



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

4 October 2017

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

Dear Councillor,

A meeting of the **CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE** will be held in the **CABINET & COMMITTEE ROOM - 52 DERBY STREET, ORMSKIRK** on **THURSDAY, 12 OCTOBER 2017** at **7.00 PM** at which your attendance is requested.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Kim Webber', written over a horizontal line.

Kim Webber  
Chief Executive

**AGENDA**  
**(Open to the Public)**

- 1. APOLOGIES**
- 2. MEMBERSHIP OF THE COMMITTEE**  
To be apprised of any changes to the membership of the Committee in accordance with Council Procedure Rule 4.
- 3. URGENT BUSINESS, IF ANY, INTRODUCED BY THE CHAIRMAN**  
Note: No other business is permitted unless, by reasons of special circumstances, which shall be specified at the meeting, the Chairman is of the opinion that the item(s) should be considered as a matter of urgency.

- |     |   |              |
|-----|---|--------------|
| 4.  | <b>DECLARATIONS OF INTEREST</b><br>If a member requires advice on Declarations of Interest, he/she is advised to contact the Borough Solicitor in advance of the meeting. (For the assistance of members a checklist for use in considering their position any particular item is included at the end of this agenda sheet.)  | 123 -<br>124 |
| 5.  | <b>DECLARATIONS OF A PARTY WHIP</b><br>In accordance with Overview and Scrutiny Committee Procedure Rule 16, Members must declare the existence of any Party Whip, and the nature of it, when considering any matter in the following categories:<br><ul style="list-style-type: none"> <li>- The review of any decision of Cabinet or</li> <li>- The performance of any Member of the Cabinet</li> </ul> N.B. The Secretary of State believes whipping is incompatible with Overview and Scrutiny. |              |
| 6.  | <b>PUBLIC SPEAKING</b><br>Residents of West Lancashire, on giving notice, may address the meeting to make representations on any item on the agenda except where the public and press are to be excluded during consideration of the item. The deadline for submissions is 5.00pm Thursday 5 October 2017. A copy of the public speaking protocol and form to be completed is attached.   | 125 -<br>128 |
| 7.  | <b>MINUTES</b><br>To receive as a correct record the Minutes of the meeting held on 13 July 2017.   | 129 -<br>136 |
| 8.  | <b>PUBLIC INVOLVEMENT AT MEETINGS - PROTOCOL</b><br>To consider the report of the Borough Solicitor. (Appendices attached, report to follow)  | 137 -<br>142 |
| 9.  | <b>WEST LANCASHIRE COMMUNITY LEISURE (WLCL) ANNUAL REPORT 2016/17</b><br>To consider a presentation from the Board Chairman (WLCL) and Contracts Manager (SERCO).   |              |
| 10. | <b>QUARTERLY PERFORMANCE INDICATORS (Q1 2017-18)</b><br>To consider the report of the Borough Transformation Manager & Deputy Director of Housing and Inclusion.  | 143 -<br>160 |
| 11. | <b>REVIEW TOPIC 2017/18 AND CONFIRMATION OF WORK PROGRAMME</b><br>To consider the report of the Borough Solicitor.  | 161 -<br>172 |
| 12. | <b>SUSTAINABILITY TRANSFORMATION PLANS (STPS)</b><br>To consider a presentation by the Chief Operator of the West Lancashire Clinical Commissioning Group (WLCCG)   |              |
| 13. | <b>COMMUNITY INVOLVEMENT IN SERVICE DELIVERY REVIEW</b><br>To consider the following two items on the selected review topic, if confirmed.  |              |

<b>13a</b>	<b>Community Involvement in Service Delivery</b> To consider a presentation by the Director of Leisure and Wellbeing.	
<b>13b</b>	<b>Project Plan</b> To agree the Project Plan.	173 - 178
<b>14.</b>	<b>MINUTES OF THE MEMBER DEVELOPMENT COMMISSION</b> To consider the minutes of the Member Development Commission meeting held on 21 September 2017.	179 - 182
<b>15.</b>	<b>MEMBERS' ITEMS/COUNCILLOR CALL FOR ACTION (CCFA)</b> To consider the report of the Borough Solicitor.	183 - 186
<b>15a</b>	<b>Need for clarity on how planning committee considers precedence and comparability</b> Included in the agenda at the request of Councillor P Cotterill.	187 - 188
<b>15b</b>	<b>Poor response from LCC on drainage complaint</b> Included on the agenda at the request of Councillor P Cotterill.	189 - 190
<b>15c</b>	<b>Hurlston Brook Flood Risk Study</b> Included on the agenda at the request of Councillor A Yates.	191 - 192
<b>16.</b>	<b>ITEM FROM THE MEMBERS' UPDATE - ONE WEST LANCS THEMATIC GROUPS NOTES &amp; MINUTES</b> Item from the Members' Update included on the agenda at the request of Councillor P Cotterill.	193 - 196
<b>17.</b>	<b>WORK PROGRAMME - NEXT MEETING</b> To note items coming forward to the next meeting.	197 - 198

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

**FIRE EVACUATION PROCEDURE: Please see attached sheet.**

**MOBILE PHONES: These should be switched off or to 'silent' at all meetings.**

For further information, please contact:-

Cathryn Jackson on 01695 585016

Or email [cathryn.jackson@westlancs.gov.uk](mailto:cathryn.jackson@westlancs.gov.uk)

**FIRE EVACUATION PROCEDURE FOR:  
COUNCIL MEETINGS WHERE OFFICERS ARE PRESENT  
(52 DERBY STREET, ORMSKIRK)**

**PERSON IN CHARGE:** Most Senior Officer Present  
**ZONE WARDEN:** Member Services Officer / Lawyer  
**DOOR WARDEN(S)** Usher / Caretaker

**IF YOU DISCOVER A FIRE**

1. Operate the nearest **FIRE CALL POINT** by breaking the glass.
2. Attack the fire with the extinguishers provided only if you have been trained and it is safe to do so. **Do not** take risks.

**ON HEARING THE FIRE ALARM**

1. Leave the building via the **NEAREST SAFE EXIT**. **Do not stop** to collect personal belongings.
2. Proceed to the **ASSEMBLY POINT** on the car park and report your presence to the **PERSON IN CHARGE**.
3. **Do NOT** return to the premises until authorised to do so by the **PERSON IN CHARGE**.

**NOTES:**

Officers are required to direct all visitors regarding these procedures i.e. exit routes and place of assembly.

The only persons not required to report to the Assembly Point are the Door Wardens.

**CHECKLIST FOR PERSON IN CHARGE**

1. Advise other interested parties present that you are the person in charge in the event of an evacuation.
2. Make yourself familiar with the location of the fire escape routes and inform any interested parties of the escape routes.
3. Make yourself familiar with the location of the assembly point and inform any interested parties of that location.
4. Make yourself familiar with the location of the fire alarm and detection control panel.
5. Ensure that the zone warden and door wardens are aware of their roles and responsibilities.
6. Arrange for a register of attendance to be completed (if considered appropriate / practicable).

**IN THE EVENT OF A FIRE, OR THE FIRE ALARM BEING SOUNDED**

1. Ensure that the room in which the meeting is being held is cleared of all persons.
2. Evacuate via the nearest safe Fire Exit and proceed to the **ASSEMBLY POINT** in the car park.
3. Delegate a person at the **ASSEMBLY POINT** who will proceed to **HOME CARE LINK** in order to ensure that a back-up call is made to the **FIRE BRIGADE**.
4. Delegate another person to ensure that **DOOR WARDENS** have been posted outside the relevant Fire Exit Doors.

5. Ensure that the **ZONE WARDEN** has reported to you on the results of his checks, **i.e.** that the rooms in use have been cleared of all persons.
6. If an Attendance Register has been taken, take a **ROLL CALL**.
7. Report the results of these checks to the Fire and Rescue Service on arrival and inform them of the location of the **FIRE ALARM CONTROL PANEL**.
8. Authorise return to the building only when it is cleared to do so by the **FIRE AND RESCUE SERVICE OFFICER IN CHARGE**. Inform the **DOOR WARDENS** to allow re-entry to the building.

**NOTE:**

The Fire Alarm system will automatically call the Fire Brigade. The purpose of the 999 back-up call is to meet a requirement of the Fire Precautions Act to supplement the automatic call.

**CHECKLIST FOR ZONE WARDEN**

1. Carry out a physical check of the rooms being used for the meeting, including adjacent toilets, kitchen.
2. Ensure that **ALL PERSONS**, both officers and members of the public are made aware of the **FIRE ALERT**.
3. Ensure that **ALL PERSONS** evacuate **IMMEDIATELY**, in accordance with the **FIRE EVACUATION PROCEDURE**.
4. Proceed to the **ASSEMBLY POINT** and report to the **PERSON IN CHARGE** that the rooms within your control have been cleared.
5. Assist the **PERSON IN CHARGE** to discharge their duties.

It is desirable that the **ZONE WARDEN** should be an **OFFICER** who is normally based in this building and is familiar with the layout of the rooms to be checked.

**INSTRUCTIONS FOR DOOR WARDENS**

1. Stand outside the **FIRE EXIT DOOR(S)**
2. Keep the **FIRE EXIT DOOR SHUT**.
3. Ensure that **NO PERSON**, whether staff or public enters the building until **YOU** are told by the **PERSON IN CHARGE** that it is safe to do so.
4. If anyone attempts to enter the premises, report this to the **PERSON IN CHARGE**.
5. Do not leave the door **UNATTENDED**.





	This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.
Contracts	Any contract which is made between the relevant person (or a body in which the relevant person has a beneficial interest) and the relevant authority— (a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged.
Land	Any beneficial interest in land which is within the area of the relevant authority.
Licences	Any licence (alone or jointly with others) to occupy land in the area of the relevant authority for a month or longer.
Corporate tenancies	Any tenancy where (to M's knowledge)— (a) the landlord is the relevant authority; and (b) the tenant is a body in which the relevant person has a beneficial interest.
Securities	Any beneficial interest in securities of a body where— (a) that body (to M's knowledge) has a place of business or land in the area of the relevant authority; and (b) either— (i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person has a beneficial interest exceeds one hundredth of the total issued share capital of that class.

*"body in which the relevant person has a beneficial interest" means a firm in which the relevant person is a partner or a body corporate of which the relevant person is a director, or in the securities of which the relevant person has a beneficial interest; "director" includes a member of the committee of management of an industrial and provident society;*

*"land" excludes an easement, servitude, interest or right in or over land which does not carry with it a right for the relevant person (alone or jointly with another) to occupy the land or to receive income; "M" means a member of a relevant authority;*

*"member" includes a co-opted member; "relevant authority" means the authority of which M is a member;*

*"relevant period" means the period of 12 months ending with the day on which M gives notice to the Monitoring Officer of a DPI;*

*"relevant person" means M or M's spouse or civil partner, a person with whom M is living as husband or wife or a person with whom M is living as if they were civil partners;*

*"securities" means shares, debentures, debenture stock, loan stock, bonds, units of a collective investment scheme within the meaning of the Financial Services and Markets Act 2000 and other securities of any description, other than money deposited with a building society.*

**'non pecuniary interest'** means interests falling within the following descriptions:

- 10.1(1)(i) Any body of which you are a member or in a position of general control or management and to which you are appointed or nominated by your authority;
- (ii) Any body (a) exercising functions of a public nature; (b) directed to charitable purposes; or (c) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union), of which you are a member or in a position of general control or management;
- (iii) Any easement, servitude, interest or right in or over land which does not carry with it a right for you (alone or jointly with another) to occupy the land or to receive income.
- 10.2(2) A decision in relation to that business might reasonably be regarded as affecting your well-being or financial position or the well-being or financial position of a connected person to a greater extent than the majority of other council tax payers, ratepayers or inhabitants of the ward, as the case may be, affected by the decision.

**'a connected person'** means

- (a) a member of your family or any person with whom you have a close association, or
- (b) any person or body who employs or has appointed such persons, any firm in which they are a partner, or any company of which they are directors;
- (c) any person or body in whom such persons have a beneficial interest in a class of securities exceeding the nominal value of £25,000; or
- (d) any body of a type described in sub-paragraph 10.1(1)(i) or (ii).

**'body exercising functions of a public nature'** means

Regional and local development agencies, other government agencies, other Councils, public health bodies, council-owned companies exercising public functions, arms length management organisations carrying out housing functions on behalf of your authority, school governing bodies.

A Member with a personal interest who has made an executive decision in relation to that matter must ensure any written statement of that decision records the existence and nature of that interest.

**NB** Section 21(13) of the LGA 2000 overrides any Code provisions to oblige an executive member to attend an overview and scrutiny meeting to answer questions.



## **PUBLIC SPEAKING – PROTOCOL**

**(For meetings of Cabinet, Overview & Scrutiny Committees, Audit & Governance Committee and Standards Committee)**

### **1.0 Public Speaking**

- 1.1 Residents of West Lancashire may, on giving notice, address any of the above meetings to make representations on any item on the agenda for those meetings, except where the public and press are to be excluded from the meeting during consideration of the item.
- 1.2 The form attached as an Appendix to this Protocol should be used for submitting requests.

### **2.0 Deadline for submission**

- 2.1 The prescribed form should be received by Member Services by 5.00 pm on the Thursday of the week preceding the meeting. This can be submitted by e-mail to [member.services@westlancs.gov.uk](mailto:member.services@westlancs.gov.uk) or by sending to:

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

- 2.2 Completed forms will be collated by Member Services and circulated via e-mail to relevant Members and officers and published on the Council website via the Council's Information System (CoInS). Only the name of the resident and details of the issue to be raised will be published.
- 2.3 Groups of persons with similar views should elect a spokesperson to speak on their behalf to avoid undue repetition of similar points. Spokespersons should identify in writing on whose behalf they are speaking.

### **3.0 Scope**

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

#### **4.0 Number of items**

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

#### **5.0 At the Meeting**

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



## REQUEST FOR PUBLIC SPEAKING AT MEETINGS

**MEETING & DATE** .....

**NAME** .....

**ADDRESS** .....

Post Code .....

**PHONE** .....

**Email** .....

Please indicate if you will be in attendance at the meeting

**YES/NO\***

\*delete as applicable

Note: This page will not be published.

(P.T.O.)



# Agenda Item 7

## CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE

HELD: Thursday, 13 July 2017

Start: 7.00pm

Finish: 9.30pm

### PRESENT:

Councillor: N Hennessy (Chairman)

Councillors:	M Barron	Mrs M Blake
	T Blane	P Cotterill
	S Currie	J Kay
	D McKay	M Nixon
	D West	D Westley
	T Devine	G Owen
	R Pendleton	A Yates

In attendance: Mr M Orford (Director of ICT, BT Lancashire Services)  
Ms C Hall (Director of Transactional Services, BT Lancashire Services)  
Mr N Brooks (General Manager, WWT Martin Mere Wetlands Centre)

Officers: Director of Leisure and Wellbeing Services (Mr D Tilleray)  
Borough Transformation Manager and Deputy Director of Housing and Inclusion (Mr S Walsh)  
Economic Regeneration Manager (Ms P Huber)  
Partnership and Performance Officer (Ms A Grimes)  
Principal Solicitor (Mrs T Sparrow)  
Principal Overview and Scrutiny Officer (Mrs C A Jackson)

### 1 APOLOGIES

There were no apologies for absence.

### 2 MEMBERSHIP OF THE COMMITTEE

In accordance with Council Procedure Rule 4, Members noted the termination of membership of Councillors D Evans, G Hodson, Pryce-Roberts and Savage and the appointment of Councillors Yates, Devine, Owen and Pendleton respectively, for this meeting only, thereby giving effects to the wishes of the political groups.

### 3 URGENT BUSINESS, IF ANY, INTRODUCED BY THE CHAIRMAN

There were no items of urgent business.

(Note: The Chairman varied the order the items were considered. Item 10a WWT Martin Mere Wetlands Centre was dealt with following item 7 Public Speaking. The minutes follow the order as set down in the agenda.)

**4 DECLARATIONS OF INTEREST**

There were no declarations of interest.

**5 DECLARATIONS OF A PARTY WHIP**

There were no declarations of a Party Whip.

**6 MINUTES**

RESOLVED: That the Minutes of the Corporate and Environmental Overview and Scrutiny Committee meeting held on 2 March 2017 be received as a correct record and signed by the Chairman.

**7 PUBLIC SPEAKING**

There were no items under this heading.

**8 BT LANCASHIRE SERVICES ANNUAL REVIEW 2016/17**

Consideration was given to the report of the Borough Transformation Manager and Deputy Director of Housing & Inclusion as contained on pages 17 to 37 of the Book of Reports that detailed the Annual Review 2016/17 of the ICT and Revenues and Benefits Council services delivered by BT Lancashire Services as part of the partnership agreement with Lancashire County Council.

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

The meeting was attended by Mr Mark Orford (Director of ICT Services) and Ms Claire Hall (Director of Transactional Services) who provided an overview of the work that had been undertaken over the previous 12 months under the shared services agreement.

In his introduction, the Director of ICT Services referred to the financial benefits to the Council that, in 2016/17, had delivered direct savings of £56k and a combined ICT and Revenue and Benefits added Value of £645k. Mr Orford then went on to outline the support and provision of the service currently delivered. He highlighted the key achievements in the service and the projects that had been completed and briefly outlined some of the service plans, improvements and priority projects undertaken in the year.

The Director of Transactional Services provided an overview of key activity in the Revenues and Benefits service during 2016/17 highlighting details as set down in the report. Reference was made to the improvements to the service during the period and the targets that had been met or been exceeded as well as the service plans and the key challenges.

The presentation of the BT Lancashire Services Annual Report 2016/17 concluded with the challenges going forward and the planned activity for each of the Services

for 2017/18, referencing particularly the planned ServiceNow Customer Relation Management system for the Council and the 3C Logic telephony solution for the Contact Centre.

Comments and questions were raised in respect of the:

- digital agenda (automated payments) – roll-out of tablet/hand held devices;
- Feris Campaign (Fraud Error Reduction Incentive Scheme) – opportunity to opt-in;
- procurement of ICT services (challenges to the traditional delivery of the revenue service) – industry trend of “cloud” computing;
- introduction of CMR – resource implications; service provision;
- closure of Ormskirk Magistrates’ Court – impact on West Lancashire residents;
- Universal Credit (UC) (full implementation December 2017) – on-line application access; support for benefit applicants; preparation /awareness of the implementation;
- changes in revenues / benefits service – impact on personnel and the role of DWP;
- Member support – dedicated support service/ technical training.

The Directors of ICT and Transactional Services responded to questions and provided clarification on the issues raised, referring to detail as set down in their Annual Report. They also responded to queries on the on-going work related to the full introduction of the UC system by December 2017 and the Service Now initiative.

The Borough Transformation and Deputy Director of Housing and Inclusion also provided additional clarification in relation to staff retention, redeployment, the development of seconded staff and future training events for Members.

RESOLVED:       A That, the BT Lancashire Services Annual Review 2016/17, attached at Appendix A, be noted.

B That, in consultation with the Borough Transformation Manager and Deputy Director of Housing and Inclusion, BT Lancashire Services provide a report, to the January meeting of the Committee, on progress in relation to the ‘Service Now’ initiative.

9       **QUARTERLY PERFORMANCE INDICATORS Q4 2016-17**

Consideration was given to the report of the Borough Transformation Manager and Deputy Director of Housing and Inclusion which detailed performance monitoring data for the quarter ended 31 March 2017 (Q4). The report had previously been considered by Cabinet at its meeting on 13 June 2017.

The Performance and Partnership Officer attended the meeting introduced the item and referred to detail as set down in the report. Members noted, following feedback

at a previous meeting, that the introduction of Actions from Previous Performance Plans (Appendix C) was now included.

The Principal Solicitor (TS) also provided additional feedback in relation to PI TS13 (% LA properties with Landlord Gas Safety Record (LGSR) outstanding, reporting that the 0.00% target had now been met and that all eligible properties were now certified.

Thanks was extended to all Officers involved in this achievement.

RESOLVED: That the Council's performance against the indicators set for the quarter ended 31 March 2017 be noted.

10 **WEST LANCASHIRE TOURISM - THE VISITOR ECONOMY (WORK PROGRAMME 2016/17)**

Consideration was given to the following three items:

**THE VISITOR ECONOMY IN WEST LANCASHIRE – UPDATE**

The Economic Regeneration Manager provided an update in relation to promotion of West Lancashire on the Visit Liverpool and Visit Southport web-site.

It was reported that a listing on the Visit Liverpool website and a presence in the Visitor Guide costs £3,500. Other promotional sites websites were referred to but it was felt that the joining of the Visit Liverpool website was worth pursuing.

11 **WWT MARTIN MERE WETLANDS CENTRE**

Consideration was given to the presentation by Nick Brooks, General Manager of the Wildfowl and Wetlands Trust (WWT) Martin Mere Wetlands Centre, Burscough on recent projects and upcoming initiatives. The presentation was supported by a series of slides as contained on pages 107 to 121 of the Book of Reports.

The presentation opened with an explanation of the year round family-friendly visitor attraction and its contribution to the local economy. Mr Brooks reported that over 200,000 people visited Martin Mere each year and the facility provided employment for 65 people.

Information presented included reference to the wildlife viewing opportunities that brought to Martin Mere a wide range of visitors each year to see the variety of birds that migrate to or inhabit the site.

The General Manager referred to the income generated on-site at Martin Mere where a visitor averaged spending £4 per visit and contributed to the visitor economy in West Lancashire and the wider north west, through travel and overnight stays, estimated to generate £70 per visitor.

Members considered some of the projects and initiatives that were being pursued at



Martin Mere. These included:

- A focus on the Whooper Swan, 3,000 of which migrate from Iceland each winter, to Martin Mere. It was stated that this event attracted many visitors and Mr Brooks went on to explain that, in consultation with Burscough Parish Council, they were looking at opportunities to promote the Whooper swan as the possible “symbol of Burscough.”
- Town twinning and educational links – developing closer links with Akureyn, Iceland.
- Linking up with the Yew Tree Farm development – creation of filtration “reed beds” that are known to attract such rare species of birds as the Bearded Tit and Marsh Harriers. It was understood that the proposed reed beds site would be the second biggest in England.
- Cycle Routes – to link Martin Mere with Burscough and the wider rural landscape of West Lancashire.

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

- Excavation of the “reed beds” – investment costs.
- Facilities to encourage visitors to stay overnight or visit other parts of West Lancashire – advertising events to and through Martin Mere; targeting rail, cruise and coach companies; availability of accommodation in and around the Borough.
- Linking visits to two or more tourist sites in West Lancashire.
- Opportunities to attract specialist visitors to Martin Mere – promotion of the rarer migratory birds and habitat; events in the migration period.
- Exploitation of tourist opportunities at Martin Mere – what’s on in West Lancashire
- Involvement of local schools – artwork; special environmental events.

Mr Brooks contributed to the discussion and provided clarification on the points raised in relation to his presentation.

As a result of the discussion and presentation it was concluded that initiatives that could enhance the visitor experience at Martin Mere and provide a benefit to the wider visitor economy of West Lancashire be supported.

**RESOLVED:** That the General Manager of WWT Martin Mere Wetlands Centre be thanked for his attendance and presentation and contribution to the Committee’s review ‘West Lancashire Tourism – The Visitor Economy’.

**12 WEST LANCASHIRE TOURISM - THE VISITOR ECONOMY - DRAFT FINAL  
REPORT OF THE CORPORATE AND ENVIRONMENTAL OVERVIEW &  
SCRUTINY COMMITTEE**

Consideration was given to the draft final report of the Committee, attached as Appendix A, on the findings of the review ‘West Lancashire Tourism – The Visitor

Economy’.

Members discussed the report, its findings and the recommendations within it. It was noted that amendments in relation to the presentation from the General Manager WWT Martin Mere and additional information presented by the Economy Regeneration Manager would be included in the final report prior to submission to Cabinet.

In considering visitor accommodation within the Borough, Members felt, in order to promote tourism effectively, that the focus of the visitor economy should be shared across the wider functions of the Council.

As a result of the discussion it was concluded that the recommendations be amended to include reference to the following, at

(1)(iv) “draw on the experiences of Visit Southport and Visit Liverpool *to include joining Visit Liverpool to provide something similar for West Lancashire*”.

(1)(v) “continue to work with businesses and organisations within West Lancashire to promote projects and initiatives that benefit the local economy . . . *including bringing forward accommodation projects and increasing advertisement of accommodation.*”

(1)(vi) “seek to further improve the promotion of West Lancashire and the importance of . . .

*(h) WWT Martin Mere, Burscough and its links with the community, local schools and Parish Council through initiatives, projects and future development of the visitor attraction.*

In relation to actions on the recommendations it was noted that these would come back for consideration at the meeting of the Committee in March 2018.

RESOLVED: That the draft final report and recommendations therein be approved, subject to amendment as noted, be submitted to Cabinet on 12 September 2017 and Council on 16 October 2017, if appropriate.

13 **PROCEDURE FOR THE PUBLIC AND APPLICANTS WHO WISH TO SPEAK AT THE PLANNING COMMITTEE ON PLANNING APPLICATIONS THAT MIGHT AFFECT THEM**

Consideration was given to the report of the Borough Solicitor on the ‘Procedure for the Public and Applicants who wish to speak at the Planning Committee on Planning Applications that might affect them’ as contained on pages 97 to 106 of the Book of Reports, that sought the views of the Committee on the revised protocol. The revised protocol had previously been considered by the Planning Committee and the Public Involvement in Meetings Working Group.

In discussion questions and comments were raised in relation to the following:

- Time allocated to speakers – advantages / disadvantages of increasing or removing the time limit.
- Practical support for public speakers prior to the Planning meeting.
- Retention of the perceived flexibility and discretion of the Chairman in relation to the protocol.

The Chairman of the Public Involvement in Meetings Working Group who attended the meeting provided further clarification in relation to the views of the Working Group in their consideration of the Procedure.

The Principal Overview and Scrutiny Officer also provided clarification on the administrative processes and support provided, particularly in the lead up to the Planning Committee meetings.

**RESOLVED:** As a consequence of the discussion on this item it was agreed that the comments to Council be:

1. That the success of the current planning committee public speaking procedure be noted.
2. That, in relation to paragraph 3 of the Procedure that the wording “the Clerk of a Parish Council” be retained.
3. That the practice of the Chairman using his discretion in respect of speaking at the Planning Committee be supported.

(Note: Councillor Cotterill requested that his vote against comment 1 above be recorded.)

**14 MINUTES OF THE MEMBER DEVELOPMENT COMMISSION**

Consideration was given to the Minutes of the Member Development Commission held on 16 March 2017 as contained on pages 79 to 81 of the Book of Reports.

**RESOLVED:** That the Minutes of the Member Development Commission meeting held on 16 March 2017 be noted.

**15 WORK PROGRAMME 2017/18**

Consideration was given to the report of the Borough Solicitor as contained on pages 83 to 93 of the Book of Reports that gave details on actions to be taken in relation to the future work programme of the Committee.

**RESOLVED:** A That the timetable attached at Appendix ‘A’ for establishing the Work Programme for the Corporate and Environmental Overview and Scrutiny Committee 2017/18 be agreed.

B That arrangements be put in place to request items for the Work

Programme for 2017/18 from Members, the Corporate Management Team (CMT), by inviting members of the public to submit topics via a press release and by the inclusion of an article on the Council's web-site.

- C That all potential topics received by the deadline be published on the Council's web site.
- D That following the deadline for receipt of potential topics the Lead Officer, in consultation with the Chairman, Vice-Chairman and Conservative Spokesperson be requested to score each of the topics using the agreed selection criteria set out at Appendix B.
- E That a report on the Work Programme for 2017/18 together with the results of the scoring exercise, be considered at the next meeting of the Corporate and Environmental Overview and Scrutiny Committee and the Committee select one topic for Review.

**16 WORK PROGRAMME - NEXT MEETING**

Consideration was given to items on the work programme due to the considered at the next meeting of the Committee scheduled to be held on 12 October 2017.

RESOLVED: That the work programme for the next meeting, scheduled to take place on 12 October 2017, be noted.

**17 MEMBERS' ITEMS/COUNCILLOR CALL FOR ACTION (CCFA)**

There were no items under this heading.

**18 ITEMS FROM THE MEMBERS UPDATE**

There were no items under this heading.

.....  
**Chairman**

## **PUBLIC SPEAKING – PROTOCOL**

### **(For meetings of Cabinet, Overview & Scrutiny Committees, Audit & Governance Committee and Standards Committee)**

#### **1.0 Public Speaking**

- 1.1 Residents of West Lancashire may, on giving notice, address any of the above meetings to make representations on any item on the agenda for those meetings, except where the public and press are to be excluded from the meeting during consideration of the item.
- 1.2 The form attached as an Appendix to this Protocol should be used for submitting requests.

#### **2.0 Deadline for submission**

- 2.1 The prescribed form should be received by Member Services by 10.00 am on the Friday of the week preceding the meeting. This can be submitted by e-mail to [member.services@westlancs.gov.uk](mailto:member.services@westlancs.gov.uk) or by sending to:

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

- 2.2 Completed forms will be collated by Member Services and circulated via e-mail to relevant Members and officers and published on the Council website via Modgov. Only the name of the resident and details of the issue to be raised will be published.
- 2.3 Groups of persons with similar views should elect a spokesperson to speak on their behalf to avoid undue repetition of similar points. Spokespersons should identify in writing on whose behalf they are speaking.

#### **3.0 Scope**

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

#### **4.0 Number of items**

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

#### **5.0 At the Meeting**

- 5.1 Speakers will be shown to their seats. At the commencement of consideration of each agenda item the Leader/Chairman will invite members of the public to make their representations. Residents will have up to 3 minutes to address the meeting. The address must reflect the issue included on the prescribed form submitted in advance.
- 5.2 Members may discuss what the speaker has said along with all other information, when all public speakers on that item have finished and will then make a decision. Speakers should not circulate any supporting documentation at the meeting and should not enter into a debate with Councillors.
- 5.4 If residents feel nervous or uncomfortable speaking in public, then they can ask someone else to do it for them. They can also bring an interpreter if they need one. They should be aware there may be others speaking as well.
- 5.5 Speakers may leave the meeting at any time, taking care not to disturb the meeting.

(Please see attached form.)



## REQUEST FOR PUBLIC SPEAKING AT MEETINGS

**MEETING & DATE** .....

**NAME** .....

**ADDRESS** .....

.....

Post Code .....

**PHONE** .....

**Email** .....

Please indicate if you will be in attendance at the meeting

<p><b>YES/NO*</b></p> <p>*delete as applicable</p>
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Note: This page will not be published.

(P.T.O.)





# Equality Impact Assessment Form



<b>Directorate: Legal and Democratic Services</b>		<b>Service: Member Services</b>	
<b>Completed by: Sue Griffiths</b>		<b>Date: 4 October 2017</b>	
<b>Subject Title: Public Involvement in Meetings</b>			
<b>1. DESCRIPTION</b>			
Is a policy or strategy being produced or revised:	Yes		
Is a service being designed, redesigned or cutback:	Yes		
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:	Yes		
Are recommendations being presented to senior managers and/or Councillors:	Yes		
Does the activity contribute to meeting our duties under the Equality Act 2010 and Public Sector Equality Duty ( <b>Eliminating unlawful discrimination/harassment, advancing equality of opportunity, fostering good relations</b> ):	No		
Details of the matter under consideration:	To review the current arrangements for public involvement in meetings		
<p><i>If you answered <b>Yes</b> to any of the above <b>go straight to Section 3</b></i>  <i>If you answered <b>No</b> to all the above <b>please complete Section 2</b></i></p>			
<b>2. RELEVANCE</b>			
Does the work being carried out impact on service users, staff or Councillors (stakeholders):			
If <b>Yes</b> , provide details of how this impacts on service users, staff or Councillors (stakeholders): <i>If you answered <b>Yes</b> go to <b>Section 3</b></i>			
If you answered <b>No</b> 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>			
<b>3. EVIDENCE COLLECTION</b>			
Who does the work being carried out impact on, i.e. who is/are the stakeholder(s)?	Members of the Public		
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	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
<b>4. DATA ANALYSIS</b>	
In relation to the work being carried out, and the service/function in question, who is actually or currently using the service and why?	Members of the public
What will the impact of the work being carried out be on usage/the stakeholders?	Possible revisions to the current arrangements to encourage increased public participation
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?	The revision to current arrangements have been made following feedback and consultation with the Public Involvement at Meetings Working Group.
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?	n/a
If any further data/consultation is needed and is to be gathered, please specify:	The Corporate & Environmental Overview & Scrutiny Committee will review the arrangements annually.
<b>5. IMPACT OF DECISIONS</b>	
In what way will the changes impact on people with particular protected characteristics (either positively or negatively or in terms of disproportionate impact)?	None.
<b>6. CONSIDERING THE IMPACT</b>	
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.).	None
What actions do you plan to take to address any other issues above?	None
<b>7. MONITORING AND REVIEWING</b>	
When will this assessment be reviewed and who will review it?	12 months from the Decision of Council by the Corporate & Environmental Overview & Scrutiny Committee.



**CABINET: 12 SEPTEMBER 2017**

**CORPORATE AND  
ENVIRONMENTAL OVERVIEW AND  
SCRUTINY COMMITTEE:  
12 OCTOBER 2017**

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

**Relevant Portfolio Holder: Councillor I Moran**

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

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**SUBJECT: QUARTERLY PERFORMANCE INDICATORS (Q1 2017/18)**

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Wards affected: Borough wide

## **1.0 PURPOSE OF THE REPORT**

1.1 To present performance monitoring data for the quarter ended 30 June 2017.

## **2.0 RECOMMENDATIONS TO CABINET**

2.1 That the Council's performance against the indicator set for the quarter ended 30 June 2017 be noted.

2.2 That the call-in procedure is not appropriate for this item as the report will be submitted to the meeting of the Corporate & Environmental Overview & Scrutiny Committee on 12 October 2017.

## **3.0 RECOMMENDATIONS TO CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE**

3.1 That the Council's performance against the indicator set for the quarter ended 30 June 2017 be noted.

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## **4.0 CURRENT POSITION**

- 4.1 Members are referred to Appendix A of this report detailing the quarterly performance data for key performance indicators. The performance information aims to help demonstrate performance against the corporate priorities as well as providing some service-specific information.
- 4.2 31 data items are reported quarterly, two of these are data only. Of the 29 PIs with targets reported:
- 18 indicators met or exceeded target
  - 2 indicators narrowly missed target; 7 were 5% or more off target
  - 2 indicators do not have data reported for Q1 (NI195a and NI195b)

As a general comparison, Q1 performance in 2016/17 gave 21 (from 30) performance indicators on or above target.

- 4.3 Performance plans prepared by service managers are already in place for those indicators where performance falls short of the target by 5% or more for this quarter, if such plans are able to influence outturn and will be relevant for future monitoring purposes.
- 4.4 These plans provide the narrative behind the outturn and are provided in Appendix B1-B5. Where performance is below target for consecutive quarters, plans are revised only as required, as it is reasonable to assume that some remedial actions will take time to make an impact. Progress on actions from previous Performance Plans are provided in Appendix C.
- 4.5 For those PIs that have flagged up as 'amber' (indicated as a triangle), an assessment has been made at head of service level based on the reasons for the underperformance and balancing the benefits of implementing an performance plan versus resource implications. This is indicated in the table.
- 4.6 Performance against the full corporate suite of indicators 2017/18 will be reported within the Council Plan Annual Report. This suite of indicators and targets was agreed by Cabinet in March 2017.

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

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

## **6.0 FINANCIAL AND RESOURCE IMPLICATIONS**

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

## **7.0 RISK ASSESSMENT**

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

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### **Background Documents**

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

### **Equality Impact Assessment**

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

### **Appendices**

Appendix A: Quarterly Performance Indicators for Q1 April-June 2017/18

Appendix B1: HS1 % Housing Repairs Completed in Timescale

Appendix B2: WL90 % of Contact Centre calls answered & WL108 Average answered waiting time for callers to the contact centre

Appendix B3: NI191 Residual household waste per household

Appendix B4: NI192 Percentage of household waste sent for reuse, recycling and composting

Appendix B5: WL01 No. residual bins missed per 100,000 collections

Appendix C: Actions from Previous Performance Plans

Appendix D: Minute of Cabinet held on 12 September 2017 (Corporate & Environmental Overview and Scrutiny Committee only) – to follow



# APPENDIX A: QUARTERLY PERFORMANCE INDICATORS







Icon key		
PI Status		Performance against same quarter previous year
	OK (within 0.01%) or exceeded	18
	Warning (within 5%)	2
	Alert (by 5% or more)	7
	Data only	2
N/A	Data not collected for quarter	2
	Awaiting data	0
Total number of indicators/data items		31







	Improved	9
	Worse	14
	No change	6
/	Comparison not available	2
	Awaiting data	0

## Shared Services <sup>1</sup>

Page 47 Code & Short Name	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Current Target	Comments	Q1 17/18 vs Q1 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
ICT1 Severe Business Disruption (Priority 1)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%			
ICT2 Minor Business Disruption (P3)	99.0%	99.0%	98.0%	98.0%	98.0%	97.0%	98.0%	98.0%	98.0%	97.0%			
ICT3 Major Business Disruption (P2)	100.0%	100.0%	89.0%	92.0%	100.0%	92.0%	94.0%	96.0%	100.0%	98.0%			
ICT4 Minor Disruption (P4)	99.0%	99.0%	97.0%	98.0%	99.0%	99.0%	99.0% <sup>1</sup>	99.0%	98.0%	98.0%			
B1 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	8.89	8.07	8.00	7.02	7.22	7.24	8.10	6.41	6.87	12.00			
B2 Overpayment Recovery of Housing Benefit overpayments (payments received)	£67,408	£149,382	£207,159	£276,577	£79,368	£157,338	£226,000	£311,409	£69,860	£44,147			
R1 % of Council Tax collected	29.64%	56.69%	84.37%	97.02%	29.38%	56.67%	84.38%	96.74%	29.30%	29.09%			









PI Code & Short Name	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Current Target	Comments	Q1 17/18 vs Q1 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
R2 % council tax previous years arrears collected	8.97%	25.31%	32.64%	37.31%	9.98%	17.3%	22.54%	26.82%	7.13%	5.00%			
R3 % of Non-domestic Rates Collected	28.09%	54.83%	80.41%	98.32%	29.27%	56.87%	82.98%	97.72%	29.18%	27.76%			
R4 % Sundry Debtors % of revenue collected against debt raised	72%	83.67%	88.84%	95.00%	66.42%	72.43%	80.87%	95.06%	39.49%	45.75%	Performance was significantly impacted by a single invoice raised in June for £1.1m. This created a 50% increase in the total debt raised for the year. Since the invoice was raised towards the end of the period being monitored, despite prompt payment, this will only be reflected in the percentage collected figure for Q2. This is an annual SLA and will not affect progress to annual outturn. Given the reason for underperformance, a performance plan would not influence future outturn or assist with future monitoring.		

Development & Regeneration Services

PI Code & Short Name	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Current Target	Comments	Q1 17/18 vs Q1 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 157a Processing of planning applications: Major applications	100%	100%	100%	81.82%	100%	92.31%	71.43%	83.33%	100%	65.00%			
NI 157b Processing of planning applications: Minor applications	72.22%	66.15%	67.14%	62.26%	70.97%	91.67%	96.49%	94.67%	76.56%	75.00%			
NI 157c Processing of planning applications: Other applications	85.03%	83.33%	81.82%	80.00%	85.95%	96.64%	92.68%	89.52%	87.31%	85.00%			



Housing & Inclusion Services

PI Code & Short Name	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Current Target	Comments	Q1 17/18 vs Q1 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
HS1 % Housing repairs completed in timescale	97.04%	96.11%	97.02%	95.38%	94.93%	97.42%	98.13%	98.40%	95.88%	97.00%	Contractor performance has been reviewed. Performance plan attached at Appendix B1		
HS13 % LA properties with Landlord Gas Safety Record outstanding	0.05%	0.01%	0.08%	0.13%	0.13%	0.22%	0.07%	0.19%	0.16%	0%	Target based on legal requirement for all eligible properties to have certificate.  Reported performance is an average from months in the period. As at the end of June, there were two properties with outstanding certificates which have been dealt with.  Performance Plan in progress. See Appendix C.		
TS1 Rent Collected as a % of rent owed (excluding arrears b/f)	102.3	100.12	99.74	99.81	102.3	99.96	99.96	99.09	102.46	99.00	The positive performance is a significant achievement as tenants move to receiving help with housing costs through Universal Credit rather than housing benefit.  The first two weeks of the year are rent non-collection weeks, and so no rent debit is raised. We continue to take payments at this time from those in arrears and so any monies received during this time help to reduce the arrears position, allowing above 100% collection to be achieved.		
TS11% of rent loss through dwellings being vacant	1.7%	1.56%	1.66%	1.74%	1.76%	1.79%	1.8%	1.79%	1.84%	2.00%	New for 2017/18.  Outturn reflects the amount of rent and service charge lost due to vacant properties, as a percentage of the total potential rent roll. Target reflects HRA business plan.		

**Transformation & Support Services**



PI Code & Short Name	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Current Target	Comments	Q1 17/18 vs Q1 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
BV8% invoices paid on time	99.06%	98.65%	99.28%	98.36%	98.54%	98.33%	98.65%	98.37%	99.11%	98.75%	Data relates to 9,286 invoices		
WL19bii Direct dial calls answered within 10 seconds	81.34%	80.79%	82.35%	81.00%	80.15%	79.95%	82.41%	82.69%	81.39%	82.21%	Figures related to 54,213 calls received Head of Service's amber assessment: performance plan not required.		
WL90 % of Contact Centre calls answered	90.6%	93.8%	92.4%	91.1%	92.2%	94.6%	93.7%	91.9%	80.1%	91.0%	The successful launch of the garden waste collection service resulted in a large increase in call volumes which had a direct impact on call handling performance. Performance plan attached at Appendix B2		
WL108 Average answered waiting time for callers to the contact centre (seconds)	43.00	23.00	37.00	60.00	64.00	47.00	58.00	69.00	163.00	60.00	The successful launch of the garden waste collection service resulted in a large increase in call volumes which had a direct impact on call handling performance. Performance plan attached at Appendix B2		

**Leisure & Wellbeing Services**











PI Code & Short Name	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Current Target	Comments	Q1 17/18 vs Q1 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL08a Number of Crime Incidents	1,120	1,169	1,271	1,205	1,359	1,224	1,388	1,199	1,432				
WL_18 Use of leisure and cultural facilities (swims and visits)	314,915	303,157	215,442	331,443	307,707	311,904	245,996	348,199	318,045				

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## Finance and HR Services

PI Code & Short Name	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Current Target	Comments	Q1 17/18 vs Q1 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL_121 Working Days Lost Due to Sickness Absence <sup>3</sup>	9.63	10.43	10.47	9.64	8.89	7.61	7.40	7.44	6.92	8.08			

## Street Scene Services

PI Code & Short Name	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Current Target	Comments	Q1 17/18 vs Q1 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 191 Residual household waste per household (Kg) <sup>4</sup>	117.6	122.66	124.96	138.46	128.7 <sup>5</sup>	121	125.32	126.71 <sup>6</sup>	130.26	125	For 2017/18, data reported for the quarter refers to the outturn validated during the quarter. Data shown has been re-stated to reflect this change. Performance Plan attached at Appendix B3		
NI 192 Percentage of household waste sent for reuse, recycling and composting <sup>4</sup>	41.08%	51.08%	51.37%	41.81%	42.05% <sup>7</sup>	54.16%	51.41%	43.42% <sup>8</sup>	40.93%	50.00%	As above Performance Plan attached at Appendix B4		
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	N/A	1.17%	1.17%	2.00%	N/A	1.33%	1.11%	0.00% <sup>9</sup>	N/A	1.61%	Survey carried out three times each year. No data for Q1.	/	N/A
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	N/A	3.41%	5.97%	5.47%	N/A	3.24%	2.96%	2.05% <sup>9</sup>	N/A	5.00%	Survey carried out three times each year. No data for Q1.	/	N/A
WL01 No. residual bins missed per 100,000 collections	81.12	93.34	87.42	97.41	73.06	75.87	78.68	79.62	91.48	80.00	Performance Plan attached at Appendix B5		
WL06 Average time taken to remove fly tips (days)	1.07	1.05	1.06	1.08	1.03 <sup>9</sup>	1.05 <sup>9</sup>	1.03	1.03	1.03	1.09			
WL122 % Vehicle Operator Licence	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			

PI Code & Short Name	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Current Target	Comments	Q1 17/18 vs Q1 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
Inspections Carried Out within 6 Weeks													

<sup>1</sup> Managed through LCC/BTLS contract. Contractual targets are annual. Quarter targets are provided as a gauge for performance only. ICT data and RBS data reflect progress to year end. ICT 4 Q4 2016/17 data previously reported as 100% (which was December 2016 performance) rather than year to date 99%

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

<sup>3</sup> WL\_121: From 2016/17, quarter data shows a rolling 12 month outturn against the annual target rather than 'within quarter' performance. Outturns of previous quarters re-stated to show this.

<sup>4</sup> NI191-192: Data is provided to WLBC with a time lag due to time involved to confirm final figures. The data provided therefore reflects an outturn verified within the quarter rather than an outturn produced within the quarter.

<sup>5</sup> NI191: Data restated from the originally published 131.82; <sup>6</sup> Data restated from the originally published 121.6. NB these outturns and time periods have been adjusted from those originally published in line with the revised reporting arrangements.

<sup>7</sup> NI192: Data restated from originally published 40.61; <sup>8</sup> Data restated from originally published 44.43. NB these outturns and time periods have now been adjusted from those originally published in line with the revised reporting arrangements.

<sup>9</sup> NI195a - previously reported as 0.65%; NI195b - previously reported as 2.19%

<sup>10</sup> WL106: Data restated from originally published Q1 1.07, Q2 1.01 2016/17.

Following the annual review of PIs, the following changes to QPIs were approved by Cabinet in March 2017 for 2017/18: *B2: Overpayment Recovery of Housing Benefit overpayments (payments received)* – annual target changed from £170K to £195K. Quarter profile changed to reflect this ; *NI191: Residual household waste per household* and *NI192: Percentage of household waste sent for reuse, recycling and composting* - Quarter reporting period amended. There is a significant lag in reporting data for each quarter due to the external reporting and validating process. This has frequently meant that there is no quarterly data reportable for these PIs within the relevant quarter report. To allow quarterly figures to be monitored, data validated during the period being monitored will now be reported, and this will refer to outturn of the previous quarter; *TS1: Rent Collected as a % of rent owed (excluding arrears b/f)* - target changed from 97% to 99%; *TS24a: Average time taken to re-let local authority housing (General Needs)* and *TS24b: Average time taken to re-let local authority housing (Supported Needs)*. These PIs have been replaced by *TS11: % of rent loss through dwellings being vacant*, which identifies how much money is being lost through delays in turnaround of properties for letting; *WL108: Average answered waiting time for callers to the contact centre* - target decreased from 50 to 60 seconds to reflect end of year outturn. Since this PI was introduced the contact centre service has developed to provide greatly increased call resolution at first point of contact which has resulted in call duration being longer. Whilst maintaining an efficient contact centre remains integral to our customer service, the resourcing of this needs to be balanced with the promotion of other access routes for services via the Council's Digital by Preference initiative and the drive for channel shift. To support this approach, the annual target will therefore reflect annual outturn.

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

<b>PERFORMANCE PLAN</b>	
<b>Indicator</b>	HS1 % Housing Repairs Completed in timescale
<b>Reason(s) for not meeting target</b> The figure is a combined total of the three day-to-day maintenance contractors. Analysis of Q1 shows overall performance of two contractors to be above target. One contractor has been significantly below target for this period reducing the overall performance figure to below target.	
<b>Additional Commentary</b>  Q1 performance is 95.88% against a target of 97%. A performance plan provides further detail and actions to improve this key service for our tenants.	
<b>Proposed Actions</b> <ul style="list-style-type: none"> <li>• Supply contractors a list of jobs completed after target. Review individual orders with contractors to identify late reasons Identify any trends Implement actions based on findings at contract meeting to be held on 6/9/2017</li> <li>• Develop an “approaching target date report”</li> <li>• Monitor works approaching target date</li> <li>• Encourage sharing of good practice between contractors.</li> <li>• Ensure target dates are updated as necessary following variations.</li> </ul> <p>These tasks are anticipated to show an impact on performance from October (Q3).</p>	
<b>Resource Implications</b>  N/A	
<b>Priority</b>  High	
<b>Future Targets</b>  No change	
<b>Action Plan</b>	
Tasks to be undertaken	Completion Date
Contractor meeting	06/09/17
Develop report	29/09/17

<b>PERFORMANCE PLAN</b>	
<b>Indicator</b>	WL108 Average answered waiting time for callers to the contact centre WL90 % of Contact Centre calls answered
<b>Reason(s) for not meeting target</b>	
<p>The successful launch of the Garden Waste Collection service resulted in increased call volumes; i.e.an additional 8,771 in the first quarter compared to the same quarter in 2016/17. In addition we have actively promoted channel shift via the Contact Centre's Interactive Voice Response (IVR), which encouraged residents to sign up online, rather than wait to speak to an advisor, although this then counts as an abandoned call, thus negatively impacting upon this performance indicator. However, this strategy has vastly improved online transactions, which contributes to the Council's digital agenda. To date 71% of subscriptions have been completed online compared to 29% by phone and this is the first time that online transactions have exceed phone/face to face transactions for the same service.</p>	
<b>Proposed Actions</b>	
<ul style="list-style-type: none"> <li>• Consideration to be given to opening up online subscriptions earlier than phone subscriptions for 2018/19 to minimise the impact on call handling during the first quarter.</li> <li>• Direct promotion of online subscriptions to residents that have subscribed this year, ahead of the new subscription year to encourage them to sign up online.</li> </ul> <p>Whilst the Customer Services team will continue to focus on call handling performance, it is unlikely that performance targets will be achieved for the year due to the sheer volume of calls received in the first quarter. Time will be devoted during the course of the year to address the continued relevance of performance targets in this area due to the promotion of the digital agenda and channel shift as a corporate priority.</p>	
<b>Resource Implications</b>	
It is likely that some temporary additional staff resources will be needed to handle the increase in call volumes for a small period each year.	
<b>Priority</b>	
High	
<b>Future Targets</b>	
Consistently high call answering rates and low wait times actively encourages customers to contact the Council by phone which reduces the need for them to self-serve. In order to meet the Council's digital agenda, consideration needs to be given to call handling targets.	
<b>Action Plan</b>	
<b>Tasks to be undertaken</b>	<b>Completion Date</b>
Continue discussions with the project/implementation team to plan subscriptions for year 2.	January 2018
Use data gathered from the initial subscriptions to target all current subscribers with information about year 2 and to actively encourage them to subscribe online.	March 2018

<b>PERFORMANCE PLAN</b>	
<b>Indicator</b>	NI 191 Residual household Waste per Household
<p><b>Reason(s) for not meeting target</b></p> <p>The indicator is the number of kilograms of residual waste collected per household within the borough. The definition of household waste includes domestic waste (grey bin), green collections, street sweeping, litterbins, clinical waste and “bulky waste”</p> <p>The reasons for the increase in waste being collected are varied and can be difficult to specify. Lancashire County Council have reported that there has been an increase in residual waste being presented for disposal across the county.</p>	
<p><b>Additional Commentary</b></p> <p>The indicator is also influenced by the amount of material delivered into the transfer station from other service areas within the Council.</p> <p><b>Proposed Actions</b></p> <p>Continue to monitor the weight figures and use the data capture from specific areas to attempt to identify trends. Thereafter develop a medium term improvement plan.</p>	
<p><b>Resource Implications</b></p> <p>None requiring action.</p>	
<p><b>Priority</b> Medium</p>	
<p><b>Future Targets</b></p> <p>No change at this stage.</p>	
<b>Action Plan</b>	
<b>Tasks to be undertaken</b>	<b>Completion Date</b>
Monthly performance monitoring	Ongoing

<b>PERFORMANCE PLAN</b>	
<b>Indicator</b>	NI 192 Percentage of Household Waste sent for reuse, recycling and composting.
<b>Reason(s) for not meeting target</b>	
<p>Since the introduction of the garden waste subscription service there has been a significant reduction in green tonnage collected (623.42T).</p> <p>Residual waste from the Borough is no longer being reprocessed at the material recycling facility at Farington, it is being sent to landfill. Therefore a loss in recycling tonnage is being experienced.</p> <p>Removal of bring sites and loss of some material that did not transfer to kerbside collection.</p>	
<b>Additional Commentary</b>	
<p><b>Proposed Actions</b> Increase participation through publicising/promoting the garden waste collection service.</p> <p>These actions will have an impact at the start of the new subscription season - first quarter in 2018/19</p>	
<b>Resource Implications</b>	
Support from Communications team for the publicity plan.	
<b>Priority</b>	
Medium	
<b>Future Targets</b>	
No change at this stage.	
<b>Action Plan</b>	
<b>Tasks to be undertaken</b>	<b>Completion Date</b>
Publicity plan	April 2018



<b>PERFORMANCE PLAN</b>	
<b>Indicator</b>	WL01: Missed Bins per 100,000 Collections
<b>Reason(s) for not meeting target</b>	
<p>The target has not been achieved for Q1 2017/18 for a number of reasons including human error, vehicle availability, use of agency workers, restrictions on working hours and access issues.</p> <p>During this quarter there had been an increase in the use of agency staff. The loss of regular staff impacts on “local knowledge” in the collection areas.</p>	
<b>Additional Commentary</b>	
<b>Proposed Actions</b>	
<p>The current performance is 11 missed collections per 100,000 properties above the yearly target of 80 missed collections per 100,000 properties.</p> <p>The introduction of the in-cab communication system will assist drivers that are unfamiliar with a collection round. The system will provide the driver with the opportunity to refer to a specific collection round and therefore reduce the opportunity for missed collections.</p> <p>Additional vehicle provided to support two largest rounds.</p> <p>Improvements should start to be realised in Q3 2017/18</p>	
<b>Resource Implications – Hire of vehicle and crew</b>	
<b>Priority</b> Medium	
<b>Future Targets</b>	
No change to current target for 80 missed collections per 100,000 properties at this stage.	
<b>Action Plan</b>	
<b>Tasks to be undertaken</b>	<b>Completion Date</b>
Continue to monitor performance	Ongoing
Review performance indicator	March 2018
Review classification of missed bins	March 2018

**ACTIONS FROM PREVIOUS PERFORMANCE PLANS**

**APPENDIX C**

Indicator	Task created following Q	Tasks to be undertaken	Completion Date	Progress	Comment/Impact
HS13 % LA properties with Landlord Gas Safety Certificate outstanding  Page 158	Q316/17	Form a working group. Involving Legal, Property Services, Housing Operations and the councils heating contractor.	March 2017	Complete. Tasks assigned for next meeting.	Performance for Q1 remains under target. Actions should impact on performance once recommendations are implemented.
		Review current processes with the group	May 2017	Meeting delayed due to availability and high workload of Maintenance Team. Rescheduled for July.  Subsequent milestone dates will then be reviewed.	
		Review best practice from other organisations with the group.	June 2017		
		Make recommendations for changes to the process.	July 2017		
		Implement Changes.	Sept 2017		
WL108 Average answered waiting time for callers to the contact centre	Q316/17	Recruitment to vacant posts	Jan 2017	Complete	Appointments were made in January. Maintaining an efficient contact centre remains integral to our customer service. The resourcing of this needs to be balanced with the promotion of channel shift. Performance for Q1 remains under target and a refreshed performance plan is attached at Appendix B1.
TS24b Average time taken to re-let local authority housing SUPPORTED NEEDS	Q316/17	Hall Green Redevelopment Appraisal of sheltered bedsit accommodation	Ongoing June 2017	In progress Queens Court Options Appraisal document to be	The re-let QPIs have been replaced for 2017/18 with <i>TS11% of rent loss through dwellings being vacant</i>

				completed by August 2017	
		Promotion of the scheme through local agencies, partners and directly to applicants	July 2017	Complete. Promotion activity will continue.	
		Continue a programme of open days at low demand schemes	Sept 2017	Complete. Promotion activity will continue.	
		Investigate options for reducing age limit from 60 to 55 years for selected Category 1 accommodation.	June 2017	Proposal for reducing age limits to go to Cabinet in November 2017.	
R1 % of Council Tax collected	Q4 16/17	An updated Recovery Strategy for 2017/18	March 2017	Complete	Q1 outturn is on target.
		Relevant court dates scheduled with the Magistrates Court Service	March 2017	Complete	

There were no performance plans relating to the Q2 report 2016/17.

Performance plans often include actions which, by the time of publication, have already been completed and/or become part of the day to day operations of a service. The above table details those actions from Performance Plans in previous quarters that contained a future implementation date.





**CORPORATE AND  
ENVIRONMENTAL OVERVIEW &  
SCRUTINY COMMITTEE:  
12 OCTOBER 2017**

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**Report of: Borough Solicitor**

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

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**SUBJECT: REVIEW TOPIC FOR 2017/18 AND CONFIRMATION OF WORK  
PROGRAMME**

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Wards affected: Borough wide.

## **1.0 PURPOSE OF THE REPORT**

1.1 To select the topic for review in 2017/18 following the outcome of the scoring exercise.

## **2.0 RECOMMENDATIONS**

2.1 That the results of the scoring exercise (Appendix A) be noted and the recommendations therein be actioned and endorsed.

2.2 That the topic selected for review in the 2017/18 Work Programme of the Committee be:

‘Community Involvement in Service Delivery’

2.3 That a presentation on the selected topic be provided and a draft Project Plan for the review be prepared.

2.4 That the Work Programme for the Corporate and Environmental Overview and Scrutiny Committee as set out below, subject to any amendments agreed by the Committee, be confirmed and included on the Council’s web site.

### **‘Corporate and Environmental Overview and Scrutiny Committee**

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

The Committee considers, as part of its routine work:

- Items referred from "Members Update" at the request of a Member

- Members items/Councillor Call for Action (CCfA)
- Performance management
- Acts as the Council's Crime and Disorder Committee
- Recommendations from previously conducted reviews

The Member Development Commission will continue its work during 2017/18 as will the 'Public Involvement at Meetings Working Group'.

- 2.5 That, subject to agreement at 2.2 above, a press release be prepared and issued to inform local residents of the chosen review topic to be included in the Committee's Work Programme 2017/18.

### **3.0 BACKGROUND**

3.1 The Corporate and Environmental Overview and Scrutiny Committee establishes its own Work Programme annually. At its meeting on 13 July 2017 the Committee confirmed that arrangements would be put in place to request items for its Work Programme for 2017/18. This would be done:

- By inviting members of the public to submit topics via a press release and by the inclusion of an article on the Council's web site.
- By inviting all Members and the Corporate Management Team (CMT) to submit topics.

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

3.3 The scoring exercise was subsequently undertaken with the Chairman, Vice Chairman and the spokesperson for the Conservative Group of this Committee using the scrutiny topic selection assessment, with regard to the Corporate Priorities 2017/18 and the information that had been submitted on each topic.

3.4 The following submitted topics were considered:

#### Ref No.

1. Community Involvement in Service Delivery
2. Environmental drivers to boost the future economy
3. Grass cutting schedule in Aughton
4. Availability of Affordable Housing
5. Maintenance of public land in Skelmersdale
6. Provision of a footbridge – Derby Street Railway Bridge
7. Provision of a footbridge over the canal at Heathfields, Burscough
8. Local Plan – Ormskirk (2015) – Progress and update on actions
9. Maintenance of footpaths/gutters – Town Green Lane, Aughton, with particular reference to the footpath opposite Town Green School
10. State of Ormskirk roads, pavements, with particular reference to Liverpool Road (Fire Station) entrance to the town
11. Speeding traffic, non-compliance of 20mph speed limits, with particular reference to Barnes Road, Skelmersdale and related matters
12. Pedestrian safety A577 proposals (Half Mile Island)
13. Climate Change Initiatives – assistance of local communities
14. The Role of Parish Councils

3.5 The topic 'Sustainability Transformation Plans (STPs), previously raised in 2016/17 is the subject of a presentation, by a representative of the West Lancashire CCG, to the Committee at this meeting .

#### **4.0 CURRENT POSITION**

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

#### **5.0 PROPOSALS**

5.1 That the highest scoring topic is selected for inclusion in the Work Programme for the Committee for 2017/18.

5.2 That a presentation on the chosen topic be provided, along with a draft Project Plan, in order that work can commence on the chosen topic without delay.

5.3 That the recommendations, related to other topic suggestions submitted, as detailed in Appendix A be endorsed and actioned.

5.4 It is further proposed that following confirmation of the topic for review that the Work Programme for the Corporate and Environmental Overview and Scrutiny Committee for 2017/18, subject to any amendments, be included on the Council's website.

5.5 That a press release be prepared and issued to inform local residents of the chosen review topic to be included in the Committee's Work Programme 2017/18.

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

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

#### **7.0 FINANCIAL AND RESOURCE IMPLICATIONS**

7.1 There are financial and resource implications in respect of officer and member time in dealing with the matters under the Work Programme. There are also limitations to the scope of the review topic that can be undertaken. These must be contained within existing resources.

#### **8.0 RISK ASSESSMENT**

8.1 The work of the Committee has to be balanced with other priorities and dealt with accordingly. Officers will advise the Committee on the capacity to support the work and will be as helpful as possible in trying to accommodate Members requests.

## **9.0 CONCLUSION**

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

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### **Background Documents**

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

### **Equality Impact Assessment**

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

### **Appendices**

- A Summary of Outcome – Topic Scoring Exercise



**CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE  
SUMMARY OF OUTCOME – TOPIC SCORING EXERCISE  
11 AUGUST 2017**

**Topics - Score 1 – 4 (Reject)**

Topic Ref No.	Source	Topic	Outcome
2	Cllr A Pritchard	Environmental Drivers to Boost the Future Economy	<p>It was concluded that these matters were already being addressed and an in-depth review would not be appropriate. The Council has developed a Sustainability Energy Strategy, details of which can be found at <a href="http://www.westlancs.gov.uk/environment/climate-change-and-green-living/energy-efficiency-and-sustainability.aspx">http://www.westlancs.gov.uk/environment/climate-change-and-green-living/energy-efficiency-and-sustainability.aspx</a></p> <p><b>Recommendation: Reject for in-depth review</b> and that the details be referred to the Director of Housing and Inclusion Services for response.</p>
3	<i>(A member of the public)</i>	Grass Cutting Schedule in Aughton (& Other related matters)	<p>It was concluded that although there was some evidence linking the topic to the Council’s current key aims and priorities, these are only indirectly as the responsible authority for managing the service referred to is Lancashire County Council (LCC). An in-depth review would therefore not be applicable at this time.</p> <p><b>Recommendation: Reject for in-depth review</b> and that the details be referred to the Director of Street Scene for response and to ensure that the matters highlighted are raised with the relevant service at LCC.</p>

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Topic Ref. No.	Source	Topic	Outcome
4	<i>(A member of the public)</i>	Availability of Affordable Housing	<p>It was concluded that this matter was already being addressed and Affordable Housing had been the subject of a previous in-depth scrutiny review. Additionally, strands of work in respect of the future direction of the use of Council owned land and the development of affordable housing is also being undertaken.</p> <p><b>Recommendation: Reject for in-depth review</b> and that the details be referred to the Director of Housing and Inclusion for response.</p>
5	<i>(A member of the public)</i>	Maintenance of public land in Skelmersdale	<p>It was concluded that there was some evidence that the topic is linked to the Council's current key aims and priorities but only indirectly. LCC are the responsible authority for the maintenance of public land referenced.</p> <p><b>Recommendation: Reject for in-depth review</b> and the matter be referred to the Director of Street Scene for response and to ensure that the issue raised is highlighted with the relevant service at LCC.</p>
6	<i>(A member of the public)</i>	Provision of a footbridge – Derby Street Railway Bridge	<p>It was concluded that this matter is already being addressed. The Panel were informed that LCC are currently considering issues in relation to the Derby Street Bridge. An in-depth scrutiny review would therefore not be applicable.</p> <p><b>Recommendation: Reject for in-depth review</b> and that the matter raised be referred to the Director of Development and Regeneration for response.</p>

Topic Ref No.	Source	Topic	Outcome
7	<i>(A member of the public)</i>	Provision of a footbridge over the canal at Heathfields, Burscough	<p>It was concluded that this matter is already being addressed. It was understood that the idea proposed had been considered by the relevant stakeholders. The related issue of overgrown footways however may be something that could be brought to the attention of Burscough Parish Council. An in-depth scrutiny review would therefore not be applicable.</p> <p><b>Recommendation: Reject for in-depth review</b> and that the matter raised, in respect of the footbridge, be referred to the Director of Development and Regeneration for response and that the related issue of overgrown footways be passed through to Burscough Parish Council.</p>
Page 67	<i>(A member of the public)</i>	Local Plan Ormskirk (2015) – Progress and update on actions	<p>It was concluded that the matter is already being addressed. The Panel were advised that an update position on the Ormskirk Town Centre Strategy is the subject of a Members Update.</p> <p>An in-depth scrutiny review would not be effective at this time. Also, the idea had links to a recent in-depth scrutiny review 'A Market Town Strategy for Ormskirk', undertaken by the Committee which is available at <a href="http://www.westlancs.gov.uk/media/468856/market-town-strategy.pdf">http://www.westlancs.gov.uk/media/468856/market-town-strategy.pdf</a></p> <p><b>Recommendation: Reject for in-depth review</b> and that the submission be passed to the Director of Development and Regeneration for response.</p>

Topic Ref No.	Source	Topic	Outcome
9	<i>(A member of the public)</i>	Maintenance of footpaths/road gutters – Town Green Lane, Aughton with particular reference to the footpath opposite Town Green Lane School.	<p>It was concluded that although there is some evidence linking the topic to the Council's current key aims and priorities these are only indirectly as the responsible authority for managing the service/area referred to is LCC. An in-depth scrutiny review would therefore not be effective at this time.</p> <p><b>Recommendation: Reject for in-depth review</b> and the matter be referred to the Director of Street Scene for response and to ensure that the issues highlighted are raised with the relevant service at LCC.</p>
10	<i>(Two members of the public)</i>	State of Ormskirk roads, pavements, with particular reference to Liverpool Road (Fire Station) entrance to the town.	<p>It was concluded that although there is some evidence linking the topic to the Council's current key aims and priorities these are only indirectly. LCC are the responsible authority for highway maintenance. An in-depth scrutiny review would therefore not be effective at this time.</p> <p><b>Recommendation: Reject for in-depth review</b> and the matter be referred to the Director of Street Scene for response and to ensure that the matters highlighted are raised with the relevant service at LCC.</p>

Topic Ref No.	Source	Topic	Outcome
11	<i>(A member of the public)</i>	Speeding traffic, non-compliance of 20mph speed limits, with particular reference to Barnes Road, Skelmersdale and related matters.	<p>It was concluded that although there is some evidence linking the topic to the Council's current key aims and priorities these are only indirectly and 20 mph speed limits near school has already been the subject of a previous in-depth scrutiny review. The report is available at <a href="http://www.westlancs.gov.uk/media/69170/os-report-speeding-traffic.pdf">http://www.westlancs.gov.uk/media/69170/os-report-speeding-traffic.pdf</a></p> <p><b>Recommendation: Reject for in-depth review</b> and the issue raised be referred to the Director of Development and Regeneration for response and to ensure that the matters highlighted are raised with the relevant service at LCC.</p>
Page 2 Page 169	<i>(A member of the public)</i>	Pedestrian Safety A577 proposals (Half Mile Island)	<p>It was concluded that although there is some evidence linking the topic to the Council's current key aims and priorities these are only indirectly. The matter highlighted should be referred to LCC as the responsible authority for highways. An in-depth scrutiny review is therefore not applicable.</p> <p><b>Recommendation: Reject for in-depth review</b> and that the matter be referred to the Director of Development and Regeneration for response and to ensure that the matter highlighted is raised with the relevant service at LCC.</p>

Topic Ref No.	Source	Topic	Outcome
13	<i>(A member of the public)</i>	Climate Change Initiatives – Assistance of Local Communities	<p>It was concluded that the matter had already been addressed as Climate Change had been the subject of a previous in-depth scrutiny review. The report is available at <a href="http://www.westlancs.gov.uk/media/69179/os-report-climate-change.pdf">http://www.westlancs.gov.uk/media/69179/os-report-climate-change.pdf</a> . Additional information on climate change is also on the Council’s web-site at <a href="http://www.westlancs.gov.uk/environment/climate-change-and-green-living.aspx">http://www.westlancs.gov.uk/environment/climate-change-and-green-living.aspx</a></p> <p><b>Recommendation: Reject for in-depth review</b> and that the details be referred to the Director of Housing and Inclusion Services for response.</p>
4	<i>Cllr Hennessey</i>	The Role of Parish Councils	<p>It was concluded that although the topic had been the subject of a previous in-depth review this was some time ago. There was good evidence linking the topic to the Council’s current key priorities, however only indirectly, It was suggested that the Committee could benefit from a further one-off presentation on the role of the Parish Councils in West Lancashire. The previous review report is available at <a href="http://www.westlancs.gov.uk/media/543349/appen-dix-a_review-report-parishtowncouncils-final.pdf">http://www.westlancs.gov.uk/media/543349/appen-dix-a_review-report-parishtowncouncils-final.pdf</a></p> <p><b>Recommendation: Reject for in-depth review.</b> That the topic be added to the Committee’s Work Programme 2017/18 as a one-off presentation and a request be made for a representative of the Local Association of Local Councils) (LAPC to attend a future meeting of the Committee.</p>

**Topic Score 7- 8 (Priority topic for scrutiny)**

Topic Ref No.	Source	Topic	Outcome
1	<i>CMT</i>	Community Involvement in Service Delivery	<p>It was concluded that there was strong evidence linking the suggestion to the Council's current key aims and priorities and could lead to benefits for a significant proportion of the community. It was noted that the outcome could also provide greater involvement by residents in community groups (including Parish Councils) and by those groups in service delivery in their localities. An in-depth scrutiny review is therefore applicable at this time.</p> <p><b>Recommendation: Priority Topic for in-depth review.</b> That the topic be added to the Committee's Work Programme 2017/18 for in-depth study and that the Director of Leisure and Wellbeing provide support to pursue this with the Committee.</p>





**CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE – PROJECT PLAN**

Title: **COMMUNITY INVOLVEMENT IN SERVICE DELIVERY**

**MEMBERSHIP:**

Chairman: Councillor N Hennessy Vice-Chairman: Councillor D Evans

Councillors: Barron, Mrs Blake, Blane, Cotterill, Currie, G Hodson, Kay, McKay, Nixon, Pryce-Roberts, Savage, West and Westley.

**TERMS OF REFERENCE**

1. To undertake a review entitled 'Community Involvement in Service Delivery'
2. To undertake an examination of the potential for community groups (including Parish Councils) to take on certain services, currently provided across the Borough by WLBC, in their locality.
3. To present a report of the Committee's findings to Cabinet and Council, as appropriate.

**OBJECTIVES**

**The present –**

- To understand the existing arrangements in Leisure Services, where community centres, the Civic Hall and (more recently) sports fields & facilities have been transferred to appropriate community groups.
- To understand the potential role of Parish Councils in service delivery in the community.
- To understand the financial, legal and procurement barriers that may be encountered.

**The future –**

- To enable community groups to be involved, engaged, empowered and active in their local communities.
- To identify WLBC service areas that could be transferred to the responsibility of local community groups, as appropriate.
- To continue to promote the work of community groups in West Lancashire in projects and initiatives that benefit the local economy and bring significant health & well-being benefits.
- To develop a Guidance or Information Pack to help 'sign-post' community groups to help them become involved in service delivery

## Comparison

The experiences of the transfer of services by WLBC Leisure Services to a community group.

## Resources -

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

## INFORMATION

[Web addresses are useful here](#)

## Witnesses

Who?	Why?	How?
Representative/s from Leisure Service	To gain an insight into their experience of the transfer of a leisure service to a community group.	<u>Attendance at a meeting and presentation of information.</u>
Representative/s from Street Scene	To gain an insight of the experience of the Street Scene to transfer a street scene service to a community group.	<u>Attendance at a meeting and presentation of information.</u>
Representative/s from Legal Services	To provide information of the legal and procurement barriers that may be encountered.	<u>Attendance at a meeting and presentation of information.</u>
Representative/s from Financial Services	To provide an overview on the financial aspects of local service delivery.	<u>Attendance at a meeting and presentation of information.</u>
Representative/s of a Parish Council)	To understand the willingness of Parish Councils, as identified, to deliver a local service in their Parish area.	<u>Attendance at a meeting, if appropriate, or presentation of information.</u>
Others in the community that may be identified during the course of the review.	To provide information on local activities undertaken in their community.	<u>Attendance at a meeting, if appropriate or presentation of information.</u>

## Site Visits

Where?	Why?
N/A	

## ESTABLISH WAYS OF WORKING

### Officer Support

**Lead Officer** (Corporate and Environmental Overview & Scrutiny Committee) – Dave Tilleray, Director of Leisure and Wellbeing

**Scrutiny Support Officer (SSO)** – Principal Overview and Scrutiny Officer

**Legal Officer (LO)** – Assistant Solicitor

### **Officers reporting as and when required –**

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

Terry Broderick, Borough Solicitors, or Officers on his behalf.

Heidi McDougall, Director of Street Scene, or Officers on his behalf.

John Harrison, Director of Development and Regeneration, or Officers on his behalf.

Marc Taylor, Borough Treasurer, or Officers on his behalf.

### Reporting Arrangements

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

The Borough Solicitor, or Officers on his behalf, will contribute, as appropriate, to aspects of the review related to legal and procurement matters

The Director of Street Scene, or Officers on her behalf, will contribute, as appropriate to aspect of the review related to street scene services

The Director Development and Regeneration, or Officers on his behalf, will contribute, as appropriate, to aspect of the review related to economic regeneration.

The Borough Treasurer, or Officers on his behalf, will contribute, as appropriate to advise on related financial implications.

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

The Corporate and Environmental Overview and Scrutiny Committee to submit its final report and recommendations to Cabinet and Council September/October 2018.

## TIME SCALES

### **Meeting 1 – 12 October 2017**

- Introduction of the theme of the topic from the Director of Leisure and Wellbeing
- Review confirmed to commence.
- To agree the Project Plan

### **Meeting 2 – 4 January 2018**

- To consider a presentation, on behalf of the Director of Leisure and Wellbeing on the experience of transferring a community service to a local community group.
- To consider a presentation, on behalf of the Director of Street Scene, on the

Service's experience in relation to the transfer of service delivery.

- To agree and review the Project Plan

**Meeting 3 – 1 March 2018**

To consider a presentation, on behalf of the Borough Solicitor, on the legal and procurement barriers that may be encountered in relation to delivery of services in the local community.

**Meeting 4 – ?? July 2018**

- To consider any final aspects of the review, including a Guidance and Information Pack, as appropriate.
- To agree the draft final report and final recommendations for submission to Cabinet and Council, if applicable in September/October 2018.

**Cabinet – ?? September 2018**

- Submission of final report

**Council - ?? October 2018**

- To receive the final report, if applicable.

**INFORMATION GATHERED**

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**CONCLUSION**

**RECOMMENDATIONS**

**REVIEW DATE** – If completed in the timescales indicated, March 2019.



Start: 6.00 pm

Finish: 6.50 pm

**PRESENT:**

Councillor: R Pendleton (Chairman)

Councillors: Y Gagen Mrs J Marshall  
D O'Toole

Officers: Principal Overview & Scrutiny Officer (Mrs C A Jackson)  
Member Services / Civic Admin Officer (Mrs J Brown)

**1 APOLOGIES**

Apologies for absence were received from Councillor Moran.

**2 SUBSTITUTIONS**

There were no substitutions submitted.

**3 DECLARATIONS OF INTEREST**

There were no declarations of interest.

**4 MINUTES**

AGREED: That the Minutes of the meeting held on 16 March 2017 be noted.

**5 MEMBER INDUCTION**

Consideration was given to the report of the Borough Solicitor as contained on pages 7 to 8 of the Book of Reports which provided feedback on the induction process provided to two newly elected Members undertaken in June and July 2017.

The Principal Overview & Scrutiny Officer outlined the report. Feedback to the process had been positive and one Member had taken the opportunity to attend the 'Hitting the Ground Running' event for newly elected Members. She explained that in anticipation of next year's Borough Election, induction for Members new to the Council will again be made available but with an added emphasis on electronic support to their role.

AGREED: That the induction process for newly elected Members, be noted.

**6 MEMBER TRAINING - SUMMARY OF EVENTS HELD MARCH 2017 TO PRESENT**

Members considered the report of the Borough Solicitor as contained on pages 9 to 13 of the Book of Reports which provided an update on Member training and Briefings undertaken since March 2017.

In discussion comments and questions were raised in relation to the

- types of training undertaken
- attendance at organised events
- provision of IT training
- Corporate training for staff – opportunity for Members to join events, for example Microsoft training.

AGREED: That the update be noted and comments be referred to the Borough Solicitor.

## **7 ANALYSIS OF COUNCILLOR IT TRAINING REQUIREMENTS QUESTIONNAIRE**

Members considered the report of the Borough Solicitor as contained on pages 15 to 19 of the Book of Reports which provided an update on the analysis of completed Councillor IT Training Requirements Questionnaires.

AGREED: A. That the update be noted.

- B. That Members note the training arrangements being held for I-Pad training sessions in preparation of becoming 'Paperless' by April 2018 and also of future training sessions which will be held on the various Microsoft Applications for Members who wish to attend these. Members will be notified of these training sessions in due course.

## **8 FEEDBACK FROM THE MEMBER DEVELOPMENT GROUP REPRESENTATIVES FROM THEIR MEMBERS**

The Chairman and Group Members outlined several IT issues that Members encountered.

In discussion the following comments and questions were raised in relation to:-

- Log in process - password recognition; password expiry after 90 days - advising Members requirement to reset password in Corporate building
- BT Lancashire Services – enhanced ICT support for West Lancashire Borough Councillors – "VIP" service provision
- 'Paperless/ Electronic' Agendas – increase default font size
- Electronic Calendar - 'flag up' facility of daily/weekly Committee meetings and other scheduled events
- Laptop users – provision of training event/s for Members

The Member Services Officer explained that the issues Members had experienced with password expiry complications were being looked into and Members will be updated in due course.

AGREED: That the feedback and comments be referred to the Borough Solicitor.



**9 FUTURE TRAINING**

The Member Services Officer outlined and informed Members of future training events taking place including the following:-

- I-Pad Training – 21 September 2017 – 2.00pm
- Planning Training (Drainage) – 27 September 2017 – 6.00pm
- I-Pad Training – 11 October 2017 – 6.00pm
- I-Pad Training – 21 November 2017 – 10.00am
- Modgov Training – 22 November 2017 – sessions held between 10.00am – 3.30pm

AGREED: That the update on future training be noted.

**10 WORK PROGRAMME 2017/18 AND DATE OF NEXT MEETING**

Members considered the Work Programme for 2017/18 and date of the future meeting of the Commission on 15 March 2018.

AGREED: That The Work Programme and future date of the Commission on 15 March 2018 be confirmed.





**CORPORATE AND  
ENVIRONMENTAL OVERVIEW &  
SCRUTINY COMMITTEE:**  
12 October 2017

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**Report of: Borough Solicitor**

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

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**SUBJECT: MEMBER ITEMS / COUNCILLOR CALL FOR ACTION**

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Borough wide interest

## **1.0 PURPOSE OF THE REPORT**

1.1 To advise the Corporate and Environmental Overview & Scrutiny Committee of three items, submitted by Members, attached and listed on the agenda sheet.

## **2.0 RECOMMENDATIONS**

2.1 That the following Member Items detailed at Appendix A, B and C be noted.

- “Need for clarity on how planning committee considers precedence and comparability.”
- “Poor response from LCC on drainage complaint”
- “Hurlston Brook Flood Risk Study”

2.3 That the Committee determine if it wishes to consider each of the items submitted as Appendix A, B and C and, if so, confirm what further action it wishes to take having regard to the options at 4.3.

2.2 That should the Committee decide not to consider a Member’s Item/Councillor Call for Action, provide reasons for that decision to the Member who requested it.

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## **3.0 BACKGROUND**

3.1 The Corporate and Environmental Overview & Scrutiny Committee establishes its own Work Programme annually.

3.2 The current Work Programme for Corporate and Environmental Overview & Scrutiny Committee and included on the Council’s web-site is:

## **‘Corporate and Environmental Overview and Scrutiny Committee**

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

## **‘Corporate and Environmental Overview and Scrutiny Committee**

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

The Committee considers as part of its routine work:

- Items referred from "Members Update" at the request of a Member
- Members items/Councillor Call for Action (CCfA)
- Performance management
- Acts as the Council's Crime and Disorder Committee
- Recommendations from previously conducted reviews

The Member Development Commission will continue its work during 2017/18 as will the ‘Public Involvement at Meetings Working Group’.

### **4.0 DETAILS RELATING TO SUBMITTED ITEMS**

4.1 Appendix 1, 2 and 3 attached to this report, gives details of three Members Items /CCfA items submitted for consideration by the Committee.

4.2 The following are potential reasons why a Member Item may not be considered further:

- The issue is an individual case
- The Member has not explored the issue fully and exhausted all avenues as set down on the Members items/CCfA submission form
- 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 issues 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)

4.3 If the Committee decides to discuss the item it can either:

- Note the concern.
- Request a relevant officer to bring back a report on the issue.
- Make a recommendation to Cabinet / Council as appropriate.
- Undertake an in-depth Review on the subject matter (subject to current work programmes and resources)

- Set up a Working Group to look at the issue in more details (subject to the Committee's work programme and resources)
- Refer the matter to another authority / body if the issue raised is not within the remit of the Council.

## **5.0 CONCLUSION**

5.1 The Committee is asked to consider the requests submitted and determine how they are to be handled.

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### **Background Documents**

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

### **Equality Impact Assessment**

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

### **Appendices**

- A "Need for clarity on how planning committee considers precedence and comparability"
- B "Poor response from LCC on drainage complaint"
- C "Hurlston Brook Flood Risk Study"



**CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE AGENDA - MEETING: 1 December 2016**

**This form must be received by Member Services, 52 Derby Street, Ormskirk, before 12 noon on Friday 29 September 2017.**

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

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

<b>Councillor:</b>	Paul Cotterill
<b>Subject:</b>	Need for clarity on how planning committee considers precedence and comparability
<p><b>1. What are your reasons for requesting the item:</b></p> <p>Clarity needed on how and why planning committee differentiates between view that applications should be decided upon as not to “set precedent” while also holding view that precedent is not a relevant planning consideration</p>	
<p><b>2. What outcome would you wish to see following discussion of the item?</b></p> <p>Written clarity from officers on the question set out above, such that members and constituents understand how planning committee should/will consider cases where notions of precedent apply.</p>	
<p><b>3. What have you already done to resolve this issue?</b></p> <p>a) Attended planning committee July 2017 to speak on behalf of application, arguing that similar applications granted and that therefore reasonable to grant this one. Heard member say that such considerations not relevant, but also – in same period of consideration – that the application should not be granted because it would set precedent for others. In my view this is logically impossibility. Officers made no comment.</p>	

b) Have considered seeking informal clarification but of view that I would prefer to see formal response that might aid in consideration of further applications, and that this is reasonable use of CCfA process.

**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: Member Services	Date of Committee: 12 Oct 2017
Date: 29/9/17                      Time: 9.17am	Chief Executive Informed <input type="checkbox" value="Y"/>
Head of Service informed <input type="checkbox" value="Y"/>	Chairman informed <input type="checkbox" value="Y"/>
Contact Officer informed <input type="checkbox" value="Y"/>	Portfolio Holder informed <input type="checkbox" value="Y"/>



**MEMBER ITEM/ COUNCILLOR CALL FOR ACTION**

**APPENDIX B**

**CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY  
COMMITTEE AGENDA - MEETING: 1 December 2016**

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<b>Councillor:</b>	Paul Cotterill
<b>Subject:</b>	Poor response from LCC on drainage complaint
<b>1. What are your reasons for requesting the item:</b>	
Need to resolve both communication issues and address reasons for delay in response to fairly straightforward drainage problem	
<b>2. What outcome would you wish to see following discussion of the item?</b>	
<p>a) Clarity on whether use of patch problem system (WLBC) is or is useful/useable for highways issues</p> <p>b) Representation from WLBC to LCC Highways about automating/otherwise delivering on promise to keep reporters of faults up to date on progress</p> <p>c) Understand reasons for apparent breakdown in assessment-works order-works implementation- review system in this case, with view to wider applicability ad change</p>	
<b>3. What have you already done to resolve this issue?</b>	
a) Reported highways drain issue in Bickerstaffe Ward via patch problem system 28/07. Response 28/07 advising to go direct to LCC	

b) Reported to LCC 02/08 on web form which indicates progress will be notified. No such notification

c) Repeated follow up, with info provided about 'assessment' 12/08, "works ordered" 24/08, then apparent loss of process. Current position is that work will take place "soon"

d) My conclusion that this needs to be addressed formally as systems/resource issue, especially in context of LCC failing to deliver on promise of drainage schedule etc.

**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
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Contact Officer informed	<input type="checkbox" value="Y"/>	Portfolio Holder informed	<input type="checkbox" value="Y"/>

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

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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](mailto:member.services@westlancs.gov.uk)

<b>Councillor:</b>	Adam Yates
<b>Subject:</b>	Hurlston Brook Flood Risk Study
<b>1. What are your reasons for requesting the item:</b>	
The report from Lancashire County Council fails to address all aspects of the flooding issues in Ormskirk, particularly regarding the role United Utilities could play in regard to potential drainage solutions.	
<b>2. What outcome would you wish to see following discussion of the item?</b>	
That Corporate Overview & Scrutiny review the report and call United Utilities in to explain their position regarding drainage issues.	
<b>3. What have you already done to resolve this issue?</b>	
Following the work of the Ormskirk Flood Action Group (ARRCCHS), supported by ward councillors, Lancashire County Council commissioned Jacobs to undertake the flood risk study for the areas affected during the Boxing Day 12015 floods.	
The group has held discussions with all relevant bodies, including LCC as the Lead Local Flood Authority, the Environment Agency, United Utilities and WLBC. However, the failure of the report to consider a full role for United Utilities in addressing drainage problems, coupled with a prolonged delay in releasing the study, means that this is now a suitable time for a CCfA to address the matter.	

**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
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**FOR MEMBER SERVICES USE ONLY**

Received by: Member Services		Date of Committee: 12 Oct 2017	
Date: 29/9/17	Time:	Chief Executive Informed	<input type="checkbox"/> Y
Head of Service informed	<input type="checkbox"/> Y	Chairman informed	<input type="checkbox"/> Y
Contact Officer informed	<input type="checkbox"/> Y	Portfolio Holder informed	<input type="checkbox"/> Y



## ‘MEMBERS UPDATE’ REQUEST CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

**MEETING: 12 October 2017**

**This form must be received by Member Services, 52 Derby Street, Ormskirk by 12 noon on Friday 29 September 2017.**

### Members Update Issue: 2

Councillor:	Paul Cotterill
Article No:	1a)
Subject:	One West Lancs Thematic Groups Notes & Minutes

If more information is required in relation to this item, please contact the officer indicated on the first page of the related report.

**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](mailto:member.services@westlancs.gov.uk)**

#### **1. What are your reasons for requesting the item ?:**

- 1) Would like just to note that the July 2017 People & Communities item referenced is not a set of notes/minutes as there is no group, but a ‘Dig In’ newsletter
- 2) In the absence of minutes from the One West website for any HWP meeting for July 2017 (as planned in May minutes) to seek an update on the HWP action plan for 2017/18, especially in relation to any substantive fit with the STP/west Lancs LDP and thus the resourcing of the action plan
- 3) To seek detail on how, if at all, the Child Sexual Exploitation prevention work planned/reviewed in the CSP minutes of July 2017, and the different work reviewed in the HWB minutes of May 2017, are being related to each other in terms of target, method, resourcing, monitoring etc.
- 4) To seek information on whether the AWP is now focused solely on the dementia-friendly agenda (as suggested by the logo in the July 2017 minutes) or whether their remain a wider remit
- 5) To seek further update on the Transport Group’s work, reflected in May 2017 minutes but possibly with update from planned Sept 2017 meeting, in relation to what might be broadly termed ‘community transport’ issues, and specifically what input WWLBC officers might have in respect of this agenda.

**2. What outcome would you wish to see following discussion of the item?**

Clarity on the above matters and, further to clarification, suitable recommendations from O&S on measures for coordination of thematic groups etc.

**FOR MEMBER SERVICES USE ONLY**

Received by: Member Services	Date of Committee: 12 Oct 2017
Date: 29/9/17                      Time: 9.17am	Chief Executive Informed <input type="checkbox" value="Y"/>
Head of Service informed <input type="checkbox" value="Y"/>	Chairman informed <input type="checkbox" value="Y"/>
Contact Officer informed <input type="checkbox" value="Y"/>	Portfolio Holder informed <input type="checkbox" value="Y"/>



**ARTICLE NO: 1A**

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

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

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**Article of:** Borough Solicitor

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

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

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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.

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**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.

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#### **Background Documents**

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

#### **Equality Impact Assessment**

The 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.



**CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE  
WORK PROGRAMME – 2017/18  
PROGRAMMED WORK - NEXT MEETING**

4 January 2017	<p>Community Involvement in Service Delivery Review (as advised)</p> <p>Presentation by a representative of the Local Association of Local Councils (LAPC) (subject to confirmation)</p> <p>Members' Items/Councillor Call for Action (CCFA) (as advised)</p> <p>Items from the Members' Update (as advised)</p> <p>Work Programme (items coming forward to next meeting)</p>
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