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Thursday 7 December 2017

CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY MEMBERS UPDATE

**CORPORATE YEAR 2017/18
NOVEMBER 2017**

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 Committee agenda in connection with any article in the Update, please provide it to member.services@westlancs.gov.uk or telephone 01695 585017 by 12 Noon on Friday 15 December 2017.

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

MEMBERS ITEM / COUNCILLOR CALL FOR ACTION

If a Member wants to place an item on the Corporate and Environmental O&S Committee Agenda, please complete the attached Member Item/ Councillor Call for Action Pro Forma (Appendix B) and return it to Member Services, 52 Derby Street, by 12 Noon on Friday 15 December 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:-
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**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY
COMMITTEE:**

**MEMBERS UPDATE 2017/18
ISSUE: 3**

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2.1 The Health and Social Care Act (2001), subsequently superseded by the National Health Service Act 2006 and the Health and Social Care Act 2012, extended the powers of Overview and Scrutiny Committees of local authorities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 Article and in particular, no significant impact on crime and disorder.

4.0 FINANCIAL AND RESOURCE IMPLICATIONS

4.1 There are no significant financial or resource implications associated with this item, except the Officer time in compiling this Article.

5.0 RISK ASSESSMENT

5.1 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 the 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

Minutes of the Health Scrutiny Committee can be accessed via the link below:-

[Minutes of Health Scrutiny Committees](#)

1. 19 September 2017
2. 31 October 2017



CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE:

MEMBERS UPDATE 2017/2018
ISSUE: 3

Article of: Borough Solicitor

Relevant Portfolio Holder: Councillor Wright

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

SUBJECT: MINUTES OF THE LANCASHIRE POLICE AND CRIME PANEL

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

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

2.0 BACKGROUND AND CURRENT POSITION

- 2.1** The Police and Crime Panel (PCP) can exercise specific powers under the [Police Reform and Social Responsibility Act 2011](#), and all other enabling powers, discharging its functions in accordance with the Policing Order 2011. The Panel has the power to scrutinise Police and Crime Commissioner (PCC) activities, including the ability to review the Police and Crime Plan and annual report, request PCC papers and call PCCs and Chief Constable to public hearings. The PCP can also veto decisions on the local precept and the appointment of a new Chief Constable.
- 2.2** The panel is a Joint Committee made up of representatives from the 15 local authorities in the Lancashire Police Force area, together with two independent co-opted members. West Lancashire's representative is Councillor K Wright.
- 2.3** To ensure that Members receive regular updates on the work being undertaken by the Panel and to provide an opportunity to feed back any comments via the Council's representative, a copy of the PCP's minutes are attached.

3.0 SUSTAINABILITY IMPLICATIONS

3.1 There are no significant sustainability impacts associated with this Article and in particular, no significant impact on crime and disorder.

4.0 FINANCIAL AND RESOURCE IMPLICATIONS

4.1 There are no significant financial or resource implications associated with this item, except the Officer time in compiling this Article.

5.0 RISK ASSESSMENT

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

Appendices

Minutes of the Lancashire Police and Crime Panel can be accessed via the link below:

[Minutes of the Lancashire Police and Crime Panel](#) 19 June 2017



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

**MEMBERS UPDATE 2017/18
ISSUE: 3**

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:

- Health & Wellbeing Partnership – 19 July 2017 & 21 September 2017
- Ageing Well Partnership – 4 September 2017 & 2 October 2017
- Transport – 20 September 2017
- Skills, Training & Employment – 26 September 2017
- Children & Young Peoples Board – 15 June 2017 & 21 September 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

3.1 There are no significant sustainability impacts associated with this article, and in particular no significant impact on crime and disorder.

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 of: Director of Housing and Inclusion

Contact for further information: Mrs H Morrison (Extn. 5091)

(E-mail: helen.morrison@westlancs.gov.uk)

**SUBJECT: REPLACEMENT CUSTOMER RELATIONSHIP MANAGEMENT
SYSTEM – SERVICENOW**

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

- 1.1 To update Members on the implementation of the replacement Customer Relationship Management (CRM) system.

2.0 BACKGROUND

- 2.1 In 2016, Members approved Capital funding to enable the Council to implement a replacement CRM and compatible telephony system.
- 2.2 A market appraisal of suitable products, based on value for money and functionality that would meet the Council's requirements for a replacement CRM and telephony system, was subsequently conducted by BT Lancashire Services (BTLS), our ICT provider. During the market appraisal exercise, the current "Front Office CRM" provider, Northgate Public Services, advised that they would cease development and support of all Front Office products from April 2018.
- 2.3 A Project Board which includes Officers of the Council and BTLS has been established to manage and monitor the project. The results of the market appraisal were considered by the Project Board and "ServiceNow" for the CRM and "3cLogic" for the telephony platform were selected to be the preferred and most cost effective solutions within the agreed budget.
- 2.4 ServiceNow is a cutting edge platform that is widely used within the private sector and has the functionality to deliver transformational change to service delivery, aligning with the Council's digital agenda.

- 2.5 Detailed analysis and design workshops to understand current service processes, system integrations, future service design and solution architecture have been conducted with key officers and BTLS to enable them to produce a detailed implementation proposal.
- 2.6 Given the scale of the project, SOCITM (Society of Information Technology Management) were commissioned to review the proposal on behalf of the Council, to ensure the system would meet current requirements and be capable of further development as appropriate.

3.0 CURRENT POSITION

- 3.1 3cLogic has been developed, is operational in a test environment and all staff training has been completed. Discussions are ongoing with BTLS to agree a go live date, which is anticipated before the end of the calendar year.
- 3.2 The timescales for the Service Now implementation project have been reconfigured; this is due primarily to the complex nature of the implementation proposal (summarised in s.4.3) and the reprioritisations of the introduction of the chargeable garden waste collection service, in order to generate additional income for the Council. All three projects have been under development concurrently and involved the same officer resource.
- 3.3 The implementation proposal has now been finalised.

4.0 CAPABILITIES OF SERVICENOW

- 4.1 The ServiceNow Customer Service Management (CSM) solution is a feature rich platform that provides an extensive set of customer service capabilities to meet the Council's needs and future business requirements. It is also a platform development tool that will enable Officers, once trained, to make changes and develop the platform further in-house.
- 4.2 BTLS have already invested in the ServiceNow IT Service Management (ITSM) platform for their ICT helpdesk, which they have recently launched and are therefore experienced in developing the platform. Cumbria County Council have also successfully implemented the ITSM platform and have developed this further since they launched the product a number of years ago.
- 4.3 The key deliverables of this phase of the project include:
- Formal ServiceNow training for key Officers.
 - Integration between ServiceNow and 3cLogic to enable automatic caller identification for calls into the Customer Service Contact Centre.
 - The migration of services that are currently delivered through the current Northgate CRM, both via Customer Services and online, to ServiceNow along with the current integration to back office systems (i.e. Aareon QL used in Housing and Inclusion and Northgate M3PP used in Leisure and Wellbeing).

- The migration of Street Scene's Round Maintenance System to ServiceNow. This will remove the back office system and streamline current manual processes.
- Transformation of the current domestic pest control process by delivering this end to end within ServiceNow, removing paper processes and enabling mobile working for operatives.
- The creation of custom workflows to enable web and email enquiries to be created without intervention by the Customer Services team. This will also, for the first time, enable back office teams to update and close a case which will be visible within the CSM, therefore providing a complete view of the interaction.
- Improving the online payment process.
- The introduction of a mapping tool to enable customers to report an issue or submit a request online by selecting a location on a map, whilst also viewing issues that have already been reported in the same area. This feature removes the current duplication of requests such as fly-tipping.
- Improved appointment booking facilities for services available both online and via Customer Services.
- The ability to create and produce reports using data held within ServiceNow without needing ICT support.

5.0 IMPLEMENTATION

- 5.1 BTLS have provided an indicative ten month implementation plan for the first phase, which will start in January 2018 and is deliverable over three stages. Each stage will run concurrently to enable multiple launch dates.
- 5.2 Due to the level of work involved in developing and implementing the key deliverables at section 4.3, the remaining available features within the solution will need to be developed in phase two of the project. Phase two will be planned during the later stages of phase one, with the implementation process starting once phase one is complete. The remaining features include, a citizen self-serve portal/account, social media channels, web chat, campaign facilities and customer surveys.
- 5.3 As with any major strategic ICT project, it is inevitable that some functionality issues will occur during the implementation stages, however, Officers will continue to work closely with BTLs throughout the process, to ensure any issues are reviewed and resolved.

6.0 SUSTAINABILITY IMPLICATIONS

- 6.1 There are no significant sustainability impacts associated with this article and, in particular, no significant impact on crime and disorder.

7.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 7.1 There are some financial and resource implications arising from the first phase of the project, in respect of development costs and officer time to implement the

solution, however these have been met from existing resources. Further development phases will be reported back to Members at a later date.

8.0 RISK ASSESSMENT

- 8.1 The implementation of ServiceNow will transform service delivery and improve the Council's online service provision. As each stage is launched, the reliance on the existing inefficient Northgate CRM system will also reduce. If the project is delayed, the existing CRM system, which is unsupported from April 2018, will continue to be used. This will result in the Council being solely reliant upon BTLS being able to resolve any issues with the operation of the software.

Background Documents

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

Equality Impact Assessment

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

Appendices

None



Article of: Director of Leisure and Wellbeing

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

SUBJECT: THE LANCASHIRE HATE CRIME STRATEGY 2017-2020

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

- 1.1 To advise Members that the Lancashire Hate Crime Strategy 2017-2020 has been approved by the Lancashire Public Service Board (formerly the Lancashire Chief Executives Public Sector Group).
-

2.0 BACKGROUND

- 2.1 The general aims of the Public Sector's Equality Duty, which WLBC has responsibilities under, include a reference to Hate Crime. In addition, the Counter Terrorism and Security Act 2015 (Prevent duty), has placed additional responsibilities on the Council relating to crimes and incidents based on hate.
- 2.2 The Crown Prosecution Service and the Association of Chief Police Officers have agreed the following definitions. A Hate Crime is defined as "any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on or perception of a person's "race", religion, sexual orientation, disability or whether a person is or is perceived to be transgender". Similarly a Hate Incident refers to "any non-crime incident which is perceived ... (as previous).
- 2.3 A further general definition, included in the Strategy, is as follows "Hate Crimes and Incidents are taken to mean any crime or incident where the perpetrator's hostility or prejudice against an identifiable group of people is a factor in determining who is victimised".
- 2.4 The Lancashire Strategic Hate Crime and Cohesion Group is a group which consists of a wide variety of organisations that have responsibilities in relation to, or are affected by/interested in Hate Crime. The group meets quarterly and has

been producing a strategy to cover 2017-2020. At the October meeting of the Public Service Board (which has overall responsibility for Community Safety across Lancashire) the strategy was approved. The approved document is contained at Appendix 1.

3.0 ISSUES FOR WEST LANCASHIRE

- 3.1 The reported number of Hate crimes/Incidents across Lancashire is relatively low and indeed is very low for West Lancashire. However, one of the key pieces of work ongoing and highlighted in the strategy is to increase the reporting of issues motivated by hate. There can be barriers (cultural, historic etc) which prevent victims raising an issue, often there is a lack of awareness that anything can be done. As such, organisations which have people's trust are ideally placed to recognise issues and refer them. The Community Safety team are actively engaged in assisting organisations become "third party reporting" centres. This is where an organisation, which has direct links to a community or localised area, is able to receive and appropriately refer issues to the police. This assists in ensuring victims can access support and hopefully means that perpetrators receive the relevant attention. Having originally had no such reporting centres, after encouragement from the team, Edge Hill University have recently become one, for their students and it is hoped that through the WLCVS, a number of other organisations will follow suite.
- 3.2 The other strands of the action plan relate to preventing hate crime, responding to hate crime in our communities, improving support for the victims of hate crime and building our understanding of hate crime. Within these strands there is work planned in relation to, for example, schools, public transport, taxis and the criminal justice system.
- 3.3 The Council's Environmental Protection and Community Safety Manager attends the Lancashire group and will liaise with other managers where appropriate in relation to other opportunities to assist in the delivery of the action plan both in West Lancashire and across Lancashire. Hate crimes/incidents are regularly discussed and the Community Safety Partnership (CSP) and within the CSP's officer groups, to ensure any incidents and issues arising are identified and reviewed.

4.0 SUSTAINABILITY IMPLICATIONS

- 4.1 The Strategy includes work which should reduce incidents and crimes associated with hate and also reduce the fear of crime.

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 strategy by the PSB 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 – Lancashire Hate Crime Strategy 2017-2020 (including delivery plan).



The
Lancashire
Hate Crime
Strategy
2017-2020

Forward:

We are proud of the diversity and strength of our communities and every day we see great work going on across our county to bring people together. However, we all recognise that hate crimes can be so damaging precisely because the victims are targeted purely for who they are.

This strategy sets the tone and the direction for a range of public bodies and organisations across Lancashire and commits everyone to working together to address hate crime in all its forms. A comprehensive strategy like this is vital to ensure that legislation and regulations around hate crime, equality and promoting cohesion are put into place among partners.

It is right that prevention should be the primary focus of this strategy. While it is vital to ensure that our response to hate crimes and incidents is always professional and effective and that appropriate support is in place to help those affected, prevention is better than the remedy. It is better for the individual and better for our communities. The Police and Crime Plan for Lancashire emphasises the need for supporting victims alongside developing confident communities and this strategy will be a vital element of realising those priorities.

Everyone should be able to live in our communities without fear of abuse because of their sexual orientation or identity, their race or religion or because they have a disability. This strategy and the plans around it will help ensure that the people of Lancashire are safer by reducing hate crime and working towards its elimination.

Chief Inspector Ian Mills, Lancashire Constabulary,
Chair of the Lancashire Strategic Hate Crime and Cohesion Group.

Saeed Sidat, Lancashire County Council,
Vice-Chair of the Lancashire Strategic Hate Crime and Cohesion Group.

Introduction

Hate crimes are pernicious; they send the message that some people can be victimised solely because of who they are or who they are believed to be. Such crimes have a deep impact on victims because they are against an intrinsic part of their identity (their race, religion, sexual orientation, disability or gender identity). Those who commit hate crimes also attack the fundamental values that underpin our diverse society, values of acceptance and respect for others. Through the spread of fear, abuse and violence, hate crime can limit people's opportunities, stopping them from enjoying the full benefits of our society and can lead to isolation and segregation.

The UK has one of the strongest legislative frameworks to tackle hate crime in the world. However, legislation can only ever be part of the answer. Unless people have the confidence to come forward, unless the police are equipped to effectively deal with these crimes, unless victims are properly supported and perpetrators brought to justice, and crucially unless we take action to tackle the attitudes and beliefs that drive these crimes, too many people will continue to suffer.¹

A Definition of Hate Crimes and Incidents²

“Hate crimes and incidents are taken to mean any crime or incident where the perpetrator's hostility or prejudice against an identifiable group of people is a factor in determining who is victimised”

“A hate incident refers to any non-crime incident which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on or perception of 'race', religion, sexual orientation, disability or whether a person is or is perceived to be transgender. A hate crime is any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on or perception of a person's 'race', religion, sexual orientation, disability or whether a person is or is perceived to be transgender”

1. Action Against Hate, HMG Jul 2016

2. Summary of Shared definitions established by the Crown Prosecution Service and the Association of Chief Police Officers (see Appendix C)

The Lancashire Hate Crime Strategy:

The Hate Crime Strategy links with the wider Safer Lancashire Community Safety Agreement and sets out how we will work together to address the Hate Crime priorities for Lancashire. The Lancashire Public Service Board brings together representatives from the responsible authorities to set the strategic direction and coordinate partnership activity to tackle crime and disorder and owns the Strategy. The Hate Crime Strategy is managed and implemented by the Strategic Hate Crime and Cohesion Group via annual delivery plans.

Our Approach:

Lancashire benefits from a strong multi-agency commitment to tackling and preventing hate crime in all its forms. Across all the partners there is real sense of energy and commitment to ensuring victims are protected and that perpetrators are brought to justice and encouraged to address their offending behaviour.

The Lancashire Strategic Hate Crime and Cohesion Group brings together a range of partners from the public and voluntary sectors. These include: Lancashire County Council, The Police and Crime Commissioner for Lancashire, District and Unitary Councils in Lancashire, Lancashire Constabulary, the Crown Prosecution Service, UCLan and a range of voluntary, community and faith sector organisations with an involvement in hate crime and cohesion issues across Lancashire.

The Group is overseen by Lancashire Public Service Board in their role as the Safer Lancashire Community Safety Partnership in addition to reporting within its individual member organisations.

The Lancashire Strategic Hate Crime and Cohesion Group is committed to this three year Hate Crime Strategy and developing an annual Delivery Plan to meet the strategic objectives below.

The Context:

Each of the public sector organisations represented on the Lancashire Strategic Hate Crime and Cohesion Group has responsibilities under the Public Sector Equality Duty's general aims, which include reference to hate crime.

The Counter Terrorism and Security Act 2015, S 26 - Prevent Duty, has placed additional responsibilities on local authorities, the police, universities and other public sector organisations, which, can also have implications for their tackling of hate crime and hate incidents under the government definition of extremism that includes the vocal or active opposition to *British Values*.

The National College of Policing published the National Policing Hate Crime Strategy in May 2014. The Strategy references a wide variety of important national reports highlighting again the under reporting and lack of confidence to report but specifically the significant effect that hate crime can have upon victims.

In October 2015, the Lancashire Strategic Hate Crime and Cohesion Group held an evaluation event to identify what might be done to improve the effectiveness of all agencies' responses to hate crime in Lancashire. Feedback evaluated by a team from the University of Central Lancashire indicated that the position in Lancashire reflects the national context.

In 2012, the Government published its strategy to tackle Hate Crime: "Challenge It, Report it, Stop it!" The update published in 2014 highlights that victims are still reluctant to report incidents and the importance of continuing to work with partners including the voluntary sector to ensure that victims feel confident to come forward. Understanding the different forms of hate crime and tailoring the response to the victims are highlighted.

The Casey Review into opportunity and integration in some of our most isolated communities during 2015/6 was published in December 2016.

The Casey review looked at issues including:

- social integration and opportunity
- segregation, social exclusion and economic disadvantage

- community cohesion
- racism, anti-Semitism and Islamophobia
- seeing how we could prevent extremism and hate wherever it occurs
- ‘bringing the country together as One Nation’

All of the above are key to or strategic aim of reducing Hate Crime and are considered within the Lancashire Hate Crime Strategy.

In July 2016, the Home Office published “Action Against Hate”, the government plan for tackling hate crime. This is designed to build upon “Challenge It, Report it, Stop it!” as was the previous Safer Lancashire strategy. Again, the Lancashire strategy is a development of the national strategy but set in a local context in which our communities are changing and diversifying to include, amongst others, refugees and asylum seekers from Middle East conflict zones. To this we must add the context of recent terrorist attacks in both London and Manchester. Community cohesion is key to the PREVENT strategy and tackling hate crime effectively is key to community cohesion.

This strategy is inclusive of all strands of hate crime encompassed and defined by the legislative framework: Race, Religion, Sexual Orientation, Disability and Trans. It is intended to complement and support other related local strategies such as Prevent, organisational equality, cohesion and integration strategies/plans and safeguarding strategies. There are clear links between all of these and the quality of life and health and wellbeing of the people of Lancashire. Our clear focus will be on prevention. Addressing Hate Crime in all its forms is key to a safe cohesive society for all residents of Lancashire.

Our overarching aim is to make the people of Lancashire safer by the elimination of Hate Crimes and Incidents.

We will do this by:

- Preventing hate crime by addressing the beliefs and attitudes that can lead to hate crime. It is important to prevent hate crime happening in the first place and we will challenge those attitudes in Lancashire.
- Responding to hate crime in our communities with the aim of reducing the number of hate crimes and incidents. We will focus on those settings that have been identified as high-risk environments for hate crime, including public transport and the night-time economy.
- Increasing the reporting of hate crime. We will continue to work to make it easier for victims and witnesses to report incidents of hate crime including working with the public to understand barriers to reporting and through increasing capacity and use of third party reporting centres. To give victims the confidence that their complaints will be taken seriously we will publicise successes in prosecuting hate crime.
- Improving support for the victims of hate crime. Research has shown that hate crimes cause victims greater distress than similar crimes without the same motivation. We will work to ensure victims are provided with timely and effective support both at the time of reporting their crime and through the criminal justice system supported by the Lancashire Victims Service, commissioned via the Office of the Police and Crime Commissioner.
- Building our understanding of hate crime. In order to tackle hate crime, we need to understand the scale and nature of the problem. We will work with academics and other experts to improve our analysis and understanding of hate crime and how the drivers can be addressed.

The Lancashire Strategic Hate Crime and Cohesion Group will achieve these objectives via the Annual Lancashire Hate Crime Delivery Plan, which will be updated on an on-going basis.



The Lancashire
Hate Crime
Annual Delivery Plan
2017-18

1. Continued Development of the Hate Crime Plan			
Action	Timescale	Outcome	Lead and Members
Complete Approval of Hate Crime Strategy	Oct 2017	Strategy is approved by Lancashire Public Service Board and internal groups of constituent organisations	Ian Mills, Andrew Procter, Saeed Sidat & Jeanette Binns, Pam Smith
Launch, Press Release and Publicity for Strategy	Oct 2017	Media and information shared with those who attended event	LCC, Lancon, OPCC Comms team

2. Preventing Hate Crime			
Action	Timescale	Outcome	Lead and Members
<p>Education</p> <ol style="list-style-type: none"> 1. Develop work on "bullying" within education settings 2. Review current training, actions in schools and colleges 	On-going	<p>Assess current "messages" in training in education settings to ensure it reflects key messages.</p> <p>Assess current "messages" in training in education settings to ensure it reflects key messages</p>	<p>Saeed Sidat, UCLan VCFS reps</p> <p>Saeed Sidat, UCLan</p>
Effective use of targeted elected Members, etc. as Champions	On-going	Identified council representatives at local level willing to promote the anti-hate crime message and be associated with activities	Saeed Sidat, Stephen Brookes, All
Asian Women's Hate Crime Awareness Event	Oct 2017	Improvement in responses to hate crime in Lancashire	Lancon LCM LCC

3. Responding to Hate Crime in our Communities			
Action	Timescale	Outcome	Lead and Members
Develop plan to use of Social Media to promote work and actions	On-going but focus on Hate Crime Awareness Week, Learning Disability Week, etc.	Increases awareness of activity amongst protected groups and wider public. Range of media, simple language, range of formats	All
Review of Public Transport response to build upon the initial scheme on Blackpool Buses include all forms of public transport: <ul style="list-style-type: none"> • Bus • Taxi • Train etc 	End 2017	Collate information on transport operators and other responses to hate crime – e.g. Safer Travel Unit	All
Taxi Hate Crime Conference	Autumn 2017	Reduce the incidence of hate crime in both the night time economy and the public transport system	Lancon LCM LCC
Identify and develop any areas for Development with Lancashire Constabulary processes.	Summer 2017	Improve police processes to be as effective as possible when responding to hate crime	Lancon
Develop a consistent approach to Hate Crime across Local Authorities	End 2017	Local authorities to have a consistent base line for how Hate Crime is addressed across Lancashire.	All Lancon LCC

4. <u>Increasing the reporting of Hate Crime and Incidents</u>			
Action	Timescale	Outcome	Lead and Members
Review current and develop a consistent approach to reporting in 3rd party reporting centres	Autumn 2017	Increased effectiveness of 3 rd party reporting Ensure all personnel at 3rd party reporting centres are following agreed protocols for a consistency in reporting	Lancon, 3rd party reporting centres
Increase awareness and consequent use of 3rd party reporting centres	Ongoing	Ensure VCFS groups, organisations and public are more aware of where to report other than directly to Police if needed	Lancon, Comms Support, VCFS groups.
Increase understanding of Hate Crime and what to do amongst wider VCFS organisations.	Ongoing	Briefings to raise understanding in other VCFS groups of hate crime, how to identify it in people they work with and what to do about it.	All
Understanding Barriers to Reporting with various hate crime interest groups	Initially Spring 2017 and then On-going.	Identify barriers to reporting and develop methodologies to counter them.	Ian Mills, Amanda Topps, Jeanette Binns, VCFS Partnership Analyst
Deliver Bite Sized Briefings to Schools and Madrassas	On-going	Improve knowledge of how to deal with hate crime and how to report it	Lancon LCC LCM
Develop closer working in partnership with the LSCB (Lancashire Safeguarding Board) around Hate Crime/Incidents	Autumn 2017	To ensure that Hate Crimes/Incidents are encompassed within the safeguarding strategic/operational arrangements	Independent Chair of LSCB (Jane Booth), Saeed Sidat, Ch Insp Ian Mills.

Action	Timescale	Outcome	Lead and Members
Increase reporting of Hate Crimes and Incidents in the following strands: <ul style="list-style-type: none"> • LGBT • Race/Region • Disability 	Through-out 2017	An increase in reporting to reflect accurately the level of crime and incidents.	TBC TBC TBC

5. Improving Support for the victims of Hate Crime

Explaining the Criminal Justice System events	Spring 2018	To improve people's experience of the CJ system we will develop bespoke events for some disability and other groups to build on success of earlier events – e.g. events focussing on Sight Loss or Deaf People's issues with the CJ system	CPS, Police, VCFS groups, Jeanette Binns
Review arrangements/support for victims and witnesses of hate crimes in Lancashire	complete	Assess the current availability of, barriers to use and other elements associated with support for victims and witnesses	OPCC, Lancashire Victim Services
Promotion of successful outcomes.	On-going	To develop a consistent group approach to the publicity of successful outcomes for victims of hate incidents and crimes	All – including Communications Teams
Effective promotion and use of the Lancashire Victim Services (LVS)	On-going	To ensure that full and effective use is made of LVS by victims of Hate Crime	OPCC and all

6. <u>Building our Understanding of Hate Crime</u>			
Action	Timescale	Outcome	Lead and Members
Increase understanding of What is Hate Crime or Hate Incident	Autumn 2017	Range of work in/with various media, groups, organisations.	Lancon lead, All
Analysis of reviews of hate crime work	End 2017	Review of existing research to ensure that all opportunities are identified	Saeed Sidat
Develop work with colleges/universities to increase understanding and strengthen response processes	End 2017	Liaise with local colleges and universities to develop actions	Lancon lead, UCLAN, Stephen Brookes, etc.
Develop the Lancaster University "Clicker Project" into a viable mobile application for full community use.	2017-8	If proven to be viable the project will enable a much deeper understanding of the level of hate incidents across the whole community	Lancon lead, Lancaster University
Monitoring referrals and outcomes	On-going	SHCCG to be advised on numbers of referrals and where possible outcomes	Lancon lead, Martin Hill, SHCCG
Identify and develop new data sets to complement existing research into hate crime in partnership with the N8 Policing Research Partnership	End 2017	The identification of new data sets to enhance research into hate crime and community tensions for the purpose of developing effective policing strategies.	Lancon Lead N8 PRP

Appendix B:

What is Hate Crime?³

Existing legislation:

Racially and religiously aggravated offences

These offences are limited to four offence groups - assaults, criminal damage, minor public order and harassment offences.

Incitement offences

These crimes include the stirring up of hatred on the grounds of race, religion or sexual orientation.

In addition to the above, there is a specific offence of Racist Chanting where the Football (Offences) Act 1991 makes it an offence to engage or take part in chanting of an indecent or racist nature at a designated football match

Enhanced sentencing legislation

Sections 145 and 146 of the Criminal Justice Act 2003 provide for enhanced sentencing provisions. Section 145 requires the courts to consider racial or religious hostility as an aggravating factor when deciding on the sentence for any offence (which has not been identified as a racially or religiously aggravated offence as outlined above). Section 146 has the same effect for sexual orientation, disability or transgender.

In cases where the prosecution is able to prove that the offender was motivated by hostility towards a person's (actual or perceived) race, religion, sexual orientation, disability or transgender identity the court must treat that fact as an aggravating factor.

3. Action Against Hate, HMG Jul 2016

Appendix C:

The College of Policing's *Hate Crime Operational Guidance*:

Shared definitions established by the Crown Prosecution Service and the Association of Chief Police Officers.⁴

Title	Definition	Included subjects
Hate motivation	Hate crimes and incidents are taken to mean any crime or incident where the perpetrator's hostility or prejudice against an identifiable group of people is a factor in determining who is victimised.	This is a broad and inclusive definition. A victim does not have to be a member of the group. In fact, anyone could be a victim of a hate crime.
Hate incident	<p>Any non-crime incident which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's race or perceived race,</p> <p>or</p> <p>Any non-crime incident which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's religion or perceived religion,</p> <p>or</p> <p>Any non-crime incident which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's sexual orientation or perceived sexual orientation,</p> <p>or</p> <p>Any non-crime incident which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's disability or perceived disability,</p> <p>or</p> <p>Any non-crime incident which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice against a person who is transgender or perceived</p>	<p>Any racial group or ethnic background or national origin, including countries within the UK, and Gypsy and Traveller groups.</p> <p>Any religious group, including those who have no faith.</p> <p>Any person's sexual orientation.</p> <p>Any disability including physical disability, learning disability and mental health.</p> <p>People who are transsexual, transgender, transvestite and those who hold a gender recognition certificate under the Gender Recognition Act</p>

4. Hate Crime Operational Guidance © College of Policing 2014

<p>Hate crimes</p>	<p>A hate crime is any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's race or perceived race,</p> <p>or</p> <p>Any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's religion or perceived religion,</p> <p>or</p> <p>Any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's sexual orientation or perceived sexual orientation,</p> <p>or</p> <p>Any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's disability or perceived disability,</p> <p>or</p> <p>Any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice against a person who is transgender or perceived to be transgender.</p>	<p>Any racial group or ethnic background or national origin, including countries within the UK, and Gypsy and Traveller groups.</p> <p>Any religious group, including those who have no faith.</p> <p>Any person's sexual orientation.</p> <p>Any disability, including physical disability, learning disability and mental health.</p> <p>People who are, or perceived to be, transsexual, transgender, transvestite and those who hold a gender recognition certificate under the Gender Recognition Act 2004.</p>
<p>Hate Crime Prosecution</p>	<p>A hate crime prosecution is any hate crime that has been charged in the aggravated form or where the prosecutor has assessed that there is sufficient evidence of the hostility element to be put before the court when the offender is sentenced.</p>	

Appendix D:

Organisations represented on the Lancashire Strategic Hate Crime and Cohesion Group

Blackburn with Darwen Council	Lancashire Constabulary
Blackpool Council	Lancashire Forum of Faiths
Burnley Borough Council	Lancashire LGBT
Chorley Council	Lancaster City Council
Crown Prosecution Service	Pendle Borough Council
Disability Equality North West	The Police and Crime Commissioner for Lancashire
Disability Hate Crime Network	Preston City Council
Fylde Borough Council	Preston & Western Lancashire REDC
Hyndburn Borough Council	Ribble Valley Borough Council
Lancashire Adult Safeguarding Board	Rosendale Borough Council
Lancashire BME Network	South Ribble Borough Council
Lancashire Children's Safeguarding Board	University of Central Lancashire
Lancashire Council of Mosques	Victims' Voice
Lancashire County Council	West Lancashire Borough Council
	Wyre Council

A Bibliography of related and connected strategies and plans:

- The Safer Lancashire Community Safety Agreement
- Equality, Cohesion and Integration Strategy: Lancashire County Council
- The Police and Crime Plan 2017-2020: The Police and Crime Commissioner
- Lancashire Constabulary Hate Crime Action Plan
- Action Against Hate: UK Government Hate Crime Plan 2016
- Hate Crime Operational Guidance 2014: College of Policing
- National Policing Hate Crime Strategy 2014: College of Policing
- Counter Terrorism and Security Act 2015: HMG
- Prevent Strategy: HMG 2011
- Prevent Strategy 2016-18: LCC
- The Casey Review: HMG Dec 2016
- Crime and Religion in Lancashire: Paul Iganski and Spiridoula Lagou Sept 2014
- IHRA working definition of anti-Semitism: adopted by HMG Dec 2016



CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

MEMBERS UPDATE 2017/18
Issue: 3

Article of: Director of Housing and Inclusion Services

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

SUBJECT: MONITORING OF FORMAL COMPLAINTS (2016/17)

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

- 1.1 To present data on the number of formal complaints received by the Council from April 2016 to March 2017.
-

2.0 BACKGROUND

- 2.1 Types, numbers and trends in complaints provide a valuable insight into the quality of services and can make a valuable contribution to improving them. In this respect they should also be considered alongside other information such as performance indicators and securing value for money. The Customer Services team is responsible for managing the overall co-ordination of the corporate complaints process.
- 2.2 The Council defines a complaint as an expression of dissatisfaction about the standard of service, actions or lack of action taken by the Council, or a person or body acting on behalf of the Council, affecting an individual or group of customers. Therefore, the complaints procedure is not simply logging initial service requests e.g. for pest control, missed refuse collections, housing repairs etc. The Council's complaints procedure is attached at Appendix 1.
- 2.3 If a complainant wishes to pursue an issue further after the Council's own internal procedures have been exhausted, this can be raised with either the Local Government and Social Care Ombudsman or the Housing Ombudsman, depending on the nature of the complaint.

3.0 CURRENT POSITION

- 3.1 Complaints provide valuable customer feedback and the principal purpose of monitoring and responding to complaints is always to improve service delivery. On the very few occasions where the Council acknowledged that the service was not up to the required standard, the focus is on putting the matter right and preventing any re-occurrence. By taking complaints seriously, the Council is ensuring that all genuine grievances are recognised and action taken to address the issue.
- 3.2 This update provides Members with details of the number of formal complaints received during 2016/17. Data on the number of formal complaints received by each section during this period is set out in Appendix 2 to this report. The numbers recorded are all written expressions of dissatisfaction and are not necessarily substantiated.
- 3.3 During 2016/17 the Council received 53 formal complaints, this shows a reduction of 21 from the previous year i.e. from 74 in 2015/16 to 53 in 2016/17. Following investigation, it was established that 47 of the 53 received were unfounded i.e. the Council had complied with its own policies and procedures. Further details regarding the nature of the specific complaints are provided at Appendix 2.
- 3.4 The details provided at Appendix 2 demonstrate that where there have been genuine complaints/issues these have been dealt with accordingly and wherever possible, improvements have been made to prevent re-occurrence.

4.0 SUSTAINABILITY IMPLICATIONS

- 4.1 There are no significant sustainability impacts associated with this article and, in particular, no significant impact on crime and disorder.

5.0 FINANCIAL AND RESOURCE IMPLICATIONS

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

6.0 RISK ASSESSMENT

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

Background Documents

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

Equality Impact Assessment

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

Appendices

1. Complaints Procedure
2. Formal Complaints received April 2016 to March 2017



West Lancashire Borough Council

Comments, Compliments and Complaints

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

Comments and feedback?

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

Compliments?

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

Complaints?

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

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

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

The Complaints Procedure

Stage 1 - Speak or write to the Service Manager

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

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

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

Stage 2 – Submit a formal complaint

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

- Submit an online complaints form

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

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

Stage 3 – Ask the Chief Executive for a review

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

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

For more information please contact Customer Services via email customer.services@westlancs.gov.uk or by calling 01695 577177

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

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



West Lancashire Borough Council

Complaints Co-ordinators

Leisure & Wellbeing Services

Complaints Co-ordinator

Lindsay Mulhaney

Admin Team Leader Secretary to Director of Leisure and Wellbeing

lindsay.mulhaney@westlancs.gov.uk

Responsible for:

Commercial Safety

Community Safety

Dog Control

Environmental Protection

Leisure, Arts & Culture

Private Sector Housing

Homelessness

Public Protection & Licensing

Corporate Health and Safety

Emergency Planning

Housing & Inclusion Services

Complaints Co-ordinators

Peter Morrison

Service Improvement and Special Projects Manager

peter.morrison@westlancs.gov.uk

Responsible for:

Management of Council Estates

Furnished Tenancies

Council Garages

Housing Allocations

Housing Strategy

Maintenance of council buildings

Maintenance of the Council's housing stock

Rent & Money Advice

Right to Buy

Sheltered Housing

Management of the Council's Assets

Lynn Isherwood

Assistant Customer Services Manager

lynn.isherwood@westlancs.gov.uk

Responsible for:

Communications

Customer Services

Customer Engagement & Consultation

Partnership & Performance

Efficiency Reviews

Home Care Link

Revenues & Benefits Service
Complaints Co-ordinator
Sarah Blackhall
Team Leader – Business Support &
Development
sarah.blackhall@BTLancashire.co.uk

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

Development & Regeneration Services
Complaints Co-ordinator
Julie Lacey
Executive Assistant
julie.lacey@westlancs.gov.uk

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

Street Scene Services
Complaints Co-ordinator
Philip Samosa
Deputy Director of Street Scene
philip.samosa@westlancs.gov.uk

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

Legal & Democratic Services
Complaints Co-ordinator
Susanne Malmgren
Senior Admin & Electoral Services Officer
susanne.malmgren@westlancs.gov.uk

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

Finance & HR Services
Complaints Co-ordinator
Rebecca Spicer
Insurance and Risk Management Officer
Rebecca.spicer@westlancs.gov.uk

Responsible for:
Accountancy
Audit
Insurance
Risk Management
Treasury Management
Human Resources
Payroll Client

Service	No. of Complaints 2013/14	No. of Complaints 2014/15	No. of Complaints 2015/16	No. of Complaints 2016/17	Comments
Leisure & Wellbeing	6	10	8	6	<p>In relation to Leisure & Wellbeing, six complaints in total have been received in 2016/17, two related to Environmental Protection, two related to Leisure, Culture & Arts and two related to Private Sector Housing & Homelessness.</p> <p>Out of the six complaints received, it was established that correct procedures had been followed in all cases. Five were resolved informally. One complainant raised the matter with the local government ombudsman who dismissed the matter.</p>
Housing & Inclusion	61	44	19	24	<p>The majority of the formal complaints relating to Property Services involved eight for the Response Maintenance Service, three for Programmed Works Service and four relating to general estate repair work. The others included two adaptation requests and one relating to tenant improvements. Of these complaints we received, fourteen were unfounded and of the four that were upheld, apologies were given and works completed to rectify the matter.</p> <p>For the remaining six complaints, one related to plastering work on a void property, two relating to rent arrears & housing benefit payments, two neighbour nuisance complaints and one for the Sheltered Service. All six of these complaints were unfounded.</p>
Property Services		29	16	18	
Voids & Allocations		6	1	1	
Rent & Money Advice		1	1	2	
Estate Management & Anti-Social Behaviour		8	1	3	
Transformation	4	0	1	0	No complaints received for 2016/17.
Development & Regeneration	12	2	3	7	In 2016/17, Planning Services received seven complaints. In the seven cases it was found that correct procedures were followed and there was no fault on the Council.

<p>Street Scene</p> <p>Refuse/Recycling</p> <p>Cleansing</p> <p>Grounds Maintenance</p> <p>Civic (Bulky Refuse)</p> <p>Collection Service</p> <p>Abandoned Vehicles</p> <p>Medical Collections</p> <p>Highways (LCC)</p> <p>Fly Tipping</p> <p>Bonfire Removal</p> <p>Trade Waste</p>	<p>22</p>	<p>10</p> <p>6</p> <p>4</p>	<p>3</p>	<p>0</p>	<p>No complaints received for 2016/17.</p>
<p>Legal & Democratic Services</p>	<p>0</p>	<p>0</p>	<p>1</p>	<p>0</p>	<p>No complaints received for 2016/17.</p>
<p>Finance & HR Services</p>	<p>1</p>	<p>1</p>	<p>3</p>	<p>2</p>	<p>In relation to Finance & HR Services, two complaints in total have been received in 2016/17. One of these was in relation to not being able to take on Tenants Home Contents Insurance applications, as the computer system used to process these was unavailable. As a result of this complaint, manual processes were put in place to enable applications to be processed.</p> <p>The second complaint was in relation to an insurance claim that was disputed. Following investigation it was established that this</p>

					complaint was unfounded.
Revenues & Benefits	27	44	36	14	In relation to Revenues and Benefits, 14 complaints were received in total for 2016/17. Out of the 14 complaints received, it was established that 13 were found to have followed existing policies and procedures and one resulted in a revised work procedure being issued to staff.
Total	133	111	74	53	



CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

MEMBERS UPDATE 2017/18
ISSUE: 3

Article of: 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 advise of the grants awarded in the second 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 Directors, 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 27 November 2017 by Councillor Cooper, Portfolio Holder for Communities and Older People.
- 3.2 The following grants were awarded from the General Fund.

40 th Ormskirk Scouts	£500
Skelmersdale Prize Band	£470
Parbold Tree Warden Group	£200
Parent & Carers Support Network (PCSN)	£500
Four Lane Ends Mission Management	£500

1026 (Ormskirk) Squadron Ari Cadets	£500
Burscough Community Farm	£500
Ormskirk Tennis Club	£250
Liverpool Road Allotment Society	£300
Hesketh Bank Silver Band	£500
Parbold Flood Action Group	£500
Skelmersdale Horticultural Society	£500
Parkinsons UK Ormskirk Branch	£500

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

William Ord	£500
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3.4 An application received from West Lancashire Pensioners Forum was not proceeded with as this organisation had submitted an identical funding request to the Older People's Champion Fund. The Portfolio Holder considered the application was more appropriate to be determined from the Older People's Champion Fund.

3.5 Two further applications were presented to the Portfolio Holder which had been submitted for Revenue Grant funding. The Portfolio Holder considered that it was more appropriate for them to be determined within the Community Chest Grants Scheme and made the following grants:-

Rufford Village Society	£500
Churches Together in Ormskirk	£350

4.0 SUSTAINABILITY IMPLICATIONS

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 £10,055.00

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

General	£7,195
Play	£4,150
Arts	£1,440
Sports/Talented Athlete	£1,000

6.0 RISK ASSESSMENT

6.1 The actions referred to in this Article are covered by the Scheme of Delegation to Cabinet and Portfolio Holders and any necessary changes have been made in the relevant 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:

40 TH Ormskirk Scouts	22/09/17
Skelmersdale Prize Band	05/10/17
Parbold Tree Warden Group	10/08/17
Parent & Carer Support Network (PCSN)	01/10/17
Four Lane Ends Mission	11/10/17
1026 (Ormskirk) Squadron Air Cadets	10/08/17
Burscough Community Farm	22/09/17
Ormskirk Tennis Club	20/10/17
Liverpool Road Allotment Society	23/10/17
West Lancashire Pensioners Forum	26/10/17
Hesketh Bank Silver Band	03/11/17
Parbold Residents Flood Action Group	09/11/17
Skelmersdale Horticultural Society	23/11/17
Parkinsons UK Ormskirk Branch	22/11/17
William Ord	23/11/17
Rufford Village Society	14/11/17
Churches Together in Ormskirk	24/11/17

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.

Equality Impact Assessment Form



Directorate: Legal and Democratic Services	Service: Member Services
Completed by: Jill Ryan	Date: November 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?	

