



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

Wednesday, 21 February 2018

TO: COUNCILLORS **N HENNESSY (CHAIRMAN), D EVANS (VICE-CHAIRMAN),
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, 1 MARCH 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	281 -
	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.)	282
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:	
	<ul style="list-style-type: none"> - 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	283 -
	To receive as a correct record the Minutes of the meeting held on Thursday, 4 January 2018.	290
7.	PUBLIC SPEAKING	291 -
	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 on Friday, 23 February 2018. A copy of the public speaking protocol and form to be completed is attached.	294
8.	QUARTERLY PERFORMANCE INDICATORS (Q3 2017/18)	295 -
	To consider the report of the Director of Housing and Inclusion.	312
9.	CRIME AND DISORDER SCRUTINY	
	To receive a presentation from representatives of West Lancashire Community Safety Partnership.	
10.	THE ROLE OF PARISH COUNCILS IN WEST LANCASHIRE	
	To receive a presentation from Marion Gelder, Chief Executive Officer, Lancashire Association of Local Councils (LALC), as requested by the Committee at a previous meeting.	
11.	COMMUNITY INVOLVEMENT IN SERVICE DELIVERY REVIEW:	
11a	Legal and Procurement Matters	
	To receive a presentation from the Borough Solicitor (or his representative) on the legal and procurement barriers that may be encountered in relation to services in the local community.	
11b	Project Plan	313 -
	To consider the updated Project Plan.	316

12. **MEMBERS' ITEMS/COUNCILLOR CALL FOR ACTION (CCFA)**
There are no items under this heading.
13. **ITEMS FROM THE MEMBERS' UPDATE**
There are no items under this heading.
14. **FUTURE WORK PROGRAMME 2018/19** 317 -
To consider the Committee's future work programme. 318

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

**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**.

Agenda Item 4

MEMBERS INTERESTS 2012

A Member with a disclosable pecuniary interest in any matter considered at a meeting must disclose the interest to the meeting at which they are present, except where it has been entered on the Register.

A Member with a non pecuniary or pecuniary interest in any business of the Council must disclose the existence and nature of that interest at commencement of consideration or when the interest becomes apparent.

Where sensitive information relating to an interest is not registered in the register, you must indicate that you have an interest, but need not disclose the sensitive information.

Please tick relevant boxes

Notes

	General		
1.	I have a disclosable pecuniary interest.	<input type="checkbox"/>	You cannot speak or vote and must withdraw unless you have also ticked 5 below
2.	I have a non-pecuniary interest.	<input type="checkbox"/>	You may speak and vote
3.	<p>I have a pecuniary interest because</p> <p>it affects my financial position or the financial position of a connected person or, a body described in 10.1(1)(i) and (ii) and the interest is one which a member of the public with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice my judgement of the public interest</p> <p>or</p> <p>it relates to the determining of any approval consent, licence, permission or registration in relation to me or a connected person or, a body described in 10.1(1)(i) and (ii) and the interest is one which a member of the public with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice my judgement of the public interest</p>	<input type="checkbox"/> <input type="checkbox"/>	<p>You cannot speak or vote and must withdraw unless you have also ticked 5 or 6 below</p> <p>You cannot speak or vote and must withdraw unless you have also ticked 5 or 6 below</p>
4.	<p>I have a disclosable pecuniary interest (Dispensation 20/09/16) or a pecuniary interest but it relates to the functions of my Council in respect of:</p> <p>(i) Housing where I am a tenant of the Council, and those functions do not relate particularly to my tenancy or lease.</p> <p>(ii) school meals, or school transport and travelling expenses where I am a parent or guardian of a child in full time education, or are a parent governor of a school, and it does not relate particularly to the school which the child attends.</p> <p>(iii) Statutory sick pay where I am in receipt or entitled to receipt of such pay.</p> <p>(iv) An allowance, payment or indemnity given to Members</p> <p>(v) Any ceremonial honour given to Members</p> <p>(vi) Setting Council tax or a precept under the LGFA 1992</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<p>You may speak and vote</p> <p>You may speak and vote</p> <p>You may speak and vote</p> <p>You may speak and vote</p> <p>You may speak and vote</p>
5.	A Standards Committee dispensation applies (relevant lines in the budget – Dispensation 20/09/16 – 19/09/20)	<input type="checkbox"/>	See the terms of the dispensation
6.	I have a pecuniary interest in the business but I can attend to make representations, answer questions or give evidence as the public are also allowed to attend the meeting for the same purpose	<input type="checkbox"/>	You may speak but must leave the room once you have finished and cannot vote

‘disclosable pecuniary interest’ (DPI) means an interest of a description specified below which is your interest, your spouse’s or civil partner’s or the interest of somebody who you are living with as a husband or wife, or as if you were civil partners and you are aware that that other person has the interest.

Interest

Prescribed description

Employment, office,
trade, profession or
vocation

Any employment, office, trade, profession or vocation carried on for profit or gain.

Sponsorship

Any payment or provision of any other financial benefit (other than from the relevant authority) made or provided within the relevant period in respect of any expenses incurred by M in carrying out duties as a member, or towards the election expenses of M.

	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.

CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE

HELD: Thursday, 4 January 2018

Start: 7.00 pm

Finish: 9.50 pm

PRESENT:

Councillors:

N Hennessy (Chairman)	
D Evans (Vice-Chairman)	M Barron
Mrs M Blake	T Blane
P Cotterill	G Hodson
J Kay	D McKay
N Pryce-Roberts	L Savage
D West	

In attendance: Councillor Y Gagen (Deputy Leader and Portfolio Holder for Leisure and Human Resources)

Steve Howell (United Utilities)

Officers:

Heidi McDougall, Director of Street Scene
 Philip Samosa, Deputy Director of Street Scene
 Alison Grimes, Partnership & Performance Officer
 Stephen Kent, Leisure Operations Manager
 Tina Sparrow, Principal Solicitor
 Jacky Denning, Assistant Member Services Manager

41 APOLOGIES

Apologies for absence were received on behalf of Councillors Curry and Nixon.

42 MEMBERSHIP OF THE COMMITTEE

There were no changes to the Membership.

43 URGENT BUSINESS, IF ANY, INTRODUCED BY THE CHAIRMAN

There were no items of urgent business.

44 DECLARATIONS OF INTEREST

There were no declarations of interest.

45 DECLARATIONS OF A PARTY WHIP

There were no declarations of a Party Whip.

46 MINUTES

RESOLVED: That the Minutes of the Corporate and Environmental Overview and Scrutiny Committee meeting held on 12 October 2017 be received as a correct record and signed by the Chairman.

47 PUBLIC SPEAKING

There were no items under this heading.

48 FLOODING IN THE BOROUGH

The Committee received a presentation from Mr Steve Howell, Asset Manager, United Utilities, in relation to flooding and the wastewater network operations and services in the Borough, requested by the Committee to attend following consideration of a Members Item raised on Hurlston Brook Flood Risk study. The presentation referred to the following:

1. The waste water network – managing flood risk and who is responsible for what:
 - Lancashire County Council – Developing, maintaining and applying a strategy for local flood risk management; managing the risk of flooding from surface water, groundwater and ordinary watercourses; and providing and maintaining highway drainage such as road gullies/grids
 - Environment Agency – Responsible for taking a strategic overview of all sources of flooding and managing the risk of flooding from main rivers
 - West Lancashire Borough Council – Managing the risk of flooding from ordinary watercourses and approving planning applications and ensuring it's drained in a sustainable way
 - United Utilities – Managing the risk of flooding from surface water, foul and combined sewer systems that provide drainage from buildings and yards
2. An overview of the wastewater system, including the sewers, pumping stations and treatment works.
3. West Lancashire drainage area, including inspections, planned maintenance visits and cleaning of sewers.
4. Performance statistics in relation to customer satisfaction, internal flooding and pollution incidents and spend on operating, maintaining and enhancing the wastewater network
5. Sewer flooding strategies and the calculation for ongoing risk analysis
6. Developers and development and the pressure on existing sewerage infrastructure, given their legal right to connect to both foul and surface water and to choose the point of connection
7. Partnership working:
 - Attendance at the Lead Local Flood Authority Making Space for Water meetings
 - Working closely with Local Authority Planning Departments and developers
 - Meet with Flood Action Groups such as ARRCCHS
 - Meetings with Councillors and MPs
8. Problems associated with flushing oil/fats, wipes and cotton buds

9. Reactive resolution units availability

Comments and questions were raised in respect of the following:

- The size of the sewerage pipes
- Closure of pumping stations
- The amount spent on improvements in the West Lancs area
- The programme or works for cleaning pipes
- Surface water outlets
- Problems associated with flushing oil/fats, wipes and cotton buds and campaigns to reduce this
- Hurlston Brook Flood Risk study
- Disruption to footpaths/surfaces during works

Steve Howell gave an undertaking to find out:

- (i) What the level of investment is in the West Lancs area
- (ii) If a programme of work for cleaning sewerage pipes is available to circulate to members

RESOLVED: A. That Steve Howell from United Utilities be thanked for his informative presentation and be asked to return once the report on Hurlston Brook Flood Risk study had been published.

B. That in view of the pressure placed on local authorities to meet government house building targets and the right of developers to connect to the sewerage system, Cabinet be asked to consider lobbying the government in relation to the reduction in funding for statutory services, in particular the general under investment in improving the waste sewerage systems.

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

There were no items under this heading.

50 **ITEMS FROM THE MEMBERS' UPDATE**

There were no items under this heading.

51 **CORPORATE PERFORMANCE INDICATORS Q2 2017-18**

Consideration was given to the report of the Director of Housing and Inclusion, as contained on pages 259 to 272 of the Book of Reports, which presented performance monitoring data for the quarter ended 30 September 2017.

Comments and questions were raised in respect of the following targets:

- NI157a 'Processing of planning applications' R3 '% of Non-domestic Rates Collected'
- HS1 '% Housing repairs completed in timescale'

- WL90 '% of Contact Centre calls answered'
- WL19bii 'Direct dial calls answered within 10 seconds'
- WL08a 'Number of Crime Incidents'
- WL01 'No. residual bins missed per 100,000 collections'

- RESOLVED: A. That the Council's performance against the indicator set for the quarter ended 30 September 2017, be noted.
- B. That Cabinet be asked to review the target level for NI157a 'Processing of planning applications' at its meeting in March 2018.
- C. That in relation to WL08a 'Number of Crime Incidents' the Community Safety Partnership be asked to include facts and figures at the next meeting of this Committee when they are scheduled to give their annual presentation on the work of the Partnership.

52 COMMUNITY INVOLVEMENT IN SERVICE DELIVERY REVIEW

The Committee considered the following 3 items as part of the review being undertaken entitled 'Community Involvement in Service Delivery':

**53 TRANSFERRING A COMMUNITY SERVICE TO A LOCAL COMMUNITY GROUP -
LEISURE AND WELLBEING**

The Committee received a presentation from Steve Kent, Leisure Operations Manager, which provided details of previous experience in transferring a Community Service to a Local Community Group. The presentation included:

1. Examples of community transfer:

Community Buildings

Civic Hall : The Civic

Skelmersdale Community Resource Centres

- Digmoor: Evermoor Enterprises
- Birch Green: Artz for All
- Tanhouse: Tanhouse Community Enterprises Ltd
- Greenhill: Greenhill Community Hub
- Skelmersdale Meeting Rooms
- Ashurst: Skelmersdale Taekwondo Academy
- Heversham: Skelmersdale Boxing Club
- Tanfields: Tanfields Association/Closure
- Hall Green: returned to Housing
- Liverpool Road: Skelmersdale Players
- Flimby: Skelmersdale Baptist Church
- Carfield/Acregate: Hope House/Dream Centre
- Yewdale: LCC Counselling Services

- Inskip: Inskip Community Association/LCC Nursery
- Pennylands: Ilyo Taekwondo
- Ormskirk Community Centre : Chapel Gallery

Outdoor Sports Facilities Abbey Lane Playing Fields

Outdoor Activity Facility Platts Lane Fishing Lake
Skelmersdale Allotments
Liverpool Road Allotments
Richmond Avenue Allotments

2. The process undertaken and the lessons learned, particularly in relation to the Community Resource Centres in Skelmersdale, the Civic Hall, Ormskirk and Abbey Lane Playing Fields, Burscough, ie:

- (i) Purpose - to reduce revenue or to generate external capital funding or a combination of both
- (ii) Suitability of the group – training requirements, management history, local support, consultation, business plans,
- (iii) Required background investigations and other matters:
 - permissions in relation to ownership/covenants
 - drafting documents for leases/licences
 - scrutiny
 - group legal support
 - accountability of public assets/best value
 - the disposal process
 - liabilities (insurances/responsibilities)
 - financial viability
 - risk assessments
 - timescales
 - consideration as to whether continued support to groups following transfer is required

(iv) Potential transfer opportunities for consideration in the future:

Community Buildings Banks Leisure Centre
Chapel Gallery
Housing community/meeting rooms

Outdoor Sports Facilities Blaguegate Playing Fields
Chequer Lane Playing Fields
Whitemoss Playing Fields
Whittle Drive Playing Fields
Aveling Drive Playing Fields

Outdoor Activity Facility Abbey Lakes Fishing Lake

Chequer Lane Fishing Lake
Tower Hill Allotments
Clucas Gardens/Owen Avenue
Allotments
Tawd Valley Park
Beacon Country Park & Golf Course
Coronation Park
Richmond Park
Other Parks
Playground Maintenance

Other Facilities

CCTV
Dog fouling/littering enforcement

- RESOLVED: A. That the presentation be noted.
- B. That the following recommendations be considered for inclusion in the Committee's final review report:
- (i) "That in relation to the transfer of assets to community groups, consideration should be given to a formal in-house support mechanism being established as part of the process, for groups to access support following the transfer of facilities, with bi-annual or quarterly monitoring meetings put in place for this purpose."
 - (ii) "That in the interest of prudent financial management, the £15k revenue funding given to Abbey Lakes each year be reviewed in the context of the overall programme of grants given to voluntary organisations."
- C. That the Leisure Operations Manager be asked to invite to a future meeting of the Committee a representative from one or two organisations to give their views on the overall process and to invite the CVS to discuss support services.

54

TRANSFER OF SERVICE DELIVERY - STREET SCENE

The Committee received a presentation from Phil Samosa, Deputy Director of Street Scene who provided details on the Services' experience in relation to the transfer of services delivery. The presentation advised that experience was limited as services didn't lend themselves easily to transfer as groups in the main did not have the necessary infrastructure to support such involvement.

The Committee was advised that Street Scene were currently working in partnership with Total Reuse, a local social enterprise organisation based in Skelmersdale, providing the physical collection part of the bulky household waste collection service, with the Council providing the administration. Items are refurbished, when

appropriate, and offered for sale or donated to community groups and good causes. Income generated from sales is used to create training programmes.

The Committee was further advised on the work undertaken with local volunteer groups such as the Scouts', parish councils and neighbourhood clean-up campaigns in providing equipment, materials and the removal of any waste collected. National clean-up campaigns are promoted by the service such as the Keep Britain Tidy initiatives "The Great British Clean" and "Clean for the Queen" offering local action groups advice and once again the provision of equipment and the removal of waste. Requests are dealt with on an individual basis.

Comments and questions were raised in respect of the following:

- Insurance and liability issues
- The possibility of a site visit to Total Reuse
- Price determination of bulky waste items

RESOLVED: A. That the Deputy Director of Street Scene be asked to organise a visit to Total Reuse, with an invitation to all Members.

- B. That the following recommendation be considered for inclusion in the final review report of the Committee:
"That the option of offering groups insurance under a bulk insurance scheme be investigated."

55 PROJECT PLAN

Consideration was given to the Project Plan contained on pages 273 to 278 of the Book of Reports.

RESOLVED: That the Project Plan be amended to take into account the matters raised above and subject to the inclusion of engagement with Parish Councils and the Council for Voluntary Services, which may require an extension to the timescales.

56 WORK PROGRAMME - FUTURE MEETINGS

Consideration was given to the Committee's Future Work Programme, as contained on pages 279 to 280 of the Book of Reports.

RESOLVED: That the Committee's future Work Programme be approved.

.....
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 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

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

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**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY COMMITTEE:
1 MARCH 2018**

CABINET: 13 MARCH 2018

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)

SUBJECT: QUARTERLY PERFORMANCE INDICATORS (Q3 2017/18)

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

- 1.1 To present performance monitoring data for the quarter ended 31 December 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 31 December 2017 be noted.

3.0 RECOMMENDATIONS TO CABINET

- 3.1 That the Council's performance against the indicator set for the quarter ended 31 December 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 1 March 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:

- 21 indicators met or exceeded target
- 5 indicators narrowly missed target; 3 were 5% or more off target

As a general comparison, Q3 performance in 2016/17 gave 22 (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.

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 Q3 October-December 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 & Scrutiny Committee – 1 March 2018 (Cabinet only)

APPENDIX A: QUARTERLY PERFORMANCE INDICATORS

PI Status			Performance against same quarter previous year		
	OK (within 0.01%) or exceeded	21		Improved	12
	Warning (within 5%)	5		Worse	16
	Alert (by 5% or more)	3		No change	3
	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 ¹

Code & Short Name	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Current Target	Comments	Q3 17/18 vs Q3 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)	98.0%	98.0%	98.0%	97.0%	98.0%	98.0%	98.0%	99.0%	99.0%	97.0%			
ICT3 Major Business Disruption (P2)	89.0%	92.0%	100.0%	92.0%	94.0%	96.0%	100.0%	100.0%	100.0%	98.0%			
ICT4 Minor Disruption (P4)	97.0%	98.0%	99.0%	99.0%	99.0%	99.0%	98.0%	99.0%	99.0%	98.0%			
B1 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)	8.00	7.02	7.22	7.24	8.10	6.41	6.87	7.10	6.93	12			
B2 Overpayment Recovery of Housing Benefit overpayments	£207,159	£276,577	£79,368	£157,338	£226,000	£311,409	£69,860	£140,362	£212,841	£144,713			







PI Code & Short Name	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Current Target	Comments	Q3 17/18 vs Q3 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
(payments received)													
R1 % of Council Tax collected	84.37%	97.02%	29.38%	56.67%	84.38%	96.74%	29.30%	56.28%	83.97%	85.90 %	Performance Plan attached as Appendix B1	↓	⚠
R2 % council tax previous years arrears collected	32.64%	37.31%	9.98%	17.3%	22.54%	26.82%	7.13%	13.37%	18.22%	18.20 %		↓	✅
R3 % of Non-domestic Rates Collected	80.41%	98.32%	29.27%	56.87%	82.98%	97.72%	29.18%	55.15%	80.66%	81.85 %	Performance Plan attached as Appendix B1	↓	⚠
R4 Sundry Debtors % of revenue collected against debt raised	88.84%	95.00%	66.42%	72.43%	80.87%	95.06%	39.49%	74.71%	87.99 %	76.25 %		↑	✅

Development & Regeneration Services													
PI Code & Short Name	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Current Target	Comments	Q3 17/18 vs Q3 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 157a Processing of planning applications: Major applications	100.00%	81.82%	100.00%	92.31%	71.43%	83.33%	100.00%	100.00%	100.00%	65.00%		↑	✅
NI 157b Processing of planning applications: Minor applications	67.14%	62.26%	70.97%	91.67%	96.49%	94.67%	76.56%	93.90%	93.62%	75.00%		↓	✅
NI 157c Processing of planning applications: Other applications	81.82%	80.00%	85.95%	96.64%	92.68%	89.52%	87.31%	93.62%	94.87%	85.00%		↑	✅

Finance and HR Services







PI Code & Short Name	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Current Target	Comments	Q3 17/18 vs Q3 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL_121 Working Days Lost Due to Sickness Absence ⁴	10.47	9.64	8.89	7.61	7.40	7.44	6.92	7.54	7.67	8.08			

Housing & Inclusion Services











PI Code & Short Name	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Current Target	Comments	Q3 17/18 vs Q3 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
HS1 % Housing repairs completed in timescale	97.02%	95.38%	94.93%	97.42%	98.13%	98.40%	95.88%	96.06%	98.44%	97.00%	The project around the repairs service has resulted in above target performance for all three months.		
TS13 % LA properties with Landlord Gas Safety Record outstanding	0.08%	0.13%	0.13%	0.22%	0.07%	0.19%	0.16%	0.13%	0.15%	0%	Target based on legal requirement for all eligible properties to have certificate. Reported performance is an average from months in the period. 0.15% represents around 9 properties. A project is currently underway reviewing policies & procedures. Performance Plan in progress. See Appendix C.		
TS1 Rent Collected as a % of rent owed (excluding arrears b/f)	99.74	99.81	102.3	99.96	99.96	99.09	102.46	99.97	100.5	99	Collection rates have exceeded the same quarter in previous years. Universal Credit full service was introduced on 13.12.17. The team have an externally funded dedicated post to deal with the additional workload and support for claimants through the claim process. We are continuing to make requests for direct housing cost payments and payments off arrears through UC to ensure the vulnerable and those with arrears can cover their rent obligations. We have secured discretionary housing payments until 31.03.18 for those		





PI Code & Short Name	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Current Target	Comments	Q3 17/18 vs Q3 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
											affected by the spare room subsidy, and prioritise intervention at the earliest stages of a debt accruing.		
TS11 % of rent loss through dwellings being vacant	1.66%	1.74%	1.76%	1.79%	1.80%	1.79%	1.84%	1.79%	1.87%	2%		↓	✓
BV8 % invoices paid on time	99.28%	98.36%	98.54%	98.33%	98.65%	98.37%	99.11%	98.05%	98.79%	98.75%	This relates to 9,615 invoices in the quarter.	↑	✓
WL19bii Direct dial calls answered within 10 seconds ²	82.35%	81.00%	80.15%	79.95%	82.41%	82.69%	81.39%	81.24% ²	80.07% ²	82.21%	Due to technical issues with the call logger, the data refers to data for the quarter from 13.10.17 Head of Service's amber assessment: performance plan not required.	↓	⚠
Page 302 WL90 % of Contact centre calls answered	92.4%	91.1%	92.2%	94.6%	93.7%	91.9%	80.1%	90.3%	88.3%	91.0%	During implementation of the new telephony platform on 13.12.17 technical issues with the original telephone gateways/lines impacted on call volumes and waiting timesPerformance Plan in progress. See Appendix C.	↓	⚠
WL108 Average answered waiting time for callers to the contact centre (seconds)	37.00	60.00	64.00	47.00	58.00	69.00	163.00	83.00	102.00 ³	60.00	Data refers to 01.10.17– 12.12.17. Data from 13.12.17 when new telephony platform installed was 106s. New telephony platform issues impacted as above. Performance Plan in progress. See Appendix C.	↓	⛔

Leisure & Wellbeing Services

PI Code & Short Name	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Current Target	Comments	Q3 17/18 vs Q3 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL08a Number of Crime Incidents	1,271	1,205	1,359	1,224	1,388	1,199	1,432	1,504	1,559				
WL_18 Use of leisure and cultural facilities (swims and visits)	215,442	331,443	307,707	311,904	245,996	348,199	318,045	333,750	229,272				

Street Scene Services

PI Code & Short Name	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Current Target	Comments	Q3 17/18 vs Q3 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 191 Residual household waste per household (Kg) ⁵	124.96	138.46	128.7 ⁶	121.00	125.32	126.71 ⁷	133.82 ⁸	127.18	127.81	125	Performance Plan in progress. See Appendix C.		
NI 192 Percentage of household waste sent for reuse, recycling and composting ⁵	51.37%	41.81%	42.05% ⁹	54.16%	51.41%	43.42% ¹⁰	38.57% ¹¹	47.38%	44.41%	50.00%	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%	2.00%	N/A	1.33%	1.11%	0.00% ¹²	N/A	1.22%	0.33%	1.61%			
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	5.97%	5.47%	N/A	3.24%	2.96%	2.05% ¹²	N/A	3.13%	3.86%	5.00%			
WL01 No. residual bins missed per 100,000 collections	87.42	97.41	73.06	75.87	78.68	79.62	91.48	93.36	74.31	80.00			

PI Code & Short Name	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Current Target	Comments	Q3 17/18 vs Q3 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL06 Average time taken to remove fly tips (days)	1.06	1.08	1.03 ¹³	1.05 ¹³	1.03	1.03	1.03	1.03	1.05	1.09			
WL122 % Vehicle Operator Licence Inspections Carried Out within 6 Weeks	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			

¹ 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%

² WL19bii: Data does not include BTLS seconded staff. Data for Q2 2017/18 was only for the period 01.07 – 15.09.17; Q3 data from 13.10.17.

³ WL108: new telephony platform issues impacted. Data entered refers to 01.10.17–12.12.17. Data from 13.12.17 when new telephony platform installed was 106s.

⁴ WL_121: Data does not include BTLS seconded staff. 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.

⁵ 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.

⁶ NI191: Data restated from the originally published 131.82; ⁷ 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. ⁸ Data restated from originally published 130.26

⁹ NI192: Data restated from originally published 40.61; ¹⁰ 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. ¹¹ Data restated from originally published 40.93

¹² NI195a - previously reported as 0.65%; NI195b - previously reported as 2.19%

¹³ 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.

PERFORMANCE PLAN	
Indicator	R1 % of Council Tax collected / R3 % of Non-domestic Rates Collected
<p>Reason(s) for not meeting target:</p> <p>Although the contractual Service Level Agreement for Current Year Council Tax & Current Year NNDR Recovery remains an annual target as in previous years the outturn has dipped below the local service target for this period in the financial year to date.</p> <p>Both of these annual targets remain the most challenging for the service to deliver and 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.</p> <p>The impact of notification of high values of NNDR rateable value changes late in the financial year (approximately £500k via WLBC led Analyse Local project and in excess of £200k miscellaneous VOA changes) has and will present significant collection challenges within the current financial year and the ability of BTLS to meet these SLAs.</p> <p>The ongoing impact of processing Optional Real Time Information (RTI) Benefit changes continues to also present a challenge in terms of Council Tax collection, as Council Tax Support (CTS) awards are cancelled or reduced retrospectively i.e. CTS claims which have been amended following notification of backdated changes in circumstances, will increase the Council Tax liability toward the end of the financial year, is proving challenging in terms of collection, and will impact performance levels.</p> <p>However, taking the above into account the cash value of the underperformance to WLBC in these targets is being more than offset by the over performance across other SLA targets of the service, such as Housing Benefit Overpayment Recovery and Sundry Debtor Recovery, and as such WLBC remains in a cash positive position overall.</p>	
<p>Additional Commentary</p> <p>Proposed Actions</p> <p>The service continues to closely review and implement action to address debt recovery and bring performance back on track, activity includes:</p> <ul style="list-style-type: none"> • Weekly monitoring meetings with detailed analysis of targeted debt. • Focused review of high value recovery cases to target non payers, for example the highest value 'medium / high' risk NNDR non payers are being very closely monitored and appropriate bespoke action taken to collect. • Follow up of NNDR ratepayers who potentially may qualify for NNDR Discretionary Rate Relief e.g. Pub Rate Relief. • Close liaison with the Valuation Office to ensure accurate Rating Lists maintained. 	

- Extension of the appointment of specialist Revenues Agency worker to assist in maximising collection process.
- Use of new Management Information Software to assist identification of areas for focus.
- Review and monitor the impact of the Optional RTI work on recovery.
- Close liaison with our Enforcement Agent to prioritise CT and NNDR debt repayment, recent meeting to promote increased pressure on `won't payers`.
- Review of potential bulk write off cases in accordance with WLBC Policy.
- Progress a pilot of working with third party advanced specialist recovery providers to utilise in recovering high value, more complex non-payment cases.

It is anticipated that these actions will have a positive impact with the aim of improving performance by the end of the financial year.

Resource Implications

Resource issues have been considered during the updating of the Recovery Strategy and will be met within the existing service.

Priority

The collection of both Council and Business Rates Tax remains an ongoing key priority for the Service and Council.

Future Targets

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.

Action Plan

Tasks to be undertaken	Completion Date
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

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	Q3 16/17	Form a working group. Involving Legal, Property Services, Housing Operations and the councils heating contractor.	March 2017	Complete.	Performance for Q3 remains under target. Some issues experienced with no access notifications which are now resolved to enable staff to be prompted and make contact with a tenant when a contractor has failed to gain access for the gas service. A review of current procedures has taken place and new systems are to be in place before the end of the financial year. Actions should impact on performance once recommendations are implemented, so should be visible from Q4 onwards.
		Review current processes with the group	May 2017	Complete. Gas servicing process onto QL.	
		Review best practice from other organisations	June 2017	Complete. 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 changed to address this. We are also exploring communications to raise tenants' awareness around gas servicing.	
		Make recommendations for changes to the process.	July 2017	Complete. Initial changes recommended to Interim Property Services Manager (as above) and we will monitor their impact. Gas servicing is now on QL. Once the new process is established we will identify any further	

				improvements necessary.	
		Implement changes.	Sept 2017	Gas servicing is now on QL. The changes planned are documented in the Gas Servicing Improvement Plan.	
		Rewrite of the Gas Policy and re-working of the procedure to be implemented with the advice of external adviser.	Dec 2017	In progress.	
WL108 Average answered waiting time for callers to the contact centre & WL90 % of Contact Centre calls answered Page 310	Q1 17/18	Continue discussions with the project/ implementation team to plan subscriptions for year 2.	January 2018	Planning work is underway. Online subscriptions will open earlier than telephone subscriptions to actively encourage residents to sign up online.	Performance for Q3 remained red for WL108 and amber for WL90. 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. The messages will be issued ahead of the online subscription opening in March 18.	
NI 191 Residual household Waste per Household	Q1 17/18	Monthly performance monitoring	Ongoing	Underway	Performance for Q3 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 Q3 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 were anticipated to show an impact on performance

		Review performance indicator	March 2018	A more precise number of properties/bins will be determined through the route optimisation project.	from October (Q3). Performance for Q3 was Green.
		Review classification of missed bins	March 2018		
R1 % of Council Tax collected / R3 % of Non-domestic Rates Collected	Q2 17/18	Implementation of new Management Information Software to assist identification of areas for focus – Go Live	November 2018	Complete	Q3 outturn remains below target. Updated plan provided at B1.

Performance plans often include actions which, by the time of publication, have already been completed and/or become part of the day to day ongoing 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 Environment 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 Services	To gain an insight into their experience of the transfer of a leisure service to a community group.	Attendance at a meeting and presentation of information.
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.	Attendance at a meeting and presentation of information.
Representative/s from Legal Services	To provide information of the legal and procurement barriers that may be encountered.	Attendance at a meeting and presentation of information.
Representative/s from Financial Services	To provide an overview on the financial aspects of local service delivery.	Attendance at a meeting and presentation of information.
Representative/s of a Parish Council)	To understand the willingness of Parish Councils, as identified, to deliver a local service in their Parish area.	Attendance at a meeting, if appropriate, or presentation of information.
Others in the community that may be identified during the course of the review: Council for Voluntary Services (CVS)	To provide information on local activities undertaken in their community.	Attendance at a meeting, if appropriate or presentation of information.

Site Visits

Where?	Why?
Total Reuse, Skelmersdale (invitation to all Members)	Good practice example.

ESTABLISH WAYS OF WORKING**Officer Support**

Lead Officer (Corporate and Environmental Overview & Scrutiny Committee) – Heidi McDougall, Director of Leisure and Environment

Scrutiny Support Officer (SSO) – Jacky Denning, Assistant Member Services Manager

Legal Officer (LO) – Tina Sparrow, Principal Solicitor

Officers reporting as and when required –

Heidi McDougall, Director of Leisure and Environment, or Officers on her behalf.

Terry Broderick, Borough Solicitor, 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 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.
- To consider the revised Project Plan

Meeting 4 – July 2018

Attendance from Parish Council and Council for Voluntary Services (TBC)

Meeting 5 – October 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 November/December 2018.

Cabinet – November 2018

- Submission of final report

Council - December 2018

- To receive the final report, if applicable.

INFORMATION GATHERED

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

CONCLUSION**RECOMMENDATIONS**

That the following recommendations be considered for inclusion in the Committee's final review report:

- "That in relation to the transfer of assets to community groups, consideration should be given to a formal in-house support mechanism being established as part of the process, for groups to access support following the transfer of facilities, with bi-annual or quarterly monitoring meetings put in place for this purpose."
- "That in the interest of prudent financial management, the £15k revenue funding given to Abbey Lakes each year be reviewed in the context of the overall programme of grants given to voluntary organisations."
- "That the option of offering groups insurance under a bulk insurance scheme be investigated."

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

CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

WORK PROGRAMME 2018/19

July 2018	<ul style="list-style-type: none"> • QPIs 2017/18 (as advised) • 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. • West Lancashire Tourism – The Visitor Economy Review – Review of recommendations. • Minutes of the Member Development Commission – To consider the minutes of the Member Development Commission meeting held on 15 March 2018. • Community Involvement in Service Delivery Review: Attendance from the Council for Voluntary Services and Parish Councils (TBC) • Members' Items (as advised) • Items from the Members' Update (as advised) • Future Work Programme
October 2018	<ul style="list-style-type: none"> • QPIs 2018/19 (as advised) • West Lancashire Leisure (WLCL) Annual Report – To consider a presentation from the Board Chairman (WLCL) and Contracts Manager (SERCO). • Community Involvement in Service Delivery Review: <ul style="list-style-type: none"> (a) To consider any final aspect of the review, including a Guidance and Information Pack, as appropriate. (b) To agree the draft final report and final recommendations for submission to Cabinet and Council, if applicable in November/December 2018. • Review Topic 2018/19 and Confirmation of Work Programme – To consider the report of the Borough Solicitor. • Minutes of the Member Development Commission - To consider the minutes of the Member Development Commission meeting held in September 2018. • Members' Items (as advised)

	<ul style="list-style-type: none"> • Items from the Members' Update (as advised) • Future Work Programme
December 2018	<ul style="list-style-type: none"> • QPIs 2018/19 (as advised) • Review Topic • Members' Items (as advised) • Items from the Members' Update (as advised) • Future Work Programme
March 2019	<ul style="list-style-type: none"> • QPIs 2018/19 (as advised) • Crime and Disorder Scrutiny – To consider a presentation from a representative of West Lancashire Community Safety Partnership (CSP) • Review Topic • Members' Items (as advised) • Items from the Members' Update (as advised) • Future Work Programme