



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

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Date 20 December 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, L39 2DF** on **THURSDAY, 4 JANUARY 2018** at **7.00 PM** at which your attendance is requested.

Yours faithfully

A handwritten signature in black ink, appearing to be '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. DECLARATIONS OF INTEREST** 243 - 244  
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.)
- 5. DECLARATIONS OF A PARTY WHIP**  
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:
- The review of any decision of Cabinet or
  - The performance of any Member of the Cabinet
- N.B. The Secretary of State believes whipping is incompatible with Overview and Scrutiny.
- 6. MINUTES** 245 - 254  
To receive as a correct record the Minutes of the meeting held on 12 October 2017.
- 7. PUBLIC SPEAKING** 255 - 258  
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 10.00am Tuesday 2 January 2018. A copy of the public speaking protocol and form to be completed is attached.
- 8. FLOODING IN THE BOROUGH**  
To consider a presentation by Mr Steve Howell, Asset Manager, United Utilities, at the request of the Committee, following consideration of a Members' item raised on Hurlston Brook Flood Risk study, to attend in relation to this and other flooding Borough concerns.
- 9. MEMBERS' ITEMS/COUNCILLOR CALL FOR ACTION (CCFA)**  
There are no items under this heading.
- 10. ITEMS FROM THE MEMBERS' UPDATE**  
There are no items under this heading.
- 11. CORPORATE PERFORMANCE INDICATORS Q2 2017-18** 259 - 272  
To consider the report of the Director of Housing & Inclusion.

- 12. COMMUNITY INVOLVEMENT IN SERVICE DELIVERY REVIEW**  
To consider the following three items:
- 12a Transferring a Community Service to a Local Community Group - Leisure and Wellbeing**  
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.
- 12b Transfer of Service Delivery - Street Scene**  
To consider a presentation, on behalf of the Director of Street Scene, on that Service's experience in relation to the transfer of service delivery
- 12c Project Plan** 273 - 278  
To review the Project Plan.
- 13. WORK PROGRAMME - FUTURE MEETINGS** 279 - 280  
To note the Work Programme for future meetings.

**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:-  
Jacky Denning on 01695 585384  
Or email [jacky.denning@westlancs.gov.uk](mailto:jacky.denning@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.



# Agenda Item 6

## CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE

HELD: Thursday, 12 October 2017

Start: 7.00pm

Finish: 9.55pm

### PRESENT:

Councillor: N Hennessy (Chairman) D Evans (Vice Chairman)

Councillors: M Barron Mrs M Blake  
P Cotterill S Currie  
T Devine C Evans  
J Kay D McKay  
G Owen F McKenna  
L Savage Mrs D Stephenson  
D West D Evans

In attendance:

Councillors G Dowling A Yates

Officers:

Dave Tilleray, Director of Leisure and Wellbeing  
John Harrison, Director of Development and Regeneration  
Alison Grimes, Partnership & Performance Officer  
Mike Kostrzewski, Deputy Borough Treasurer  
Tina Sparrow, Principal Solicitor  
Simon Burnett, Deputy Director of Leisure and Wellbeing

External attendees:

Mr J Grice, Chairman, West Lancashire Community Leisure Trust  
Mr M Snaylam, Contracts Manager, SERCO

### 19 APOLOGIES

There were no apologies for absence.

### 20 MEMBERSHIP OF THE COMMITTEE

In accordance with Council Procedure Rule 4, Members noted the termination of membership of Councillors Blane, G Hodson, Nixon and Pryce-Roberts and the appointment of Councillors Mrs C Evans, McKenna, Devine and G Owen respectively, for this meeting only, thereby giving effect to the wishes of the political groups.

### 21 URGENT BUSINESS

There were no items of urgent business.

(Note: The Chairman varied the order the items were considered. Item 12 Sustainability Transformation Plans (STPs) was dealt with after item 9 West Lancashire Community Leisure (WLSL) Annual Report 2017/18 and item 8 was dealt with following Item 12. The minutes follow the order as set down in the agenda.)

**22 DECLARATIONS OF INTEREST**

1. Councillor Hennessy declared a pecuniary interest in item 9 West Lancashire Community Leisure (WLCL) Annual Report 2016/17 as the Council's representative on the West Lancashire Community Leisure Trust Board and left the meeting during the consideration of this item.
2. Councillor Cotterill declared a non-pecuniary interest in item 16 – Item from the Members' Update (paragraph 3 of the submission) as Chair of the Board of Governors of a school (Lathom High School).

**23 DECLARATIONS OF A PARTY WHIP**

There were no declarations of a Party Whip.

**24 PUBLIC SPEAKING**

There were no items under this heading.

**25 MINUTES**

RESOLVED: That the Minutes of the Corporate and Environmental Overview and Scrutiny Committee meeting held on 13 July 2017 be received as a correct record and signed by the Chairman.

**26 PUBLIC INVOLVEMENT AT MEETINGS - PROTOCOL**

Consideration was given to the report of the Borough Solicitor on Public Involvement at Meetings – revised protocol, Appendix 1, at pages 137 to 141 and the circulated revised recommendations.

The Committee noted that the Public Participation in Meetings Working Group had now completed its work and considered its request that it continue to allow it to review the introduction of webcasting at meetings, as detailed within the report. Members discussed the merits of the Working Group undertaking such a review but felt that the cost outweighed the benefits.

The Committee thanked the Working Group for all the work that had been undertaken by them and the recommendations that had been brought forward as a result of its work.

RESOLVED: A. That the revised 'Public Speaking – Protocol' for meetings of Cabinet, Overview & Scrutiny Committees, Audit & Governance Committee and Standards Committee, attached at Appendix 1 to the report, be endorsed and submitted to Council on 13 December 2017 for approval.

- B. That it be noted that a regular press release will be produced highlighting public speaking timescales.

- C. That the current facilities/arrangements for people with disabilities accessing meetings of the Council, set out in paragraph 6 of the report, be noted.
- D That the Public Participation in Meetings Working Group be thanked for its work which is now concluded and a review on webcasting at meetings not be undertaken.

**27 WEST LANCASHIRE LEISURE (WLCL) ANNUAL REPORT 2016/17**

Consideration was given to the presentation by Mr Jason Grice, Chairman of West Lancashire Community Leisure Trust which was supported by a series of slides as contained on pages 203 to 28 of the Book of Reports.

The Chairman of the Leisure Trust acknowledged the good work undertaken by the Trust Members throughout the year. The presentation included reference to the:

- Vision of WLCL to provide a range of healthy and recreational activities to the community of West Lancashire.
- Trust's Charitable Status – First report to Charities Commission completed.
- Facilities – Burscough Sports and Fitness Centre; Park Pool (Ormskirk); Nye Bevan Pool (Skelmersdale); Banks Leisure Centre and Beacon Park Golf Course.
- Community Engagement and Participation – Chairman's Cup (football event); Schools Triathlon; service provision / activities on offer to all age groups.
- Delivery and Partnership Working – Active West Lancs; Active Schools in Skelmersdale; School Sports Partnership; Beacon Play Area.

In relation to the operation over the previous 12 months, the Chairman made reference to:

- Income generation in 2016 (Wetside; Dryside; Health & Fitness; F & B and operational)
- Increased patronage (Wetside and Dryside Visits)

He then went on to provide details of the highlights in 2016 that included:

- Recognition of a staff member by SERCO for their swift actions assisting two leisure users in a medical emergency.
- The re-opening, following refurbishment, of Nye Bevan, Burscough and Park Pool Gyms.
- Opening of 3G Pitch at Burscough.

In conclusion of the review, reference was made to the opportunities, challenges and the way forward for the coming year that included: reference to the challenge to

increase patronage; growth of the business; diversification / further development of Beacon Park; continuous improvement of leisure facilities and development of staff and working with partners and community groups to offer more participation opportunities.

The Chairman emphasised the importance of the community based facilities and its economic value of the Leisure Trust in the local community.

Comments and questions were raised in respect of the following:

- Competition from other sport facilities providers – Edge Hill University; gyms in neighbouring authorities (Southport)
- Pricing bands of activities across the Centres.
- Promotion and advertisement of the sporting facilities – targeting users (web-based advertisement; leaflet dropping)
- Negative publicity – impact on facilities
- Staffing at busy times – Park Pool
- Charitable Status – benefit to users; impact on service delivery
- Staffing levels – Park Pool; reductions.
- Trust Board – governance and membership.

The Contracts Manager of WLCL contributed to the discussion and responded to questions. He provided additional information in relation to investment in staff; percentage of employees who live and work locally and flexible working arrangements.

The Chairman provided further clarification on the vision of WLCL going forward and emphasised the strong core membership of the Trust, who are volunteers, the skills they brought to the role and the education programme for trustees.

On behalf of the Committee, the Vice-Chairman thanked the representatives from the Leisure Trust for their attendance, the informative presentation and contribution to the discussion.

**RESOLVED:** That the performance of West Lancashire Leisure/Sercos for the previous 12 months be noted and the representatives be thanked for their presentation and attendance.

(Note: The Chairman, who had declared a pecuniary interest in this item, left the meeting room whereupon the Vice-Chairman chaired the meeting for this item of business.)

**28 QUARTERLY PERFORMANCE INDICATORS (Q1 2017-18)**

Consideration was given to the report of the Borough Transformation Manager and Deputy Director of Housing & Inclusion which detailed performance monitoring data for the quarter ended 30 June 2017, as contained on pages 143 to 159 of the Book of Reports. The report had previously been considered by Cabinet at its meeting on 12 September 2017.

In discussion Members raised questions and comments in respect of the following performance indicators:

- WL108 (Average answered waiting time for callers to the contact centre) / WL90% of Contact Centre calls answered – reasons for dip in performance; impact of Green Waste Collection service; promotion of interactive voice response; impact of the promotion of the digital agenda on future performance targets.

The Partnership and Performance Officer attended the meeting provided clarification on the points raised and noted the concern in relation to the commentary reason related to the promotion of the digital agenda as an impact reason on future performance targets.

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

**29 REVIEW TOPIC 2017/18 AND CONFIRMATION OF WORK PROGRAMME**

Consideration was given to the report of the Borough Solicitor that detailed the outcome of the scoring exercise held on 13 July 2017 including the recommendation that the priority topic 'Community Involvement in Service Delivery' be included in the Work Programme 2017/18 for in-depth review.

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

B. That the topic selected for review in the 2017/18 Work Programme of the Committee be: 'Community Involvement in Service Delivery'

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

D. That the Work Programme for the Corporate and Environmental Overview and Scrutiny Committee as set out below 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.

- E. 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.

## 30 **SUSTAINABILITY TRANSFORMATION PLANS (STPS)**

Consideration was given to the presentation by the Chief Officer of the West Lancashire Clinical Commissioning Group, Mr Mike Maguire, accompanied by Mr Carl Ashworth, CSU Service Director, Commissioning Support Unit (Midland and Lancashire), on 'Strategic Transformation Plans – The wider system; our partners and us'. The presentation was supported by a series of slides as contained on pages 219 to 232 of the Book of Reports.

In his presentation the Chief Operator (WLCC) provided information on the emergence of STPs, the national picture and detail in relation to the local context, including the complexities in terms of the footprint of West Lancashire and the significant differences in neighbourhood composition across West Lancashire (Ormskirk conurbation to the west; the northern parishes to the north and Skelmersdale to the east).

The CSU Service Director provided information on Lancashire health provision, from a West Lancashire perspective, and its health care partners.

The detail of the presentation included reference to the Healthier Lancashire and South Cumbria STPs, citing the priorities and processes going forward to manage demand on health care in a more efficient and different way.

Mr Maguire explained the impact of Healthier Lancashire and South Cumbria provision for West Lancashire including standardisation of Accident and Emergency; Urgent Treatment Centres; national investments to progress the neighbourhood agenda and the alignment of Mental Health to bring a more collaborative approach.

The geographical position of West Lancashire meant that, as well as accessing Lancashire health provision West Lancashire residents also accessed health services in Merseyside and Greater Manchester. The impact of the Cheshire & Merseyside STP in terms of provision was referenced, including the Care for Your programme, the aim of the programme and the health partners involved.

In conclusion reference was made to the CCG view to ensure that the focus continues to be what is right for the needs and requirements of the West Lancashire population.

In discussion comments and questions were raised in relation to:

- Challenges going forward for the CCG – demand for its services; impact of funding gaps; statutory duty; pressure on the system.
- Targets – efforts / initiatives to cut out inappropriate waste; surgical procedures (levels of treatment)
- Protection of the health provision in West Lancashire
- Social Care – changes in local provision
- Devolution – impact on West Lancashire
- Health Prevention – future initiatives (engaging with businesses; healthier workforce)
- Initiatives associated with life expectancy (targeting specific diseases – lung; COPD; cancer)
- Encouraging early intervention – early detection; early presentation; screening; community engagement
- Recruitment – Impact on GPs; European and international.

The Chief Operator and CSU Service Director contributed to the discussion and provided clarification on the points raised.

The Chairman, on behalf of the Committee, thanked the presenters for their attendance and contribution to this item.

- RESOLVED: 1. That the presentation be noted.
2. That health outcomes for local residents continues through the Health and Wellbeing Partnership, Well Skelmersdale and other initiatives.

31 **COMMUNITY INVOLVEMENT IN SERVICE DELIVERY REVIEW**

Following agreement by the Committee to undertake an in-depth study entitled 'Community Involvement in Service Delivery' the following two items were considered.

32 **COMMUNITY INVOLVEMENT IN SERVICE DELIVERY**

Members considered an introduction to the review 'Community Involvement in

Service Delivery' by the Director of Leisure and Wellbeing. Mr Tilleray provided an overview of proposals for the review to look at how community groups could be involved in service delivery in their local communities. It was anticipated that a Guidance /Information pack would be developed to provide support information for community groups wishing to get involved in the management of a local service. The review is expected to last approximately 10 to 12 months, culminating with a final review report with recommendations coming forward at the end of the process.

RESOLVED: That the presentation be noted.

**33 PROJECT PLAN**

Consideration was given to the draft Project Plan as set down at pages 173 to 117 of the Book of Reports.

Members agreed the Project Plan that would be reviewed at each meeting and the timescale to complete its work by July 2018.

RESOLVED: That the Project Plan be agreed.

**34 MINUTES OF THE MEMBER DEVELOPMENT COMMISSION**

Consideration was given to the Minutes of the Member Development Commission meeting held on 21 September 2017.

RESOLVED: That the Minutes of the Members Development Commission meeting held on 21 September 2017 be noted.

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

Consideration was given to the report of the Borough Solicitor that advised the Committee of following three items submitted by Members, attached as appendices, as contained on pages 183 to 192 of the Book of Reports.

**36 NEED FOR CLARITY ON HOW PLANNING COMMITTEE CONSIDERS  
PRECEDENCE AND COMPARABILITY**

Consideration was given to the Members' Item, submitted by Councillor P Cotterill, entitled 'Need for clarity on how planning committee considers precedence and comparability', as set down at Appendix A. Councillor Cotterill gave an overview of his request and the reasons why the Committee should consider the item further.

At the request of the Chairman, the Director of Development and Regeneration, who was in attendance, addressed the Committee and provided clarification in relation to consideration of planning matters, referring to the process, procedures and legislative duty and the pre-planning advice service. He made an undertaking to place an Information Report on the Planning Committee agenda providing advice to Members in relation to "precedent" and "comparability" as it related to planning legislation.



RESOLVED: A. That the Member Item, detailed at Appendix A, be noted.

- B. That the item not be considered further as the Director of Development and Regeneration had made an undertaking to provide further information to Planning Committee Members in relation to “precedent” and “comparability” as it related to planning legislation.

(Note: During consideration of this item, Councillors Devine, D Evans and McKay declared a non-pecuniary interest as Members of the Planning Committee. They were able to participate as they had taken no view on this matter.)

**37 POOR RESPONSE FROM LCC ON DRAINAGE COMPLAINT**

Consideration was given to the Members’ Item, submitted by Councillor P Cotterill, entitled ‘Poor response from LCC on drainage, as set down at Appendix B. Councillor Cotterill gave an overview of his request and the reasons why the Committee should consider the item further.

Following the discussion it was agreed to note the concern and refer the matter to Lancashire County Council.

RESOLVED: A. That the concern be noted.

- B. That the matter be referred to Head of Flood Risk Management, Lancashire County Council as the issue raised is not within the remit of the Council.

**38 HURSTON BROOK FLOOD RISK STUDY**

Consideration was given to the Member Item/Councillor Call for Action, submitted by Councillor A Yates, entitled ‘Hurlston Brook Flood Risk Study’, as set down at Appendix C. Councillor Yates gave an overview of his request and the reasons why the Committee should consider the item further.

Following consideration it was agreed that in order to consider the Member Item /Councillor Call for Action, that a request be made for a representative of United Utilities to attend a future meeting of the Committee in relation to the matter raised.

RESOLVED: A That the concern raised be noted.

- B That a request be made to United Utilities for a representative to attend a future meeting of the Committee to respond to matters raised within the Member /Councillor Call for Action request.

**39 ITEM FROM THE MEMBERS' UPDATE - ONE WEST LANCS THEMATIC  
GROUPS NOTES & MINUTES**

Consideration was given to the Members Update Request submitted by Councillor Cotterill raised in relation to One West Lancs Thematic Group Notes & Minutes.

The Director of Leisure and Wellbeing provided a response in relation to the process regarding the circulation of minutes, prepared by bodies external to the Council.

In respect of point 3 of the request, as set down at page 193 of the Book of Reports in relation to the prevention work planned/reviewed, an undertaking was made to circulate information to Members on the CSE Teacher Training Programme; Violence against Women and Girls, the successful Home Office Bid and the West Lancashire Community Safety Partnership, CSE Teacher Training Project Survey Results.

RESOLVED: That the response be noted.

**40 WORK PROGRAMME - NEXT MEETING**

Consideration was given to items on the work programme, as known, due to be considered at the next meeting of the Committee scheduled to be held on 4 January 2018.

RESOLVED: That the work programme for the next meeting, scheduled to take place on 4 January 2018, be noted.

.....  
**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

**YES/NO\***

\*delete as applicable

Note: This page will not be published.

(P.T.O.)

PLEASE PROVIDE DETAILS OF THE MATTER YOU WISH TO RAISE

Agenda Item      Number .....

Title .....

Details .....

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Name .....      Dated .....

*Completed forms to be submitted by 10.00am on the Friday of the week preceding the meeting to:-*

*Member Services, West Lancashire Borough Council, 52 Derby Street, Ormskirk, Lancashire, L39 2DF or  
Email: [member.services@westlancs.gov.uk](mailto:member.services@westlancs.gov.uk)*

*If you require any assistance regarding your attendance at a meeting (including access) or if you have any queries regarding your submission please contact Member Services on 01695 585065*

Note: This page will be published.



**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY COMMITTEE:  
4 JANUARY 2018**

**CABINET: 9 JANUARY 2018**

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**Report of: Director of Housing and Inclusion**

**Relevant Portfolio Holder: Councillor I Moran**

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

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**SUBJECT: QUARTERLY PERFORMANCE INDICATORS (Q2 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 September 2017.

**2.0 RECOMMENDATIONS TO CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE**

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

**3.0 RECOMMENDATIONS TO CABINET**

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

3.2 That the call-in procedure is not appropriate for this item as the report was submitted to the meeting of the Corporate & Environmental Overview & Scrutiny Committee on 4 January 2018.

## **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
- 7 indicators narrowly missed target; 4 were 5% or more off target

As a general comparison, Q2 performance in 2016/17 gave 23 (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. 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 a 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 IMPACTS**

5.1 The information set out in this report aims to help the Council improve service performance. There are no significant sustainability impacts associated with this report/update and, in particular, no significant impact on crime and disorder.

## **6.0 FINANCIAL AND RESOURCE IMPLICATIONS**

6.1 There are no 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 Q2 July-September 2017/18

Appendix B1: R1 % of Council Tax collected & R3 % of Non-domestic Rates Collected

Appendix C: Actions from Previous Performance Plans

Appendix D: Minute of Corporate & Environmental Overview and Scrutiny Committee 4 January 2018 (Cabinet 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	Improved	14	
	Warning (within 5%)	7	Worse	13	
	Alert (by 5% or more)	4	No change	4	
	Data only	2	/	Comparison not available	0
N/A	Data not collected for quarter	0		Awaiting data	0
	Awaiting data	0			
Total number of indicators/data items		31			

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



Page No Code & Short Name	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Current Target	Comments	Q2 17/18 vs Q2 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
ICT1 Severe Business Disruption (Priority 1) ytd	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) (ytd)	99.0%	98.0%	98.0%	98.0%	97.0%	98.0%	98.0%	98.0%	99.0%	97.0%			
ICT3 Major Business Disruption (P2) (ytd)	100.0%	89.0%	92.0%	100.0%	92.0%	94.0%	96.0%	100.0%	100.0%	98.0%			
ICT4 Minor Disruption (P4) (ytd)	99.0%	97.0%	98.0%	99.0%	99.0%	99.0%	99.0%	98.0%	99.0%	98.0%			
B1 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (ytd)	8.07	8.00	7.02	7.22	7.24	8.10	6.41	6.87	7.10	12.00			
B2 Overpayment Recovery of Housing Benefit overpayments (payments received) ytd	£149,382	£207,159	£276,577	£79,368	£157,338	£226,000	£311,409	£69,860	£140,362	£94,430			
R1 % of Council Tax collected	56.69%	84.37%	97.02%	29.38%	56.67%	84.38%	96.74%	29.30%	56.28%	57.31%	Head of Service's amber assessment: performance plan attached at Appendix B1		

PI Code & Short Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Current Target	Comments	Q2 17/18 vs Q2 16/17	Quarter Performance
	2015/16	2015/16	2015/16	2016/17	2016/17	2016/17	2016/17	2017/18	2017/18				
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
R2 % council tax previous years arrears collected	25.31%	32.64%	37.31%	9.98%	17.3%	22.54%	26.82%	7.13%	13.37%	12.36%			
R3 % of Non-domestic Rates Collected	54.83%	80.41%	98.32%	29.27%	56.87%	82.98%	97.72%	29.18%	55.15%	55.55%	Head of Service's amber assessment: performance plan attached at Appendix B1		
R4 Sundry Debtors % of revenue collected against debt raised	83.67%	88.84%	95%	66.42%	72.43%	80.87%	95.06%	39.49%	74.1%	65.75%			







### Development & Regeneration Services











PI Code & Short Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Current Target	Comments	Q2 17/18 vs Q2 16/17	Quarter Performance
	2015/16	2015/16	2015/16	2016/17	2016/17	2016/17	2016/17	2017/18	2017/18				
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 157a Processing of planning applications: Major applications	100%	100%	81.82%	100%	92.31%	71.43%	83.33%	100%	100%	65.00%			
NI 157b Processing of planning applications: Minor applications	66.15%	67.14%	62.26%	70.97%	91.67%	96.49%	94.67%	76.56%	93.90%	75.00%			
NI 157c Processing of planning applications: Other applications	83.33%	81.82%	80.00%	85.95%	96.64%	92.68%	89.52%	87.31%	93.62%	85.00%			

### Finance and HR Services

PI Code & Short Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Current Target	Comments	Q2 17/18 vs Q2 16/17	Quarter Performance
	2015/16	2015/16	2015/16	2016/17	2016/17	2016/17	2016/17	2017/18	2017/18				
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL_121 Working Days Lost Due to Sickness Absence <sup>3</sup>	10.43	10.47	9.64	8.89	7.61	7.40	7.44	6.92	7.54	8.08			

Housing & Inclusion Services

PI Code & Short Name	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Current Target	Comments	Q2 17/18 vs Q2 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
HS1 % Housing repairs completed in timescale	96.11%	97.02%	95.38%	94.93%	97.42%	98.13%	98.40%	95.88%	96.06%	97.00%	Performance with one contractor has been discussed at a contractor meeting. Processes were put in place to improve identified issues, and performance has improved, with the monthly target having been on target for October.  Performance Plan in progress. See Appendix C.		
HS13 % LA properties with Landlord Gas Safety Record outstanding	0.01%	0.08%	0.13%	0.13%	0.22%	0.07%	0.19%	0.16%	0.13%	0.00%	Target based on legal requirement for all eligible properties to have certificate.  Reported performance is an average from months in the period. 0% was achieved in July. 0.13% represents an average of 7 properties.  Performance Plan in progress. See Appendix C.		
TS1 Rent Collected as a % of rent owed (excluding arrears b/f)	100.12	99.74	99.81	102.3	99.96	99.96	99.09	102.46	99.97	99.00	As more tenants move to Universal Credit (UC) the target becomes more challenging. The Income team prioritise pre tenancy money advice and early intervention to minimise rent arrears and maximise rental income. We continue to maximise the amount of Discretionary Housing Payment for customers and advise those on UC of advanced payments for their housing costs (rent) and that when 8 weeks rent arrears accrue we will request a managed payment or an alternative payment arrangement for rent arrears from the DWP. UC work has had a significant impact on staffing resources. We are looking to secure additional staff to assist manage performance ahead of full UC on 13.12.17 utilising both existing budgets and funding from the DWP to provide support for UC claimants.		





PI Code & Short Name	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Current Target	Comments	Q2 17/18 vs Q2 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
TS11 % of rent loss through dwellings being vacant	1.56%	1.66%	1.74%	1.76%	1.79%	1.8%	1.79%	1.84%	1.79%	2.00%			
BV8 % invoices paid on time	98.65%	99.28%	98.36%	98.54%	98.33%	98.65%	98.37%	99.11%	98.05%	98.75%	This relates to over 9,000 invoices in the quarter. Performance for October is on target. Head of Service's amber assessment: performance plan not required.		
WL19bii Direct dial calls answered within 10 seconds <sup>2</sup>	80.79%	82.35%	81.00%	80.15%	79.95%	82.41%	82.69%	81.39%	81.24% <sup>2</sup>	82.21%	Please note that due to technical issues with the call logger, data is not available for the period 16.09.17-12.10.17. The outturn for Q2 therefore refers to quarter data up to 15.09.17. Head of Service's amber assessment: performance plan not required.		
Page 266 WL90 % of Contact Centre calls answered	93.8%	92.4%	91.1%	92.2%	94.6%	93.7%	91.9%	80.1%	90.3%	91.0%	The successful launch of the garden waste collection service resulted in increased call volumes. However actively promoting channel shift via the Interactive Voice Response encourages residents to hang up and sign up online instead, which registers as an abandoned call and therefore has a direct impact on call handling performance. Calls have started to reduce during this quarter in relation to garden waste and performance has started to improve.  Performance Plan in progress. See Appendix C.		
WL108 Average answered waiting time for callers to the contact centre (seconds)	23.00	37.00	60.00	64.00	47.00	58.00	69.00	163.00	83.00	60.00	The successful launch of the Garden Waste collection service has resulted in an increase in call volumes which has had a direct impact on call waiting times.  Performance Plan in progress. See Appendix C.		

## Leisure & Wellbeing Services

PI Code & Short Name	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Current Target	Comments	Q2 17/18 vs Q2 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL08a Number of Crime Incidents	1,169	1,271	1,205	1,359	1,224	1,388	1,199	1,432	1,504				
WL_18 Use of leisure and cultural facilities (swims and visits)	303,157	215,442	331,443	307,707	311,904	245,996	348,199	318,045	333,750				

## Street Scene Services

PI Code & Short Name	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Current Target	Comments	Q2 17/18 vs Q2 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 191 Residual household waste per household (Kg) <sup>4</sup>	122.66	124.96	138.46	128.7 <sup>5</sup>	121	125.32	126.71 <sup>6</sup>	133.82 <sup>7</sup>	127.18	125	Performance Plan in progress. See Appendix C.		
NI 192 Percentage of household waste sent for reuse, recycling and composting <sup>4</sup>	51.08%	51.37%	41.81%	42.05% <sup>8</sup>	54.16%	51.41%	43.42% <sup>9</sup>	38.57% <sup>10</sup>	47.38%	50.00%	Increase publicity and promotion for the Garden Waste collection season 18/19 to increase uptake of the service.  Performance Plan in progress. See Appendix C.		
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	1.17%	1.17%	2.00%	N/A	1.33%	1.11%	0.00% <sup>11</sup>	N/A	1.22%	1.61%			
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	3.41%	5.97%	5.47%	N/A	3.24%	2.96%	2.05% <sup>11</sup>	N/A	3.13%	5.00%			
WL01 No. residual bins missed per 100,000 collections	93.34	87.42	97.41	73.06	75.87	78.68	79.62	91.48	93.36	80.00	Route Optimisation project is ongoing. The aim is to have more balanced rounds. This is due for completion in March 2018.		

PI Code & Short Name	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Current Target	Comments	Q2 17/18 vs Q2 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
											Performance Plan in progress. See Appendix C.		
WL06 Average time taken to remove fly tips (days)	1.05	1.06	1.08	1.03 <sup>12</sup>	1.05 <sup>12</sup>	1.03	1.03	1.03	1.03	1.09			
WL122 % Vehicle Operator Licence Inspections Carried Out within 6 Weeks	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			

<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. Data for Q2 2017/18 was only for the period 01.07 – 15.09.17.

<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. Data shown has been re-stated to reflect this change.

<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> Data restated from originally published 130.26

<sup>8</sup> NI192: Data restated from originally published 40.61; <sup>9</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>10</sup> Data restated from originally published 40.93

<sup>11</sup> NI195a - previously reported as 0.65%; NI195b - previously reported as 2.19%

<sup>12</sup> WL06: 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>	R1 % of Council Tax collected / R3 % of Non-domestic Rates Collected
<p><b>Reason(s) for not meeting target:</b> As in previous years at this point in the calendar year the outturn has dipped below the Current Year Council Tax &amp; NNDR Recovery service targets. The contractual Service Level Agreement is an annual target.</p> <p>Both of these annual targets remain the most challenging for the service to deliver. Although resources were increased in both areas early on this financial year and work trays are at very low levels, which indicates the level of resource allocated to these areas is not an issue, the service haven't managed to meet their internal target this quarter. New management information should help identify the specific areas for future focus.</p>	
<p><b>Additional Commentary</b></p> <p><b>Proposed Actions</b> The service are currently reviewing options in terms of how best to address this and bring performance back on track, initial action includes:</p> <ul style="list-style-type: none"> <li>• Increased monitoring and review of high value recovery cases to target non payers</li> <li>• Liaising closely with Valuation Office to ensure accurate Rating Lists maintained</li> <li>• Appointment of specialist Revenues Agency worker to assist with the collection process and enable staff to target specific workstreams such as alternative payments</li> <li>• Implementation of new Management Information Software to assist identification of areas for focus.</li> </ul> <p>It is anticipated that these actions will have a positive impact and improve performance by the end of the financial year.</p>	
<p><b>Resource Implications</b> Resource issues have been considered during the updating of the Recovery Strategy and will be met within the existing service.</p>	
<p><b>Priority</b> The collection of both Council and Business Rates Tax remains an ongoing key priority for the Service and Council.</p>	
<p><b>Future Targets</b> No proposed change to target. The contractual Service Level Agreement is an annual target, however this reports performance against where the service would like recovery to be at that point in the financial year.</p>	
<b>Action Plan</b>	<b>Completion Date</b>
<b>Tasks to be undertaken</b>	<b>Completion Date</b>
Increased monitoring and review of high value recovery cases to target non payers	Ongoing
Liaising closely with Valuation Office to ensure accurate Rating Lists maintained	Ongoing
Appointment of specialist Revenues Agency worker to assist in maximising collection process	Ongoing
Implementation of new Management Information Software to assist identification of areas for focus – Go Live	November 2017

**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	Q316/17	Form a working group. Involving Legal, Property Services, Housing Operations and the councils heating contractor.	March 2017	Complete.	Performance for Q2 remains under target. Actions should impact on performance once recommendations are implemented, so should be visible from Q4 onwards.
		Review current processes with the group	May 2017	A project is now underway to put the gas servicing process onto QL, the Housing Management System. This will facilitate improved team working, make it easier to recognise and manage issues and identify opportunities to enhance the current process.	
		Review best practice from other organisations	June 2017	We have identified that additional contact with the tenant earlier in the process, and more reliable information in a shared format (to enable other teams to assist with access problems) is needed. Our procedures are being changing to address this. We are also exploring communications to raise tenants' awareness around gas servicing.	
		Make recommendations for changes to the process.	July 2017	Initial changes recommended (as above) and we will monitor their impact. Once gas servicing	

				is on QL we will identify any further improvements necessary.	
		Implement changes.	Sept 2017	The changes are being implemented alongside the project to move gas servicing onto QL, so will be implemented during November.	
		Rewrite of the Gas Policy and re-working of the procedure to be implemented with the advice of external adviser.	Dec 2017	In progress.	
TS24b Average time taken to re-let local authority housing SUPPORTED NEEDS Page 271	Q3 16/17	Hall Green Redevelopment	Ongoing	In progress	The re-let QPIs have been replaced for 2017/18 with <i>TS11% of rent loss through dwellings being vacant</i>
		Appraisal of sheltered bedsit accommodation	June 2017	Complete. Queens Court Options Appraisal signed off by service managers September 2017.	
		Investigate options for reducing age limit from 60 to 55 years for selected Category 1 accommodation.	June 2017	Complete. Proposal for reducing age limits to go to Cabinet as part of the Allocations Policy review in January.	
WL108 Average answered waiting time for callers to the contact centre & WL90 % of Contact Centre calls answered	Q1 17/18	Continue discussions with the project/ implementation team to plan subscriptions for year 2.	January 2018	Planning work is underway	Whilst the Customer Services team will continue to focus on call handling performance, it is unlikely that performance targets will be achieved for 2017/18 due to the sheer volume of calls received in the first quarter.
		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	Data gathering exercise is complete. Targeted messages will be used to encourage current subscribers to re-subscribe online.	
HS1 % Housing Repairs Completed in timescale	Q1 17/18	Contractor meeting	06/09/17	Completed. Monthly meetings now	Q2 performance remains below target.

				scheduled with contractors to allow swift identification and resolution of issues.	Other reasons identified for underperformance have been also been the focus of our improvement work, such as improving our processes around approving target date extensions where appropriate, and clearing the backlog of work awaiting further instruction from WLBC.
		Develop 'approaching target date' report	29/09/17	Complete. Contractors already have access to a report of jobs approaching their target date available on Epix which is used as part of their management of repairs within their area.	These tasks are anticipated to show an impact on performance from October (Q3). Performance data for October was above target.
NI 191 Residual household Waste per Household	Q1 17/18	Monthly performance monitoring	Ongoing	Underway	Performance for Q2 was Amber.
NI 192 Percentage of Household Waste sent for reuse, recycling and composting.	Q1 17/18	Publicity plan publicising/promoting the garden waste collection service	April 2018	Plan is in development.	Performance for Q2 was Red. The publicity plan will have an impact at the start of the new subscription season - first quarter in 2018/19
WL01: Missed Bins per 100,000 Collections	Q1 17/18	Continue to monitor performance	Ongoing	Underway	These tasks are anticipated to show an impact on performance from October (Q3). Performance for Q2 was below target.
		Review performance indicator	March 2018	A more precise number of properties/bins will be determined through the route optimisation project.	
		Review classification of missed bins	March 2018		

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 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**

<b>OTHER</b>	
6 December 2017	Article – 'Bid to get community involved in council services' ( <i>Champion 6 December 2017</i> )



**CONCLUSION**

**RECOMMENDATIONS**

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



## CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

### WORK PROGRAMME 2018

<p>1 March 2018</p>	<ul style="list-style-type: none"> <li>• QPIs 2017/18 (as advised)</li> <li>• Crime and Disorder Scrutiny – To consider a presentation from a representative of West Lancashire Community Safety Partnership (CSP)</li> <li>• Presentation on the Role of the Parish Councils from Marion Gelder, Chief Executive Officer, Lancashire Association of Local Councils (LALC)</li> <li>• Community Involvement in Service Delivery Review             <ul style="list-style-type: none"> <li>(a) To consider a presentation, on behalf of the Borough Solicitor on the legal and procurement barriers that may be encountered in relation to services in the local community.</li> <li>(b) To review the Project Plan.</li> </ul> </li> <li>• West Lancashire Tourism – The Visitor Economy Review – Review of recommendations.</li> <li>• Work Programme Progress Report</li> <li>• Members’ Items (as advised)</li> <li>• Items from the Members’ Update (as advised)</li> <li>• Work Programme – items for future meetings.</li> </ul>
<p>July 2018</p>	<ul style="list-style-type: none"> <li>• QPIs 2017/18 (as advised)</li> <li>• BT Lancashire Services Annual Review 2017/18 – To consider the report of the Director of Housing and Inclusion. The item includes presentations from representatives from ICT and Transactional Services, BT Lancashire Services.</li> <li>• Minutes of the Member Development Commission – To consider the minutes of the Member Development Commission meeting held on 15 March 2018.</li> <li>• Community Involvement in Service Delivery Review             <ul style="list-style-type: none"> <li>(a) To consider any final aspect of the review, including a Guidance and Information Pack, as appropriate.</li> <li>(b) To agree the draft final report and final recommendations for submission to Cabinet and Council, if applicable in September/October 2018.</li> </ul> </li> <li>• Members’ Items (as advised)</li> <li>• Items from the Members’ Update (as advised)</li> </ul>

	<ul style="list-style-type: none"> <li>• Work Programme – items for future meetings.</li> </ul>
October 2018	<ul style="list-style-type: none"> <li>• QPIs 2017/18 (as advised)</li> <li>• West Lancashire Leisure (WLCL) Annual Report – To consider a presentation from the Board Chairman (WLCL) and Contracts Manager (SERCO).</li> <li>• Review Topic 2018/19 and Confirmation of Work Programme – To consider the report of the Borough Solicitor.</li> <li>• Minutes of the Member Development Commission - To consider the minutes of the Member Development Commission meeting held in September 2018.</li> <li>• Members' Items (as advised)</li> <li>• Items from the Members' Update (as advised)</li> <li>• Work Programme – items for future meetings.</li> </ul>