.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

- 4.1 Improving air quality can lead to improvements in health and longevity.

5.0 FINANCIAL AND RESOURCE IMPLICATIONS

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

6.0 RISK ASSESSMENT

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

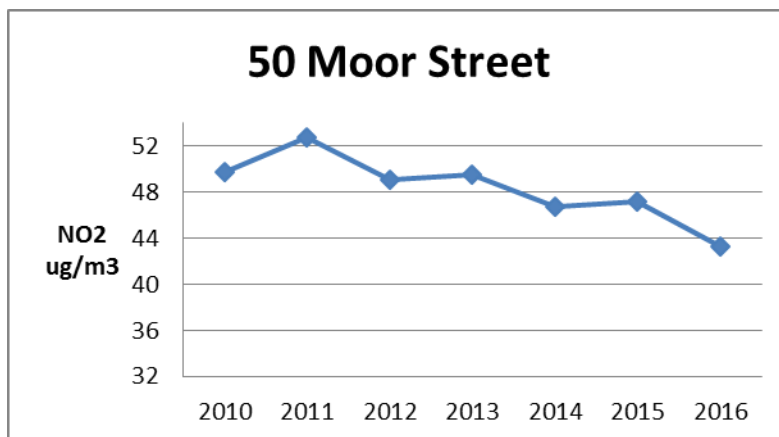
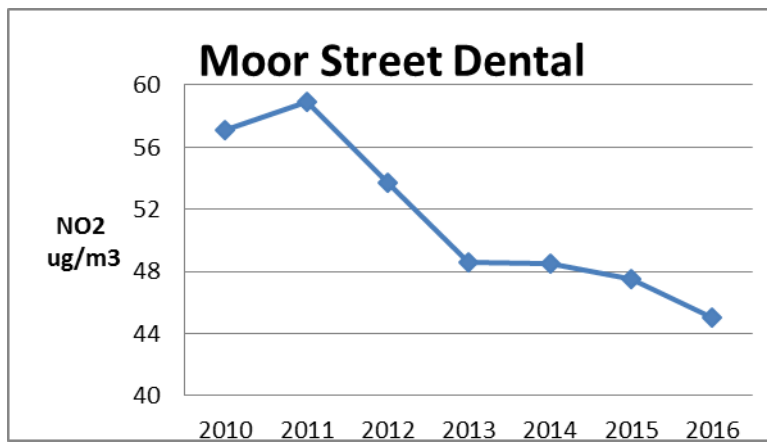
Background Documents

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

Equality Impact Assessment

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

Appendix 1





Article of: Director of Leisure and Wellbeing

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

SUBJECT: ANTI-SOCIAL BEHAVIOUR POLICY – 2017

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

- 1.1 To advise Members of the contents of Council's revised 2017 Anti-Social Behaviour (ASB) Policy and to provide some performance figures for the team.
-

2.0 BACKGROUND

- 2.1 The Council employs two staff to work in its ASB team, a Senior ASB Officer and an ASB Officer. They are currently based in Ormskirk Police Station. They were part of the Multi-Agency Problem Solving (MAPS) Team. However, following improved electronic communications and "virtual" working over a number of years, all the other partner agencies have withdrawn their full-time resources from this team/location, without any detriment to the working relationships.
- 2.2 Generally their work involves dealing with ASB caused by council tenants (or their visitors) or ASB affecting council tenants. Due to the support for tenants, the team is funded from the HRA account, although the officers are part of the Environmental Protection and Community Safety team within the Leisure and Wellbeing Directorate. Some of the work of the team is provided from the Council's Housing and Inclusion Directorate, although probably just as much comes from the Police. Although the work revolves around tenants, there is a wider impact on communities at large as inevitably other properties can be affected by the behaviour in question. Where ASB arises and a tenant is not affected or involved, Lancashire Constabulary will take the lead role.
- 2.3 Although the team is not co-located with Police Officers any more, there are extremely good links between the organisations and officers regularly liaise with the constabulary and there are a number of multi-agency meetings which allow joint working and information sharing, especially in relation to vulnerable and high risk complainants.

- 2.4 In 2015 the ASB policy was approved by Cabinet, with the delegation for minor amendments to be made by the (then) Assistant Director Community Services (Director of Leisure and Wellbeing), in consultation with the relevant Portfolio Holder.

3.0 POLICY

- 3.1 Under the Anti-Social Behaviour Act 2003 the Council is required to have a policy to deal with ASB and review it periodically. The policy complies with this requirement and demonstrates our commitment to tackling ASB. Demonstrating compliance with an agreed policy can also help with any potential legal or other challenges.
- 3.2 The policy details the approach taken to resolve ASB and details some of the specific powers available. It is worth noting that only some of these relate to tenancies and the officers will always consider the most appropriate option to resolve the issue for those affected.
- 3.3 The policy was completely re-written in 2015 following the introduction of the Anti-Social Behaviour, Crime and Policing Act 2014. Appendix 1 details the 2017 refresh which is available via the Council's website and on request.

4.0 PERFORMANCE

- 4.1 During the period 1.4.16 – 31.3.17 the ASB team opened 63 cases. This was an increase compared to the previous year. So far this year they have opened 12 cases (to 11.8.17).
- 4.2 During the last financial year (1.4.16 – 31.3.17) the figures are as follows:-
- Evicted or gave up possession after court and prior to eviction - 3
 - Injunctions - 2
 - Applied for or supported Criminal Behaviour Orders - 0
 - Community Protection Notices (CPN) and CPN warning notices - 2
 - Absolute grounds for possession - 0
 - Keys returned prior to court action – 12
 - Notices to end Introductory Tenancies - 4
 - Other positive action (Support Service referrals, Acceptable Behaviour Contracts and talks to vulnerable client groups - 12
 - ASB visits – 227
 - ASB letters sent - 195
- 4.3 So far this year the figures are as follows
- Evicted or gave up possession after court and prior to eviction - 4
 - Injunctions - 0
 - Applied for or supported Criminal Behaviour Orders - 1
 - Community Protection Notices (CPN) and CPN warning notices - 0
 - Absolute grounds for possession - 1
 - Keys returned prior to court action – 1
 - Notices to end Introductory Tenancies - 5

- Other positive action (Support Service referrals, Acceptable Behaviour Contracts and talks to vulnerable client groups - 12
- ASB visits – 112
- ASB letters sent - 116

4.4 It can be seen that the team are using a wide range of the powers available to them. In most cases the team also publicises the action taken and there has been a large amount of publicity for the team, which hopefully sends out the right message to tenants and other residents in relation to their behaviour in and around Council properties.

5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

5.1 Reducing anti-social behaviour can have a clear positive impact on the quality of life of individuals, including reducing crime and disorder, and this therefore links to the Sustainable Community Strategy. There are also direct links to the Council's values and Corporate Priorities.

6.0 FINANCIAL AND RESOURCE IMPLICATIONS

6.1 The work of the team is met from existing resources.

7.0 RISK ASSESSMENT

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

Background Documents

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

Equality Impact Assessment

There is a direct impact on members of the public, employees, elected members and / or stakeholders. Therefore an Equality Impact Assessment is required. A formal equality impact assessment is attached as an Appendix 2 to this report, the results of which have been taken into account in the Recommendations contained within this report

Appendices

1. Anti – Social Behaviour Policy 2017
2. Equality Impact Assessment Form



2017 Anti-Social Behaviour Policy

Contents

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Overview

West Lancashire Borough Council is committed to tackling anti-social behaviour, crime and disorder. We take all reports of anti-social behaviour seriously through our Estate Management and Tenant Participation team who refer unresolved or prolonged cases to our dedicated Anti-Social Behaviour Unit (ASBU).

The Council's overarching aim is to ensure that all of our tenants and residents enjoy a quality of life that is unhindered by the small minority of people who fail to recognise their obligations to their neighbours and to the wider community. The Council is committed to putting the needs of victims and the community first and utilising the tools and powers available including the Anti-Social Behaviour, Crime and Policing Act 2014. This sets out a new approach for local authorities, Police Forces and Crime Commissioners to deal with anti-social behaviour, crime and community safety.

1. What is anti-social behaviour?

Anti-social behaviour is defined in law as behaviour which is either capable of causing a nuisance or annoyance or behaviour which is likely to cause harassment, alarm or distress to someone.

Some examples of anti-social behaviour include:-

- Harassing and intimidating people
- Damage to property (graffiti, vandalism or arson)
- Causing noise nuisance
- Threatening violence towards someone
- Physical assault and violent behaviour
- Hate behaviour
- Domestic Abuse
- Being verbally abusive and aggressive towards people
- Drug dealing or cultivating drugs
- Committing criminal offences in the locality of the tenanted property

Anti-social behaviour does not just make life unpleasant. It holds back the regeneration of areas and creates an environment where more serious crime can take hold. We know that if tenants suffer from anti-social behaviour it can have a big impact on their quality of life, which is why here in West Lancashire we are committed to following the new Government approach of tackling it.

When ASB is reported it is categorised as one of the following:-

- Nuisance
- Personal
- Environmental

Other types of reports which are generally categorised as community or environmental include and which will be investigated by the Council's Environmental Protection Service include:

- Animals/pets causing a nuisance
- Fly tipping / littering
- Untidy gardens
- Loud music / noise coming from a premises
- Dog fouling in communal areas
- Running a business from a tenanted property (including vehicle repairs)

2. What does this mean to tenants?

In demonstrating our commitment to tackling anti-social behaviour in our communities, we will ensure that:

- All tenants are made aware of their responsibilities under their Tenancy Agreement in regard to their behaviour, and that of their household and visitors. Tenants who act or allow, incite or permit others to act anti-socially in the locality of their home risk strong enforcement action which could take away their liberty or risk their home.
- All reports of anti-social behaviour and nuisance will be responded to within the Council's Corporate Customer Standards: (<http://www.westlancs.gov.uk/about-the-council/spending,-strategies,-performance/service-standards/corporate-service-standards.aspx>).
- Following receipt of a report of anti-social behaviour, the report will be investigated by an allocated officer.
- The investigating officer will investigate the report using a variety of tools and powers available to them.
- If the anti-social behaviour remains unresolved after 3 months, or is so serious that it is deemed to be dealt with immediately, the matter will be referred to the specialised Anti-Social Behaviour Unit.
- The Anti-Social Behaviour Unit will inform all parties of the investigations taking place, unless the matter is so serious that legal action is instigated without prior notification.
- All parties will be kept up-to-date about the progress of a case and notified when the case is closed.

3. Tenant responsibility

West Lancashire Borough Council's Tenancy Agreement states that everyone has the right to live their life in the way in which they want. From time to time, however, the way in which some people live their lives upsets their neighbours. Whilst we expect good neighbours to tolerate and understand different lifestyles and not report every slamming door and argument to the Council, Section 4 of the Tenancy Agreement sets out certain things you must not do whilst living in your property. Any reports of people causing harassment, alarm or distress to others will be treated seriously. If we believe that the right way to resolve the issue is via the Courts then we will do so and perpetrators of anti-social behaviour could be evicted or have sanctions placed upon them by Court which place prohibitions on their conduct.

We will use a wide range of tools to tackle anti-social behaviour comprising of non legal and legal actions. The type of action to be taken will be considered on a case by case basis, taking all of the relevant circumstances into account.

4. Multi-Agency Partnership Working

The Council recognises that sometimes responsibility for tackling anti-social behaviour needs to be shared between other partner agencies. We work closely with our partner agencies including but not limited to Lancashire Constabulary, Lancashire Fire & Rescue Service, Lancashire County Council (Youth Offending Teams and Social Care), West Lancashire Clinical Commissioning Group and Lancashire & Cumbria Probation Services to reduce anti-social and nuisance behaviour. Working together, these agencies combine resources and information to tackle crime and disorder in West Lancashire. Information is shared at regular strategy meetings as well as between Officers on a day-to-day basis. We also attend quarterly meetings coordinated by the Community Safety Partnership.

5. The Community Trigger

The Anti-Social Behaviour, Crime and Policing Act 2014 introduced the "Community Trigger" which is designed to give victims and communities a greater say in the way anti-social behaviour is dealt with. If a tenant, or someone acting on behalf of a tenant, has reported 3 separate incidents within the last 6 months to agencies including the Council or the Police and feel the matter has not been appropriately dealt with, they may choose to request an impartial review of their case. For further details please visit (<http://www.westlancs.gov.uk/more/community-safety/community-trigger>).

6. Tenancy Enforcement and other Tools & Powers

Introductory Tenancies

All new social housing tenants initially sign up to be Introductory Flexible tenants, a 12-month probationary period after which time tenants may become secure, provided they meet the conditions of their tenancy agreement. Those introductory tenants who fail to comply with the tenancy agreement, on grounds of rent arrears, anti-social behaviour or any other condition may have their tenancy terminated. In exceptional circumstances the introductory period may be extended for a further 6 months. The evidence needed to terminate an introductory tenancy can be much less than in cases for the eviction of a secure tenant providing the Council follows relevant legal procedures.

Flexible Tenancies

Once tenants have successfully completed the 12 month introductory probationary period the tenancy will become a Fixed Term Flexible Tenancy. Most Flexible Tenancies are for a 5 year term but can be granted for 2 years in some circumstances. A Flexible Tenancy can only be ended before the expiry date by a County Court Judge granting a possession order. Flexible Tenancies will be reviewed 12 months before they expire and a decision will be made whether to grant a further flexible tenancy or not. If the Council has evidence that the tenant has carried out anti-social behaviour they may not be granted a further tenancy.

Further details about Flexible Tenancies including other reasons a further tenancy may not be granted can be found in West Lancashire Borough Councils Tenure Policy.

<http://www.westlancs.gov.uk/media/100222/wlbc-tenure-policy-2013.pdf>

Secure Tenancies

This is the tenancy which gives tenants the most rights. These are now only given to people who transfer or exchange properties and were Secure or Assured tenants at their previous property before the move took place or where they are moving into sheltered accommodation. A County Court Judge can order immediate, suspended or postponed possession of a council property and the tenant(s) may be evicted and lose their home. This can be a lengthy process, particularly if the Defendant defends the application, and may require a number of Court hearings. In most cases, the Council will need to take witness statements from those affected by the anti-social behaviour and they will usually be required to attend Court. In most cases, an application by the Council to evict a tenant is the last resort to resolve anti-social behaviour however the Council will apply for possession of a property if it is deemed proportionate, or if the behaviour of the tenant or anyone living with or visiting the tenant has been so serious that an application for possession is deemed to be the most suitable remedy.

Injunctions

Injunctions prohibit the perpetrator of anti-social behaviour from engaging in certain behaviour cited in the order. The new civil injunction is issued by the County or High Court for over 18's or in the Youth Court for under 18's. They are designed to stop individuals from engaging in anti-social behaviour quickly and to prevent issues from escalating. Some injunctions can exclude the person from a specific place, including their own home. Injunctions can include positive requirements to address underlying causes of anti-social behaviour. They can also include a power of arrest on one or more clauses within the order. Most injunctions will be applied for "on notice" however where necessary a "without notice" injunction will be applied for. As with most applications to Court, witness statements will be taken from those being affected by the anti-social behaviour, and in most cases, witnesses will be required to attend Court.

Criminal Behaviour Orders (CBOs)

CBOs are designed to tackle the most persistent perpetrators of anti-social behaviour who are also engaged in criminal activity. CBOs are applied for by the Crown Prosecution Service (CPS) in the Criminal Court at the request of the Police or the Council. The Court must be satisfied beyond reasonable doubt that the offender has engaged in behaviour that caused or was likely to cause harassment, alarm or distress to any person, and that the CBO will prevent the offender from engaging in such behaviour in future. The anti-social behaviour does not have to be part of the criminal offence. A CBO can include prohibitions as well as positive requirements and breach of a CBO is a criminal offence that can result in a conviction of up to 5 years or a fine, or both.

Community Protection Notice

The Council can issue a Community Protection Notice (CPN) to stop any person over the age of 16, business or organisation from committing anti-social behaviour that spoils the quality of life of the community. The CPN is designed to tackle behaviour that has a detrimental effect on the quality of life of those in the locality, and behaviour that is both unreasonable and persistent. A written warning must be issued prior to the CPN. Breach of a CPN is a criminal offence which can result in a fixed penalty notice of up to £100, or a fine of up to £20,000 for businesses.

Closure Power

Closure powers allow the Police or Council to temporarily close premises which are being used, or likely to be used, to commit nuisance or disorder. They are not a short cut to eviction. A Closure Notice can be issued, closing the property for up to 48 hours. With every issue of a Closure Notice, an application must be made to the Court for a Closure Order which can close the property down for a period of up to 6 months. The Notice / Order can cover land or other places including residential, business, non-business and licensed premises. Breaches of both Closure Notices and Orders can constitute a criminal offence so a conviction will require evidence to the criminal standard of proof.

"Absolute" Ground for Possession

The Anti-Social Behaviour, Crime and Policing Act 2014 introduced a new absolute ground for possession of secure tenancies where anti-social behaviour or criminality has already been proven in another Court. This enables the Council to evict the most anti-social of tenants quickly, providing fast relief to victims. The tenant, a member of the tenant's household or a person visiting the property must have been convicted of a serious offence, found by a Court to have breached a civil injunction, convicted of breaching a Criminal Behaviour Order or noise abatement notice; or the tenant's property has been closed for

more than 48 hours under a Closure Order. The offence or breach must have occurred in the locality of the property or have affected someone with a right to live in the locality, or affected the landlord and / or staff or contractors.

7. Equality and Diversity

West Lancashire Borough Council is an equal opportunities organisation. Our approach to equality recognises that people who provide and use our services come from diverse backgrounds and have different experiences and needs. We value this diversity and the ways in which it contributes to the richness of life and character of our community.

We will develop, commission and deliver services in a way that will help to overcome discrimination and disadvantage. We want every resident and visitor to West Lancashire to be treated fairly and with dignity regardless of age, gender, disability, race, belief and sexual orientation and with respect to their marriage and civil partnership, pregnancy and maternity or gender reassignment status. We will use our position and influence to promote equality in all aspects of community life.

We will regularly monitor and report on the progress we make in addressing discrimination and disadvantage in our borough and this progress will be evaluated regularly by our senior managers and elected members.

One of our corporate Equality Objectives relates to the management of anti-social behaviour and this is detailed below:

Equality objective: to support the work of the Local Priorities Group in addressing the causes and effects of ASB by:

- understanding who is most vulnerable to becoming a victim of ASB and developing strategies with them to remove or limit this risk
- understanding who is least likely to report ASB or seek help and take action to improve their confidence and address their concerns
- building on the ASBRAC framework, which identifies at risk young people, with a programme of targeted interventions that reflect their specific needs
- supporting the Well Being, Prevention & Early Help Service, in particular reducing the impact of ASB offending behaviour on wider family outcomes.

This is a clear 'doorstep' priority – it impacts on the quality of life for many of our citizens and has a disproportionate effect on those who are vulnerable. There are clear indicators that those committing offences, often at a young age, are themselves in danger of falling into a cycle of behaviour that results in poor life experiences. This is the area of work where WLBC leads on behalf of the Community Safety Partnership.

We are committed to treating the residents of West Lancashire fairly and state that the services we provide will be readily accessible to all groups of people without discrimination. We also assess each case referred to the Anti-Social Behaviour Unit under the Equality Act 2010.

The Council's Equality Statement can be found on the Council's website via the following link

<http://www.westlancls.gov.uk/about-the-council/how-the-council-works/equality-and-diversity/our-equality-statement.aspx>

8. Publicity

West Lancashire Borough Council wants Council tenants and the wider community to be aware of successful legal actions we have taken to counteract anti-social behaviour. Unless the Court orders against publicity the Council will generally publicise successful Possession applications, Civil Injunctions and, where necessary in collaboration with Lancashire Constabulary, Criminal Behaviour Orders. We hope that publicising successful outcomes will encourage local people to know about the orders and help to enforce them; reassure the public about safety in their community; increase the confidence of the public in the Council and Police's ability to work together; act as a deterrent to the perpetrator; reassure people reporting anti-social behaviour and the wider community that successful action is being taken to tackle anti-social behaviour. In each case, the Anti-Social Behaviour Unit will consider whether the publicity is necessary. We will also consider the human rights of the public and the human rights of the perpetrator, what the publicity should look like and whether the publicity is proportionate.

9. Domestic Violence and Abuse

If a West Lancashire resident, is suffering from domestic abuse, there are two local options. There is now a County-wide support service for victims of domestic violence funded by the Police and Crime Commissioner. Lancashire Victim Services provide support for all forms of Domestic Violence or Domestic Abuse. They can provide support and advice and will discuss all available options. Their phone number is 0300 323 0085 and their email address is info@lancashirevictimservices.org. There is also a website www.lancashirevictimservices.org.

Alternatively, the Liberty Centre – (formerly known as the Domestic Violence Support Service or the West Lancashire Women's Refuge), which is based in Ormskirk, can be contacted on their free confidential 24 hour helpline number 0808 100 3062. Another contact number is 01695 50600. Their website is www.dvsswl.org.uk. They may be able to assist in the provision of temporary supported accommodation.

Anyone who is in immediate danger should dial 999 and ask for the emergency services. Housing and Anti-Social Behaviour Officers at West Lancashire Borough Council are trained to signpost victims (or potential victims) of domestic abuse to appropriate support services. In some cases, Officers can refer consenting victims of domestic abuse to appropriate support services.

Further information is available on the Council's website and can be accessed via the following link.

<http://www.westlancls.gov.uk/more/community-safety/domestic-violence.aspx>

10. Who to report anti-social behaviour to?

If you feel unsafe, in danger or you feel at risk that you or members of your family may be harmed, or have had a criminal act perpetrated against you or your home, our advice is always to telephone the Police. West Lancashire Borough Council work closely with the Police to combat anti-social behaviour and often takes a joint approach in resolving such matters, in particular where criminal offences are suspected or proved. Contact details for the police are included at the end of this guide.

If the person causing the nuisance is a council tenant, or is living with or visiting a council tenant, the Council's Estate Management Team should be contacted via email at

emt@westlancs.gov.uk or if you are a tenant you can report via the My Tenancy app. The Housing Officer responsible for the area in which you live will investigate the complaint. Details of how to download and register to use the My Tenancy app can be found in section 12 of this policy. Please note that the Estate Management Team do not deal with complaints between private tenants or owner-occupiers.

Anyone who witnesses a crime being committed you should dial 999. The Police non-emergency number is 101.

Information about crime, or criminals, can be reported via Crimestoppers at **crimestoppers-uk.org** or by telephone on 0800 555 111. They will accept anonymous information.

We can provide this information on audiotape, CD, large print, Braille, and in other languages as appropriate on request. Visit our website at <http://www.westlancs.gov.uk/about-the-council/contact-us/how-would-you-like-to-access-information.aspx> or ring us on 01695 577177.

11. Useful Contacts

Council Numbers:

West Lancashire Borough Council's Customer Services:	01695 577177
WLBC Estate Management Team:	01695 585357
WLBC Housing Options Team:	01695 585272/585267
WLBC Voids and Allocations:	01695 585276/585288
WLBC Income Team:	01695 585252

For the Council's Environmental Protection Section, please use the Customer Services number and you will be directed to the appropriate officers.

www.westlancs.gov.uk

Police:

Emergencies	999
Lancashire Constabulary – Non-emergencies	101

www.lancashire.police.uk

Crime Stoppers - to report crime anonymously	0800 555 111
http://www.crimestoppers-uk.org/	

Independent agencies:

Citizens Advice Bureau: for free, independent and confidential advice

www.citizensadvice.org.uk

from a landline – 0344 245 1294

from a mobile – 0300 330 0650

Domestic Violence:	24 Hour helpline	0808 100 3062
www.dvsswl.org.uk		
Victim Support: Helping people cope with crime		0808 168 9293
http://www.victimsupport.org.uk/		


West Lancashire Borough Council ASB team – August 2017

My Tenancy App:

Instructions for installing the My Tenancy App;

- Go to app store or google play or scan the C
- Search for My Tenancy
- Select the app – enter requested details
- Install
- Open the app and select register
- You will need
 - Your name
 - Tenancy sequence number
 - Date of Birth
 - Mobile number
 - Email address



<h1 style="text-align: center;">Equality Impact Assessment Form</h1> 	
Directorate: Leisure and Wellbeing	Service: Environmental Protection and Community Safety
Completed by: Andrew Hill	Date: 9.8.17
Subject Title: ASB Policy 2017	
1. DESCRIPTION	
Is a policy or strategy being produced or revised:	Yes
Is a service being designed, redesigned or cutback:	No
Is a commissioning plan or contract specification being developed:	No
Is a budget being set or funding allocated:	No
Is a programme or project being planned:	No
Are recommendations being presented to senior managers and/or Councillors:	No
Does the activity contribute to meeting our duties under the Equality Act 2010 and Public Sector Equality Duty (Eliminating unlawful discrimination/harassment, advancing equality of opportunity, fostering good relations):	Yes
Details of the matter under consideration:	Updating/revising of the Council's ASB Policy.
<i>If you answered Yes to any of the above go straight to Section 3</i> <i>If you answered No to all the above please complete Section 2</i>	
2. RELEVANCE	
Does the work being carried out impact on service users, staff or Councillors (stakeholders):	No
If Yes , provide details of how this impacts on service users, staff or Councillors (stakeholders): <i>If you answered Yes go to Section 3</i>	
If you answered No to both Sections 1 and 2 provide details of why there is no impact on these three groups: <i>You do not need to complete the rest of this form.</i>	
3. EVIDENCE COLLECTION	
Who does the work being carried out impact on, i.e. who is/are the stakeholder(s)?	People who make complaints to the Council
If the work being carried out relates to a universal service, who needs or uses it most? (Is there any particular group affected more than others)?	No
Which of the protected characteristics are most relevant to the work being carried out?	

Age Gender Disability Race and Culture Sexual Orientation Religion or Belief Gender Reassignment Marriage and Civil Partnership Pregnancy and Maternity	Yes No No No No No No No Yes
4. DATA ANALYSIS	
In relation to the work being carried out, and the service/function in question, who is actually or currently using the service and why?	People affected by ASB can complain to the Council
What will the impact of the work being carried out be on usage/the stakeholders?	It documents our consistent approach to ASB complaints.
What are people's views about the services? Are some customers more satisfied than others, and if so what are the reasons? Can these be affected by the proposals?	Very little dissatisfaction with the service is expressed, compared to the numbers of complaints made.
What sources of data including consultation results have you used to analyse the impact of the work being carried out on users/stakeholders with protected characteristics?	none
If any further data/consultation is needed and is to be gathered, please specify:	n/a
5. IMPACT OF DECISIONS	
In what way will the changes impact on people with particular protected characteristics (either positively or negatively or in terms of disproportionate impact)?	The revised document details how complaints are dealt with and how to make them.
6. CONSIDERING THE IMPACT	
If there is a negative impact what action can be taken to mitigate it? (If it is not possible or desirable to take actions to reduce the impact, explain why this is the case (e.g. legislative or financial drivers etc.).	The resolution of complaints is a positive outcome
What actions do you plan to take to address any other issues above?	No actions
7. MONITORING AND REVIEWING	
When will this assessment be reviewed and who will review it?	2019 – Environmental Protection and Community Safety Manager



ARTICLE NO: 2C

CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY

**MEMBERS UPDATE 2017/18
ISSUE: 2**

Article of: Director of Development and Regeneration

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

SUBJECT: WEST LANCASHIRE ECONOMIC DEVELOPMENT STRATEGY 2015-2025 – YEAR 2 PROGRESS REPORT

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

- 1.1 To provide a Year 2 progress report on the West Lancashire Economic Development Strategy 2015-2025.

2.0 BACKGROUND

- 2.1 In 2015 the West Lancashire Economic Development Strategy 2015-2025 was approved. The Strategy has the following eight themes, accompanied by eight individual action plans:

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

3.0 CURRENT POSITION AND PROGRESS ON THE EIGHT THEMES

- 3.1 This is a significant Strategy covering a period of ten years due to the transformational nature of some of the key actions. Officers are continuing to make progress in the delivery of the eight action plans.

3.2 Details of the full Action Plan are provided at Appendix A, which provides the narrative of the progress made against each of the individual actions. Some of the key activities have been summarised below.

3.3.1 Theme 1 – Stimulating Change

- Action 1.4 - Sustained business engagement

To further enhance our business engagement offer, Council has approved Membership to Growth Lancashire for the period 2017/18 to further develop our approach to business engagement, including representation on the Growth Lancashire Board by the Council Leader.

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

- Action 2.2 – Deliver Greenshoots

Development completed to time and budget. All 11 units let (the final tenant taking up occupation in August 2017), thus exceeding the projected rental income (80% by Sept 2017).

- Action 2.3 - Improve the signage and the wider environment at Skelmersdale's key gateway locations

Draft designs created to update signage on the major employment area entrances, including J4 and J5. Further discussions required with LCC Highways to secure approval for promotional banners/flags at J4 which will utilise branding and could provide potential business sponsorship opportunities.

3.3.3 Theme 3 – Housing as a driver for growth

- Action 3.2 - Support the delivery of significant new market and affordable housing in Skelmersdale

- Whalleys 4. Development work commenced on the delivery of 202 dwellings.
- Former Digmoor Sports Centre, Findon and Delf Clough sites now benefit from Local Development Orders and have been sold to a house builder. The Council is currently considering planning applications for the three sites (for a total of 308 dwellings).
- Firbeck estate regeneration has been completed including the erection of 42 new homes.
- Development Brief for Firwood Road adopted August 2014. First phase (94 new homes) recently granted planning permission.
- First phase of Chequer Lane site now complete (66 new homes), HCA recently sold second phase to a house builder. The sale of the site was linked to another HCA site at Abbotsford. Planning applications in relation to both sites is expected shortly.
- Planning permission also granted for residential development on land at Ashurst (45 dwellings)
- Funding bid submitted to the HCA for the Accelerated Construction initiative. 7 Skelmersdale sites successfully shortlisted from a total of 222

shortlisted proposals. Site title checks currently being undertaken and legal self-certification certificates are being prepared. Should our funding bid be successful we will look at targeting local small builders to support them to take the necessary steps to become developers in the area by de-risking small sites.

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

First five years of Local Plan (2012-2017) saw 381 new homes built in Ormskirk with Aughton and 193 new homes in Burscough. Planning permission for 313 new homes at Grove Farm, Ormskirk being implemented. Outline Application for 580 dwellings plus 100-bed care home Yew Tree Farm, Burscough granted and Reserved Matters application on first phase (146 new homes) submitted.

3.3.4 Theme 4 – Revitalised Town Centres

- Action 4.1 Deliver the Skelmersdale Vision Town Centre proposals

Planning consent granted but judicial review process delayed progress. Having successfully defended the legal challenge, partners are now working with St Modwen to establish the level of retail and leisure interest in the site. They are also assessing how any proposed leisure centre can be incorporated into the scheme.

- Action 4.5 Implement the Ormskirk Town Centre Strategy and Action Plan

Considerable work has been undertaken to deliver the Strategy, in particular around business and partner engagement to ensure successful implementation of branding, promotion and events within the town centre. Town Centre Management Group continues to meet on a regular basis to share ideas and take initiatives forward. Stakeholder Forum held early in 2017 to disseminate achievements so far, and to further develop relationships with local businesses and organisations. Preparatory work is being undertaken for a BID proposal, working with the independent and experienced organisation Groundwork, who are collating views from businesses around the town centre, including Edge Hill University.

3.3.5 Theme 5 – A Better Connected West Lancashire

- Action 5.1 Support the development of the business case and future delivery of a new rail station and transport hub in Skelmersdale

- GRIP1-2 Study completed and the Business Case Study published by LCC June 2015.
- Study completed in 2016 which assessed the two possible options for the location of the station and identified the preferred location.
- Network Rail commissioned to undertake GRIP2A study to look in more detail at key constraints.
- Work underway on the brief for the commissioning of a GRIP3 study which would be undertaken upon completion of the GRIP2A study.

- Action 5.2 Develop cycle and walking infrastructure between key settlements across the Borough (West Lancashire Wheel)
Draft Cycling & Green Infrastructure Strategy consulted on in February 2017. Final Strategy to be taken to Cabinet in September 2017. S106 monies allocated to certain projects already, proposals being drawn up by LCC. Other proposals to come forward as part of large housing allocations.

3.3.6 Theme 6 – Promoting the Place

- Action 6.1 Improve the image of Skelmersdale through the development of a Skelmersdale brand
Significant work has been undertaken, including creating a welcome pack and pin badge for Ambassadors, website development, e-newsletters and investigating capital initiatives (signage). Attendance at MIPIM UK 2016 with Marketing Lancashire, helped to raise the profile of Skelmersdale and the new branding.

3.3.7 Theme 7 – Supporting the Rural Economy

- Action 7.4 Market rural visitor attractions as part of the West Lancashire visitor offer
Several activities underway to support this action, including a new Ormskirk website and using this as a tool to promote the wider tourism offer, continued membership with Marketing Lancashire and developing new relationship with the Head of the Liverpool Visitor Economy. Corporate and Environmental Overview and Scrutiny Committee have also expressed interest in tourism, which resulted in a 12 month review being undertaken.

3.3.8 Theme 8 – Advantage through Knowledge and Skills

- Action 8.4 Develop sustainable and long-term skills initiatives to support tenants and residents into employment
The Council's employment and skills initiatives continue to support this activity. In addition, the European funded More Positive Together project has been specifically developed to support tenants into employment (this is a Lancashire-wide project with Lancashire Sport as the lead organisation and WLBC Leisure & Wellbeing leading at a local level). Officers from across different service areas are supporting the Well Skelmersdale initiative, ensuring there is a co-ordinated effort amongst partners.
- Action 8.6 Develop an Employment Charter and encourage employers, including social enterprises and Business Ambassadors to sign up
The Council's Let's Talk Employment and Skills Charter now has over 70 businesses signed up. Encourages businesses to participate in careers fairs and mock interviews, facilitated by Council officers. Activities will dovetail into the work plan of the newly appointed LEP Enterprise Co-ordinator for West Lancashire.

3.4 As demonstrated in the Action Plan at Appendix A, a considerable amount of work is being undertaken across Council services on a variety of actions that continue

to improve the West Lancashire economy. This also includes ensuring business engagement is fully integrated into the Council's approach to raising the profile of the Borough, challenge perceptions and highlight the strengths and benefits of living, working and investing in the Borough.

4.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

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

5.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 5.1 There are some financial and resource implications arising from this article however these are being met from existing resources.

6.0 RISK ASSESSMENT

- 6.1 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

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

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

Equality Impact Assessment

There is a direct impact on members of the public, employees, elected members and / or stakeholders, therefore an Equality Impact Assessment is required. A formal equality impact assessment is attached as an Appendix to this report, the results of which have been taken into account when undertaking the actions detailed within this article.

Appendices

- A. Economic Development Strategy Year 2 Action Plan Progress

B. Equality Impact Assessment (EIA)

APPENDIX A

Economic Development Strategy Year 2 Action Plan Progress

THEME 1 – Stimulating Change

Action		Estimated Timescale	WLBC Officer	Progress to end July 2017
1.1	A more forceful and effective stewardship of the Skelmersdale regeneration agenda, including the establishment of a 'Skelmersdale Leadership Board' and local business/partner Ambassadors Partners: WLBC/LCC/HCA/Private sector	2015-2017	IG	Skelmersdale Place Board represented by key leaders across public and private sector in place. Place Plan anticipated to receive approval in Sept. It is possible the Skelmersdale Place Board would take on the role of Leadership Board.
1.2	Investigate the merits of a mini Growth Deal for Skelmersdale Partners: WLBC/LCC/HCA	2015-2016	IG	Meeting held with Brandon Lewis MP (11.03.15) with brochure highlighting Skelmersdale's growth potential. Meeting held with LCC, HCA (26.05.15) to discuss ideas and Strategy. Further consideration of growth proposals to be given through emerging Local Plan and Housing Infrastructure Fund.
1.3	Be more vocal amongst sub-regional and national partners of West Lancashire's needs and opportunities Partners: WLBC/LCC/HCA/STEP partners/schools	2015-2016	IG	Presentation of Strategy to be given to Liverpool Combined Authority, Liverpool LEP and LCC/Lancashire LEP. Continued engagement with Liverpool City Region and LCC by the MD's. Relationship continuing with Wigan Council's economic regeneration team. Attendance at MIPIIM UK in Oct 2015—together with CEO of Marketing Lancashire and LCC on a joint 'Team Liverpool' stand. Attended MIPIIM 2016 as part of Lancashire stand. Partners have attended Skelmersdale Ambassador events which promote the area's opportunities. Meetings continue to be held with key partners, including Lancashire & Liverpool LEP, LCC, Growth Lancashire and the HCA.
1.4	The Borough Council will become an even more business facing organisation, with sustained engagement at a senior level with key local businesses, developers and investors Partners: WLBC	2015-2017	IG	Membership to Growth Lancashire approved by Council for the period 2017/18 to further develop out approach to business engagement, including a seat on the Growth Lancashire Board for the WLBC Leader. Sustained business engagement continuing with Skelmersdale Ambassadors.
1.5	Develop an action plan and make resources available to	2015-2017	PH	Membership to Growth Lancashire will further enhance and

	<p>further develop the approach to business engagement and support business growth enabling them to capitalize on sub-regional and national funding programmes. This needs to focus on ensuring businesses perceive WLBC as a Council which is “open for business and open for growth”</p> <p>Partners: WLBC</p>			<p>support our offer to businesses across the Borough. Data Sharing Agreement currently being negotiated.</p>
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THEME 2 - Provide the right scale and mix of employment sites

Action		Estimated Timescale	WLBC Officer	Progress to end July 2017
Page 84	2.1 Consider the potential for the allocation, and delivery of additional employment land within, or in close proximity to Skelmersdale to meet longer term needs Partners: WLBC /Liverpool LEP/Lancashire LEP	2015-2020	PR/IG	Members Update Report Oct 2015 regarding available land & premises. Study work has been repeated and currently looking at ways of integrating data across planning and regeneration to give the work added value. Conversations with neighbouring authorities are ongoing. Allocation of additional employment land around Skelmersdale would involve Green Belt release, and so would need to be done as part of a Local Plan Review.
	2.2 Deliver Greenshoots Partners: WLBC /private sector	2016-2018	RK	Development completed to time and budget. All 11 units let (the final tenant taking up occupation in August 2017), thus exceeding the projected rental income (80% by Sept 2017).
	2.3 Improve the signage and the wider environment of Skelmersdale's existing employment areas, particularly at key gateways Partners: WLBC /LCC	2015-2017	PH	Draft designs created to update signage on the major employment area entrances, including J4 and J5. Further discussions required with LCC Highways to secure approval for promotional banners/flags at J4 which will utilise branding and provide potential sponsorship opportunities.
	2.4 Work with the private sector to ensure the delivery of allocated employment land at Burscough and Simonswood Partners: WLBC /LCC/private sector	2015-2020	PR	The allocated employment land at Burscough and Simonswood is in the ownership of individuals who have stated a desire to bring them forward, the sites are free from any significant development constraints therefore delivery is dependent on market interest.
	2.5 Consider the potential for a Greenshoots 2 development, further remodeling workspaces in Skelmersdale	2018-2020	RK	Acceptable plans produced for Grimrod, however the existing units are let and producing a significant income. Therefore, an enhanced scheme produced for 34-40 Gorsey Place receiving

Partners: WLBC /private sector			Council authority to proceed in July 2017.
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THEME 3 – Housing as a Drive for Change

Action		Estimated Timescale	WLBC Officer	Progress to end July 2017
3.1	Support for the delivery of housing estate improvements Partners: WLBC/HCA/LCC	2015-2025	JSL	Firbeck Revival completed in 2016. Beechtrees Regeneration currently in planning stages with the planning application submitted, on site and ready for demolition, which will result in 36 new 2-bed semi-detached properties. Exploration into release of resources ongoing to launch further regeneration schemes
3.2	Support the delivery of significant new market and affordable housing in Skelmersdale on allocated sites, including within the town centre Partners: WLBC/HCA/Private sector	2015-2025	PR	Whalleys 4. Development work commenced on the delivery of 202 dwellings. Former Digmoor Sports Centre, Findon and Delf Clough sites now benefit from Local Development Orders and have been sold to a house builder. The Council is currently considering planning applications for the three sites (for a total of 308 dwellings). Firbeck estate regeneration has been completed including the erection of 42 new homes. Development Brief for Firwood Road adopted August 2014. First phase (94 new homes) recently granted planning permission. First phase of Chequer Lane site now complete (66 new homes), HCA recently sold second phase to a house builder. The sale of the site was linked to another HCA site at Abbotsford. Planning applications in relation to both sites is expected shortly. Planning permission also granted for residential development on land at Ashurst (45 dwellings). Funding bid submitted to the HCA for the Accelerated Construction initiative. 7 Skelmersdale sites successfully shortlisted from a total of 222 shortlisted proposals. Site title

				checks currently being undertaken and legal self-certification certificates are being prepared. Should our funding bid be successful we will look at targeting local small builders to support them to take the necessary steps to become developers in the area by de-risking small sites.
3.3	Work with the private sector to explore if additional opportunities for further new housing growth in Skelmersdale can be identified and work with partners to drive this forward Partners: WLBC/HCA/Private sector	2015-2025	IG	MDs met with Housing & Planning Minister to discuss potential Skelmersdale Growth Deal and initial meeting held with LCC. Further new housing growth around Skelmersdale will inevitably involve Green Belt release, and so would need to be done as part of a Local Plan Review. Discussions with the private sector to take place as part of the Local Plan review. Opportunities being explored through the Housing Infrastructure Fund.
3.4	Support the delivery of homes on allocated sites in Burscough and Ormskirk Partners: WLBC/Private sector	2015-2020	PR	Local Plan seeking to deliver at least 750 new homes in Ormskirk with Aughton and 850 new homes in Burscough. First five years of Local Plan (2012-2017) saw 381 new homes built in Ormskirk with Aughton and 193 new homes in Burscough. Planning permission for 313 new homes at Grove Farm, Ormskirk being implemented. Outline Application for 580 dwellings plus 100-bed care home Yew Tree Farm, Burscough granted and Reserved Matters application on first phase (146 new homes) submitted. Permission already granted (but not yet built) for over 200 new homes in Ormskirk and Burscough on other sites.
3.5	Develop employment initiatives in collaboration with house builders, contractors and training providers, to support local people into employment Partners: WLBC/ West Lancashire College/STEP/ private sector/	2015-2016	PH	Support will be available to employers as and when required, tailored to individual employers and utilising Local Enterprise Partnership funded support where available.

THEME 4 – Revitalised Town Centres

Action	Estimated	WLBC	Progress to end July 2017
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		Timescale	Officer	
4.1	<p>Deliver the Skelmersdale Vision Town Centre proposals for the regeneration of Skelmersdale</p> <p>Partners: St Modwen/WLBC/ HCA/LCC/LCP</p>	2015-2020	IG/JH	<p>Planning consent granted but judicial review process delayed progress. Having successfully defended the legal challenge, partners are now working with St Modwen to establish the level of retail and leisure interest in the site. They are also assessing how any proposed leisure centre can be incorporated into the scheme.</p>
4.2	<p>Investigate funding/ development opportunities to re-develop civic spaces and leisure facilities within Skelmersdale Town Centre</p> <p>Partners: WLBC/LCC</p>	2015-2016	IG	<p>St Modwen scheme will deliver some improvements. Discussions ongoing to understand how new leisure provision can be made in the Town Centre.</p>
4.3	<p>Ensure proposals for infrastructure projects which complement the regeneration of Skelmersdale Town Centre are co-ordinated and joined-up</p> <p>Partners: LCC/WLBC</p>	2015-2022	PR	<p>Liaison with LCC and other infrastructure providers ongoing to ensure delivery of appropriate infrastructure at the right time. Skelmersdale Leadership Board will need to consider this action.</p>
4.4	<p>Implement a skills, training and employment strategy, drawing in all the relevant partners to maximise employment opportunities for local people arising from the regeneration of Skelmersdale town centre</p> <p>Partners: STEP/WLBC</p>	2015-2020	PH	<p>The Council's employment support projects will continue to support this activity, alongside LEP funded skills support where appropriate. Anticipate joint initiatives with STEP members once retailers are known.</p>
4.5	<p>Implement the Ormskirk Town Centre Strategy and Action Plan, working with partners including local business networks and social enterprises</p> <p>Partners: WLBC/LCC/Private Sector</p>	2015-2020	PH	<p>Considerable work has been undertaken to deliver the Strategy, in particular around business and partner engagement to ensure successful implementation of branding, promotion and events within the town centre. Town Centre Management are continuing to meet on a regular basis to share ideas and take initiatives and events forward. Stakeholder Forum held early in 2017 to disseminate achievements so far, and to further develop relationships with local of businesses and organisations. Preparatory work is being undertaken for a BID proposal, working with the independent and experienced organisation Groundwork, who are collating views from businesses around the town centre, including Edge Hill University. Updates are provided to Cabinet and an annual Stakeholder Forum.</p>

THEME 5 – A Better Connected West Lancashire

Action		Estimated Timescale	WLBC Officer	Progress to end July 2017
5.1	Pro-actively support the development of the business case and future delivery of a new rail station and transport hub in Skelmersdale Partners: LCC/Mersey travel/Network Rail/WLBC	2015-2022	PR	GRIP1-2 Study completed and the Business Case Study published by LCC June 2015. Study completed in 2016 which assessed the two possible options for the location of the station and identified the preferred location. Network Rail commissioned to undertake GRIP2A study to look in more detail at key constraints. Work underway on the brief for the commissioning of a GRIP3 study which would be undertaken upon completion of the GRIP 2A study.
5.2	Develop cycle and walking infrastructure between key settlements across the Borough (West Lancashire Wheel) Partners: WLBC/LCC	2015-2017	PR	Draft Cycling & Green Infrastructure Strategy consulted on in February 2017. Final Strategy to be taken to Cabinet in September 2017. S106 monies allocated to certain projects already, proposals being drawn up by LCC. Other proposals to come forward as part of large housing allocations.
5.3	Develop sustainable and long-term transport initiatives to connect Skelmersdale's residential and employment areas to support job seekers to access skills, training and employment opportunities Partners: LCC/WLBC/STEP	2015-2018	PR	To be considered more fully as Skelmersdale Rail advances and through a Skelmersdale Movement Strategy as the Highways & Transport Masterplan begins to be implemented.
5.4	Support the implementation of Superfast Lancashire to ensure West Lancashire's businesses and residents have access to the latest digital infrastructure Partners: LCC/BT/WLBC	2015-2016	PH	Current programme has now concluded. Action complete.
5.5	Develop a movement strategy for Ormskirk Partners: LCC/WLBC	2015-2025	PR	LCC to commission this study in September 2017.
5.6	Continued case making for rail infrastructure improvements in Ormskirk and Burscough Partners: LCC/Merseytravel/Network Rail/WLBC	2015-2019	PR	Northern Rail announced their intention to move to an hourly service between Ormskirk and Preston from May 2018.

5.7	Support the development of the proposed Tarleton 'Green Lane Link' to alleviate rural road congestion and support businesses Partners: LCC/WLBC	2019-2020	PR	Contained within LCC's Transport Plan.
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THEME 6 – Promoting the Place

Action		Estimated Timescale	WLBC Officer	Progress to end July 2017
6.1	Improve the image of Skelmersdale through the development of a Skelmersdale brand Partners: WLBC/Marketing Lancashire/HCA/Private Sector	2015-2017	PH	Significant work has been undertaken, including creating a welcome pack and pin badge for Ambassadors, website development, e-newsletters and investigating capital initiatives (signage). Attendance at MIPIM UK 2016 with Marketing Lancashire, helped to raise the profile of Skelmersdale and the new branding.
6.2	Identify and utilise West Lancashire Ambassadors from public and private sectors who will act as high profile advocates for West Lancashire Partners: WLBC/Private Sector	2015-2016	PH	Around 100 Ambassadors now signed up with regular attendance at all events, continue to work with Place Board to devise future themed events to enable Ambassadors to develop a strong understanding of the key messages to raise Skelmersdale's profile.
6.3	Periodically refresh the Welcome to West Lancashire inward investor 'script' Partners: WLBC/Marketing Lancashire	2015-2025	PH	Template developed and tailored accordingly. Working with Marketing Lancashire to develop the offer across Lancashire ensuring West Lancashire has sufficient exposure.
6.4	Develop and periodically refresh a Skelmersdale 'script' Partners: WLBC/Marketing Lancashire/HCA	2015-2025	PH	This will be developed alongside Skelmersdale website

THEME 7 – Supporting the Rural and Visitor Economy

Action		Estimated Timescale	WLBC Officer	Progress to end July 2017
7.1	Improve the positioning of West Lancashire in the forthcoming Lancashire Visitor Economy Strategy	2015	PH	Action complete.

	Partners: WLBC/Marketing Lancashire			
7.2	Support the 'Made in Lancashire', and other similar campaigns by encouraging more businesses to participate Partners: WLBC/Marketing Lancashire/Myerscough College	2015-2025	PH	Officer involved in Lancashire rural support programme to ensure West Lancashire's continued involvement for the benefit of our rural areas and businesses.
7.3	Actively participate in the Rural Development Programme for England (RDPE) Lancashire Programme to ensure activity is directed into the Borough and West Lancashire businesses benefit from support Partners: WLBC/LCC/Myerscough College/Wigan Council	2015-2017	PH	As above, the RDPE programme is underway.
7.4	Market rural visitor attractions as part of the WL visitor offer Partners: WLBC/Marketing Lancashire	2015-2020	PH	Several activities underway to support this action, including a new Ormskirk website and using this as a tool to promote the wider tourism offer, continued membership with Marketing Lancashire and developing new relationship with the Head of the Liverpool Visitor Economy. Corporate and Environmental Overview and Scrutiny Committee have also expressed interest in tourism, which resulted in a 12 month review being undertaken.
7.4	Consider the need for bespoke rural workspace/rural technology hubs and investigate opportunities Partners: WLBC/LCC/Private Sector	2017-2020	PH	Under consideration, dependent upon demand.

THEME 8 – Advantage through Knowledge and Skills

Action		Estimated Timescale	WLBC Officer	Progress to end July 2017
8.1	Support the regeneration of Skelmersdale by strengthening secondary school provision, particularly at Glenburn Partners: LCC/WLBC/STEP/Schools	2020-2025	IG/PH	Discussions have taken place at a senior level with LCC regarding secondary provision in Skelmersdale. Lancashire LEP Employment & Skills Hub officers regularly attend STEP meetings to provide updates on emerging initiatives, there are 9 new skills-related Lancashire initiatives delivered by 4 different providers. An Enterprise Co-ordinator has now been appointed by the Hub to liaise with schools and businesses in

				West Lancashire.
8.2	Develop sector-focused work-based training in partnership with employers and training providers, and strengthening links between businesses and training providers Partners: STEP /WL College/Edge Hill University/WLBC	2015-2017	PH	ESIF funded programmes in place to support this agenda, delivered by LEP officers who link into the STEP group.
8.3	Strengthen FE links with Liverpool Superport stakeholders to maximise opportunities in the logistics sector Partners: WLBC/WL College/Edge Hill University /Liverpool LEP	2015-2016	PH	Action complete. Ongoing relationships will be maintained with Liverpool LEP and Knowsley Council (Place Board/Ambassadors).
8.4	Develop sustainable and long-term skills initiatives to support tenants and residents into employment Partners: WLBC /STEP/LEP	2015-2016	PH	The Council's employment and skills initiatives continue to support this activity. Leisure & Wellbeing Service-led ESIF More Positive Together project has been specifically developed to support tenants into employment (a Lancashire-wide project with Lancashire Sport as lead organisation). Officers from across different service areas are supporting the Well Skelmersdale initiative, ensuring there is a co-ordinated effort amongst partners.
8.5	Ensure Edge Hill University & West Lancashire College are linked into all major projects in West Lancashire as appropriate, strengthening engagement with LCC and LEP Partners: LCC/LEP /WLBC/STEP/WL College/Edge Hill University	2015-2025	IG	Strong relationships continue to be formed with EHU and WL College, both organisations have senior representation on the Skelmersdale Place Board and both organisations representing on the STEP group.
8.6	Develop an Employment Charter and encourage employers, including social enterprises and Business Ambassadors to sign up, this will encourage employers to consider local employment options, work experience, apprenticeships and other local skills and employment initiatives Partners: WLBC /STEP	2015-2016	PH	The Council's Let's Talk Employment and Skills Charter now has over 70 businesses signed up. Encourages businesses to participate in careers fairs and mock interviews, facilitated by Council officers. Activities will dovetail into the work plan of the newly appointed LEP Enterprise Co-ordinator for West Lancashire.
8.7	Continue to support partners in the delivery of the WL Challenge project, continue to monitor the project's	2015-2016	PH	See action 8.4

	success and its future sustainability			
	Partners: STEP /WLBC			

Equality Impact Assessment Form



Directorate: Development and Regeneration	Service: Regeneration
Completed by: Paula Huber	Date: 20.08.17
Subject Title: West Lancashire Economic Development Strategy 2015-2025 Year 2 Progress Report	
1. DESCRIPTION	
Is a policy or strategy being produced or revised:	No
Is a service being designed, redesigned or cutback:	No
Is a commissioning plan or contract specification being developed:	No
Is a budget being set or funding allocated:	No
Is a programme or project being planned:	No
Are recommendations being presented to senior managers and/or Councillors:	No
Does the activity contribute to meeting our duties under the Equality Act 2010 and Public Sector Equality Duty (Eliminating unlawful discrimination/harassment, advancing equality of opportunity, fostering good relations):	Yes
Details of the matter under consideration:	Year 2 progress report with detailed narrative on individual action plans.
<i>If you answered Yes to any of the above go straight to Section 3</i> <i>If you answered No to all the above please complete Section 2</i>	
2. RELEVANCE	
Does the work being carried out impact on service users, staff or Councillors (stakeholders):	Yes
If Yes , provide details of how this impacts on service users, staff or Councillors (stakeholders): <i>If you answered Yes go to Section 3</i>	There are a range of diverse economic activities that have the intention to improve the Borough as a place to live, work, invest and do business.
If you answered No to both Sections 1 and 2 provide details of why there is no impact on these three groups: <i>You do not need to complete the rest of this form.</i>	
3. EVIDENCE COLLECTION	
Who does the work being carried out impact on,	This depends on the individual actions

i.e. who is/are the stakeholder(s)?	being undertaken. Many will impact on members of the public, all of which are for the benefit of the people living, working and visiting the Borough.
If the work being carried out relates to a universal service, who needs or uses it most? (Is there any particular group affected more than others)?	N/A.
Which of the protected characteristics are most relevant to the work being carried out? Age Gender Disability Race and Culture Sexual Orientation Religion or Belief Gender Reassignment Marriage and Civil Partnership Pregnancy and Maternity	Yes No Yes No No No No No No No
4. DATA ANALYSIS	
In relation to the work being carried out, and the service/function in question, who is actually or currently using the service and why?	Varies stakeholders, partners and members of the public, depending on the individual action.
What will the impact of the work being carried out be on usage/the stakeholders?	The actions within the Economic Development Strategy have been developed to have a positive impact on all those who live, work or visit the Borough.
What are people's views about the services? Are some customers more satisfied than others, and if so what are the reasons? Can these be affected by the proposals?	N/A
What sources of data including consultation results have you used to analyse the impact of the work being carried out on users/stakeholders with protected characteristics?	An Economic Study was undertaken to determine a series of baseline information that would inform the strategy's development. In addition, there were a series of consultation events and sessions with a cross-section of businesses, stakeholders and partners.
If any further data/consultation is needed and is to be gathered, please specify:	Will depend on individual activities, which would be determined by

	undertaking an EIA specific to that action.
5. IMPACT OF DECISIONS	
In what way will the changes impact on people with particular protected characteristics (either positively or negatively or in terms of disproportionate impact)?	The actions within the Economic Development Strategy have been developed to have a positive impact on all those who live, work or visit the Borough. Some of the employment and skills initiatives in particular, will have a positive impact on those with protected characteristics.
6. CONSIDERING THE IMPACT	
If there is a negative impact what action can be taken to mitigate it? (If it is not possible or desirable to take actions to reduce the impact, explain why this is the case (e.g. legislative or financial drivers etc.).	Not applicable to the Strategy itself, however this will depend on individual activities, which would require an EIA specific to that action.
What actions do you plan to take to address any other issues above?	No actions required <i>If no actions are planned state no actions</i>
7. MONITORING AND REVIEWING	
When will this assessment be reviewed and who will review it?	A full review of the Strategy takes place periodically with the most appropriate officers.



ARTICLE NO: 2D

CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE

**MEMBERS UPDATE - 2017/18
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 2016/17

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 2016/17.

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. In June 2017 the Local Government Ombudsman (LGO) renamed itself the Local Government and Social Care Ombudsman to aid greater recognition of its role in the care sector. The LGO deals 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 2017 the LGO published an annual review letter which provides a summary of statistics on enquiries and complaints made in respect of the Council for the period 1st April 2016 to 31st March 2017. The annual review letter can be found at Appendix 1.
- 2.4 The HO 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 2016 to 31st March 2017 at paragraph 4.1 of this update, derived from the statistics held by the Council.

3.0 LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN PERFORMANCE-2016/17

- 3.1 During 2016/17 the LGO made decisions on 8 enquiries and complaints about the Council.
- 3.2 Of those 8 matters, 3 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, 1 was incomplete/invalid and in 1 matter the complainant was given advice by the LGO about why the complaint could not be considered. Only 1 complaint proceeded to an investigation and in respect of that matter the LGO found that the Council had not been at fault. Accordingly the complaint was not upheld.
- 3.3 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 non-unitary district councils within Lancashire. Only 5 (including West Lancashire) had no complaints upheld against them.

4.0 HOUSING OMBUDSMAN PERFORMANCE – 2016/17

- 4.1 During 2016/17 the HO made decisions on 2 complaints. In respect of both complaints the HO found that there had been no maladministration on the part of the Council. Accordingly, the complaints were not upheld.

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 Ombudsmen 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 and Social Care Ombudsman – Annual Review Letter – West Lancashire Borough Council – 2016/17

Appendix 2: Local Government and Social Care Ombudsman - Table of Detailed Investigations – Lancashire Non-Unitary Councils – 2016/17

20 July 2017

By email

Kim Webber
Chief Executive
West Lancashire Borough Council

Dear Kim Webber,

Annual Review letter 2017

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGO) about your authority for the year ended 31 March 2017. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

The reporting year saw the retirement of Dr Jane Martin after completing her seven year tenure as Local Government Ombudsman. I was delighted to be appointed to the role of Ombudsman in January and look forward to working with you and colleagues across the local government sector in my new role.

You may notice the inclusion of the '*Social Care Ombudsman*' in our name and logo. You will be aware that since 2010 we have operated with jurisdiction over all registered adult social care providers, able to investigate complaints about care funded and arranged privately. The change is in response to frequent feedback from care providers who tell us that our current name is a real barrier to recognition within the social care sector. We hope this change will help to give this part of our jurisdiction the profile it deserves.

Complaint statistics

Last year, we provided for the first time statistics on how the complaints we upheld against your authority were remedied. This year's letter, again, includes a breakdown of upheld complaints to show how they were remedied. This includes the number of cases where our recommendations remedied the fault and the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. In these latter cases we provide reassurance that your authority had satisfactorily attempted to resolve the complaint before the person came to us.

We have chosen not to include a 'compliance rate' this year; this indicated a council's compliance with our recommendations to remedy a fault. From April 2016, we established a new mechanism for ensuring the recommendations we make to councils are implemented, where they are agreed to. This has meant the recommendations we make are more specific, and will often include a time-frame for completion. We will then follow up with a council and seek evidence that recommendations have been implemented. As a result of this new process, we plan to report a more sophisticated suite of information about compliance and service improvement in the future.

This is likely to be just one of several changes we will make to our annual letters and the way we present our data to you in the future. We surveyed councils earlier in the year to find out, amongst other things, how they use the data in annual letters and what data is the most useful; thank you to those officers who responded. The feedback will inform new work to

provide you, your officers and elected members, and members of the public, with more meaningful data that allows for more effective scrutiny and easier comparison with other councils. We will keep in touch with you as this work progresses.

I want to emphasise that the statistics in this letter comprise the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, but who may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

The statutory duty to report Ombudsman findings and recommendations

As you will no doubt be aware, there is duty under section 5(2) of the Local Government and Housing Act 1989 for your Monitoring Officer to prepare a formal report to the council where it appears that the authority, or any part of it, has acted or is likely to act in such a manner as to constitute maladministration or service failure, and where the LGO has conducted an investigation in relation to the matter.

This requirement applies to all Ombudsman complaint decisions, not just those that result in a public report. It is therefore a significant statutory duty that is triggered in most authorities every year following findings of fault by my office. I have received several enquiries from authorities to ask how I expect this duty to be discharged. I thought it would therefore be useful for me to take this opportunity to comment on this responsibility.

I am conscious that authorities have adopted different approaches to respond proportionately to the issues raised in different Ombudsman investigations in a way that best reflects their own local circumstances. I am comfortable with, and supportive of, a flexible approach to how this duty is discharged. I do not seek to impose a proscriptive approach, as long as the Parliamentary intent is fulfilled in some meaningful way and the authority's performance in relation to Ombudsman investigations is properly communicated to elected members.

As a general guide I would suggest:

- Where my office has made findings of maladministration/fault in regard to routine mistakes and service failures, and the authority has agreed to remedy the complaint by implementing the recommendations made following an investigation, I feel that the duty is satisfactorily discharged if the Monitoring Officer makes a periodic report to the council summarising the findings on all upheld complaints over a specific period. In a small authority this may be adequately addressed through an annual report on complaints to members, for example.
- Where an investigation has wider implications for council policy or exposes a more significant finding of maladministration, perhaps because of the scale of the fault or injustice, or the number of people affected, I would expect the Monitoring Officer to consider whether the implications of that investigation should be individually reported to members.
- In the unlikely event that an authority is minded not to comply with my recommendations following a finding of maladministration, I would always expect the Monitoring Officer to report this to members under section five of the Act. This is an exceptional and unusual course of action for any authority to take and should be considered at the highest tier of the authority.

The duties set out above in relation to the Local Government and Housing Act 1989 are in addition to, not instead of, the pre-existing duties placed on all authorities in relation to Ombudsman reports under The Local Government Act 1974. Under those provisions, whenever my office issues a formal, public report to your authority you are obliged to lay that report before the council for consideration and respond within three months setting out the action that you have taken, or propose to take, in response to the report.

I know that most local authorities are familiar with these arrangements, but I happy to discuss this further with you or your Monitoring Officer if there is any doubt about how to discharge these duties in future.

Manual for Councils

We greatly value our relationships with council Complaints Officers, our single contact points at each authority. To support them in their roles, we have published a Manual for Councils, setting out in detail what we do and how we investigate the complaints we receive. When we surveyed Complaints Officers, we were pleased to hear that 73% reported they have found the manual useful.

The manual is a practical resource and reference point for all council staff, not just those working directly with us, and I encourage you to share it widely within your organisation. The manual can be found on our website www.lgo.org.uk/link-officers

Complaint handling training

Our training programme is one of the ways we use the outcomes of complaints to promote wider service improvements and learning. We delivered an ambitious programme of 75 courses during the year, training over 800 council staff and more 400 care provider staff. Post-course surveys showed a 92% increase in delegates' confidence in dealing with complaints. To find out more visit www.lgo.org.uk/training

Yours sincerely

A handwritten signature in black ink, appearing to be 'M King', with a stylized flourish at the end.

Michael King
Local Government and Social Care Ombudsman for England
Chair, Commission for Local Administration in England

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
1	3	1	0	0	0	2	1	1	9

Decisions made

				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	Total
1	1	3	2	1	0	0%	8

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.

Complaints Remedied

by LGO

0

Satisfactorily by
Authority before LGO
Involvement

0

LGO – DETAILED INVESTIGATIONS – LANCASHIRE DISTRICT COUNCILS – COMPLAINTS UPHELD

	Detailed Investigations
	Complaint Upheld
South Ribble	4
Fylde	3
Lancaster	2
Hyndburn	1
Preston	1
Ribble Valley	1
Rossendale	1
Burnley	0
Chorley	0
Pendle	0
Wyre	0
West Lancs	0



Agenda Item 3a

ARTICLE NO: 3A

**CORPORATE AND
ENVIRONMENTAL OVERVIEW &
SCRUTINY COMMITTEE**

**MEMBERS UPDATE 2017/18
ISSUE:2**

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

Relevant Portfolio Holder: Councillor Cooper

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 2017/18.
-

2.0 BACKGROUND

- 2.1 Applications for grants from the Community Chest are dealt with through the delegation procedures (see Constitution 4.3). The delegation in 2017/18 is to the Portfolio Holder for Communities and Older People.
- 2.2 In reaching the decisions on Community Chest Applications, the Portfolio Holder, in consultation with Councillors, the Chief Executive and Heads of Service, has considered the criteria set out on the application form to ensure the appropriate use of funding.

3.0 CURRENT POSITION

- 3.1 Applications were considered on 6 July 2017 by Councillor Cooper, Portfolio Holder for Communities and Older People.
- 3.2 The following grants were awarded from the General Fund.

Images of Burscough and Surrounding Areas	£425
Parbold Badminton Club	£200

3.3 The following grant was awarded from the Sports and Talented Athletes Fund

Olivia Roy

£500

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 received are from individuals and groups and the allocation of funding provide opportunities for culture, leisure and sport, including opportunities for education, training and life-long learning.

5.0 FINANCIAL AND RESOURCE IMPLICATIONS

5.1 The total remaining balance in the financial year 2017/18 is £16,625.00

5.2 The total spent in each category in 2017/18 so far is as follows:-

General	£1,325
Play	Nil
Arts	Nil
Sports/Talented Athlete	£500

6.0 RISK ASSESSMENT

6.1 The actions referred to in this update are covered by the Scheme of Delegation to Cabinet and Portfolio Holders 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:


Images of Burscough and Surrounding Areas	12/06/17
Parbold Badminton Club	11/04/17
Family Forge	05/07/17
Olivia Roy	10/05/17

Equality Impact Assessment

There is a direct impact on members of the public, and 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.

<h1 style="text-align: center;">Equality Impact Assessment Form</h1> 	
Directorate: Legal and Democratic Services	Service: Member Services
Completed by: Jill Ryan	Date: June 2017
Subject Title: Community Chest grants	
1. DESCRIPTION	
Is a policy or strategy being produced or revised:	No
Is a service being designed, redesigned or cutback:	No
Is a commissioning plan or contract specification being developed:	No
Is a budget being set or funding allocated:	Yes
Is a programme or project being planned:	No
Are recommendations being presented to senior managers and/or Councillors:	No
Does the activity contribute to meeting our duties under the Equality Act 2010 and Public Sector Equality Duty (Eliminating unlawful discrimination/harassment, advancing equality of opportunity, fostering good relations):	Yes
Details of the matter under consideration:	Outcome of Community Chest Grant Applications
<i>If you answered Yes to any of the above go straight to Section 3</i> <i>If you answered No to all the above please complete Section 2</i>	
2. RELEVANCE	
Does the work being carried out impact on service users, staff or Councillors (stakeholders):	
If Yes , provide details of how this impacts on service users, staff or Councillors (stakeholders): <i>If you answered Yes go to Section 3</i>	
If you answered No to both Sections 1 and 2 provide details of why there is no impact on these three groups: <i>You do not need to complete the rest of this form.</i>	
3. EVIDENCE COLLECTION	
Who does the work being carried out impact on, i.e. who is/are the stakeholder(s)?	Voluntary Organisations and Individuals under the age of 18.
If the work being carried out relates to a universal service, who needs or uses it most? (Is there any particular group affected more than others)?	Voluntary Organisations and Individuals under the age of 18.

Which of the protected characteristics are most relevant to the work being carried out?	
Age	Yes
Gender	Yes
Disability	Yes
Race and Culture	Yes
Sexual Orientation	Yes
Religion or Belief	Yes
Gender Reassignment	Yes
Marriage and Civil Partnership	Yes
Pregnancy and Maternity	Yes
4. DATA ANALYSIS	
In relation to the work being carried out, and the service/function in question, who is actually or currently using the service and why?	Residents who are recipients of a service provided by a voluntary/community organisation
What will the impact of the work being carried out be on usage/the stakeholders?	A grant will assist the voluntary/community organisation in its activities
What are people's views about the services? Are some customers more satisfied than others, and if so what are the reasons? Can these be affected by the proposals?	Not known
What sources of data including consultation results have you used to analyse the impact of the work being carried out on users/stakeholders with protected characteristics?	Sought data on the application forms submitted by the voluntary/community organisations
If any further data/consultation is needed and is to be gathered, please specify:	None
5. IMPACT OF DECISIONS	
In what way will the changes impact on people with particular protected characteristics (either positively or negatively or in terms of disproportionate impact)?	A grant to a voluntary/community group will assist it in undertaking its activities within the Borough
6. CONSIDERING THE IMPACT	
If there is a negative impact what action can be taken to mitigate it? (If it is not possible or desirable to take actions to reduce the impact, explain why this is the case (e.g. legislative or financial drivers etc.).	No
What actions do you plan to take to address any other issues above?	No actions
7. MONITORING AND REVIEWING	
When will this assessment be reviewed and who will review it?	



Article of: Director of Housing and Inclusion

Contact for further information: Mrs E Wharton (Extn. 5286)
(E-mail: emma.wharton@westlancs.gov.uk)

SUBJECT: Wi-Fi in Sheltered Schemes

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

- 1.1 To advise Members regarding a recent exemption from Contracts Procedure Rules.
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2.0 BACKGROUND

- 2.1 The Council has in place robust rules and procedures, reflecting national and European regulations in relation to the procurement of goods and services.
- 2.2 There are certain occasions where, with appropriate reasons, officers can be approved to procure goods or services in a different way. This report is to inform Members of a Request for Exemption that was granted by the Chief Executive.
- 2.3 The contract was to install Wi-Fi equipment in all of the Council's Cat 2 sheltered housing schemes as part of digital inclusion and financial inclusion strategies. The contract includes the equipment, installation, and broadband with support for two years.
- 2.4 The contract was originally going to be awarded to Social Telecoms via the Procurement for Housing Framework. However, the framework expired meaning an award could not be made. A full tender exercise subsequently followed using the CCS (Crown Commercial Service) Framework. Only two responses were received and as both were significantly higher than the original supplier, a request for an exemption was required to ensure value for money and to stop further delays with the project.

3.0 CURRENT POSITION

- 3.1 The exemption relates to Contract Procedure rule 7 “.. Where the estimated value or amount of a proposed contract exceeds £50,000, and in any other case where an authorised body determine or where required by legislation tenders shall be invited...” and was granted in June 2017 by the Chief Executive.
- 3.2 The contract was awarded to Social Telecoms and the project to install the Wi-Fi has started.
- 3.3 A training package is being developed for residents in the schemes with Lancashire Adult Learning. The training is free and will be held in the communal areas of the schemes.

4.0 RATIONALE

- 4.1 Cabinet adopted the Digital Inclusion Strategy and Action Plan 2015-2018, at its meeting on 15th September 2015. The Strategy and action plan includes a number of objectives including training and community liaison. This project supports the Council’s strategy and ensures tenants within the Cat 2 schemes are not digitally excluded.
- 4.2 Two attempts were made at awarding the contact under the procurement rules. The first award failed due to the framework on Procurement for Housing expiring and the framework not having resources to reinstate the framework until the end of 2017. The project was due to be completed by December 2017. The second tender exercise was completed over a two month period but the solutions offered were significantly more expensive than the original contract value under the expired framework.
- 4.3 The tender exercise demonstrated that the appointment of Social Telecoms under the original framework would provide the best value for money for the Council and hence an exemption to Contract Procedures Rule 7 was sought to facilitate this.

5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

- 5.1 The Digital Inclusion Strategy has significant links to the Sustainable Communities strategy through its aims to deliver training, improve health and social wellbeing and providing opportunities for young and older people to thrive.
- 5.2 Information & Communications Technology (ICT) is a cross cutting theme of the strategy and the digital inclusion work now in progress forms a key project to deliver these priorities and through its aims to promote social inclusion and reduce deprivation via access to ICT and skills.

6.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 6.1 The cost to install Wi-Fi into all 12 Cat 2 Schemes was met using existing resources. The broadband service for Year 1 and Year 2 is also included. This

project was budgeted for in 2017 and included within the ICT strategy and development budget within Housing and Inclusion service.

- 6.2 Training provided by Lancashire Adult learning is free to the Council and to residents.

7.0 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.

Background Documents

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

Equality Impact Assessment

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

Appendices

None.

