



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

4 July 2018

TO: COUNCILLORS N HENNESSY, M NIXON, MRS M BLAKE, T BLANE,
P COTTERILL, D EVANS, S CURRIE, G HODSON, K LOCKIE,
C MARSHALL, A OWENS, N PRYCE-ROBERTS 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, 12 JULY 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

1 - 2

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

3 - 10

To receive as a correct record the Minutes of the meeting held on the 1st March 2018.

7. PUBLIC SPEAKING

11 - 14

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 6 July 2018. A copy of the public speaking protocol and form to be completed is attached.

8. EXCLUSION OF PRESS AND PUBLIC

It is recommended that members of the press and public be excluded from the meeting during consideration of the following item of business in accordance with Section 100A(4) of the Local Government Act 1972 on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 3 (Financial/Business Affairs) of Part 1 of Schedule 12A to the Act and as, in all the circumstances of the case the public interest in maintaining the exemption under Schedule 12A outweighs the public interest in disclosing the information.

- | | | |
|------------|--|---------|
| 9. | BT LANCASHIRE SERVICES ANNUAL REVIEW 2017/18 | 15 - 36 |
| | To consider the report of the Director of Housing and Inclusion. | |
| 10. | QUARTERLY PERFORMANCE INDICATORS Q4 2017-18 | 37 - 52 |
| | To consider the report of the Borough Transformation Manager and Deputy Director of Housing and Inclusion. | |
| 11. | COMMUNITY INVOLVEMENT IN SERVICE DELIVERY REVIEW | |
| | For The Committee to continue its work on Community Involvement in Service Delivery. | |
| 11a | CVS - Council for Voluntary Services | |
| 11b | Project Plan | 53 - 56 |
| 12. | MEMBER DEVELOPMENT COMMISSION MINUTES OF THE LAST MEETING | 57 - 58 |
| | To consider the minutes of the Member Development Commission meeting held on 15 th March 2018. | |
| 13. | MEMBERS' ITEMS/COUNCILLOR CALL FOR ACTION (CCFA) | |
| | There are no items for consideration. | |
| 14. | ITEMS FROM THE MEMBERS' UPDATE | |
| | There are no items under this heading. | |
| 15. | WORK PROGRAMME - FUTURE MEETINGS | 59 - 72 |
| | To consider the report of the Borough Solicitor. | |

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:-
 John Addison on 01695 585016
 Or email John.Addison@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		Notes
1.	I have a disclosable pecuniary interest.	<input type="checkbox"/>	<i>You cannot speak or vote and must withdraw unless you have also ticked 5 below</i>
2.	I have a non-pecuniary interest.	<input type="checkbox"/>	<i>You may speak and vote</i>
3.	I have a pecuniary interest because 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 or 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	<input type="checkbox"/> <input type="checkbox"/>	<i>You cannot speak or vote and must withdraw unless you have also ticked 5 or 6 below</i> <i>You cannot speak or vote and must withdraw unless you have also ticked 5 or 6 below</i>
4.	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: (i) Housing where I am a tenant of the Council, and those functions do not relate particularly to my tenancy or lease. (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. (iii) Statutory sick pay where I am in receipt or entitled to receipt of such pay. (iv) An allowance, payment or indemnity given to Members (v) Any ceremonial honour given to Members (vi) Setting Council tax or a precept under the LGFA 1992	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i>
5.	A Standards Committee dispensation applies (relevant lines in the budget – Dispensation 20/09/16 – 19/09/20)	<input type="checkbox"/>	<i>See the terms of the dispensation</i>
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"/>	<i>You may speak but must leave the room once you have finished and cannot vote</i>

'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

Employment, office, trade, profession or vocation

Sponsorship

Prescribed description

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

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.

Agenda Item 6

CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE

HELD: Thursday, 1 March 2018

Start: 7.00 pm
Finish: 10.00 pm

PRESENT:

Councillor: N Hennessy (Chairman)

Councillors: D Evans (Vice-Chairman) M Barron
Mrs M Blake T Blane
P Cotterill G Hodson
D McKay M Nixon
N Pryce-Roberts L Savage
Mrs D Stephenson D West

In attendance: Marion Gelder, Chief Executive of Lancashire Association of Local Councils (LALC)

Officers: Philip Samosa, Deputy Director of Street Scene
Andrew Hill, Environmental Protection and Community Safety
Manager
Cliff Owens, Community Safety Officer
Tina Sparrow, Principal Solicitor
Alison Grimes, Partnership & Performance Officer
Jacky Denning, Assistant Member Services Manager

57 APOLOGIES

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

58 MEMBERSHIP OF THE COMMITTEE

There were no changes to the Membership of the Committee.

59 URGENT BUSINESS, IF ANY, INTRODUCED BY THE CHAIRMAN

There were no items of urgent business.

60 DECLARATIONS OF INTEREST

There were no declarations of interests.

61 DECLARATIONS OF A PARTY WHIP

There were no declarations of a Party Whip.

62 MINUTES

The Committee received an update in relation to:

(i) Minute 48 – Flooding in the Borough

(a) That the following information was awaited from Steve Howell, United Utilities:

- The level of investment in West Lancashire
- The programme of works for cleaning sewerage pipes, to circulate to Members
- The publication of the Hurlston Brook Flood Risk Study

(b) That a report would be submitted to Cabinet on 13 March 2018, to consider the Committee's recommendation in respect of lobbying the government.

(ii) Minute 51 – Corporate Performance Indicators Q2 2017-18

That the recommendation from the Committee to review the target level for NI157a 'Processing of planning applications' would be considered at Cabinet on 13 March 2018.

Reference was made in respect of minute 30 of the meeting held on 12 October 2017 and the outstanding information requested from the CCG.

The Assistant Member Services Manager gave an undertaking to follow up on the matter.

RESOLVED: That the minutes of the meeting held Thursday, 4 January 2018 be received as a correct record and signed by the Chairman.

63 PUBLIC SPEAKING

There were no items under this heading.

RESOLVED: That a press release be issued prior to the next meeting to advertise particular agenda items in a more focused approach.

64 QUARTERLY PERFORMANCE INDICATORS (Q3 2017/18)

Consideration was given to the report of the Director of Housing and Inclusion, as contained on pages 295 to 312 of the Book of Reports, which presented the performance monitoring data for the quarter ended 31 December 2017.

Comments and questions were raised in respect of the following:

- R1 % of Council Tax collected / R3 % of Non-domestic Rates Collected – concern was expressed in relation to the proposed approach to collection and the use of third party advanced specialist recovery providers, particularly with the introduction of Universal Credit and the need to retain an understanding approach to those who are not able to pay
- NI192 % of household waste sent for reuse
- HS 13 % LA properties with Landlord Gas Safety Record outstanding

RESOLVED: A. That the Council's performance against the indicator set for the quarter ended 31 December 2017, be noted.

- B. That in relation to 'R1 % of Council Tax collected / R3 % of Non-domestic Rates Collected':
- (i) BT Lancashire Services (Revenues & Benefits Service) be requested to provide at the next meeting during their annual review presentation, information in relation to:
- The review of the WLBC Policy on potential bulk write off cases
 - Those affected and circumstances that would apply in relation to the work to be undertaken with "third party advanced specialist recovery providers to utilise in recovering high value, more complex non-payment cases" taking into account the concerns raised above.
- (ii) That the Portfolio Holder for Finance be notified of the Committees concern in relation to (i) above and be invited to the next meeting during consideration of the presentation.
- (iii) That the Partnership & Performance Officer be asked to circulate information in respect of what the "new Management Information Software to assist identification of areas for focus ' Go Live' ", will be used for.

65 **CRIME AND DISORDER SCRUTINY**

A presentation was received from the Environmental Protection and Community Safety Manager and the Community Safety Officer on behalf of the West Lancashire Community Safety Partnership (CSP). The presentation was supported by a series of slides as contained on pages 319 to 342 of the Book of Reports the aim of which was to provide the Committee with an understanding of:

- What is the Community Safety Partnership
- How does it operate
- How is it funded
- What does it deliver

In addition, as requested at the previous meeting, an overview of Crime figures was also provided. Particular reference was made in respect of the following:

- Work undertaken through the multi-agency thematic groups
- Successful Domestic Violence Funding Bids
- Projects delivered:
 - Bright Sparx
 - Fresher's
 - Community Action Days
 - Child Sexual Exploitation/Healthy Relationships

- Domestic Abuse
- Motorcycle nuisance
- Knife Wands
- World Café

Comments and questions were raised in respect of:

- Referral of cases to the Integrated Working Team (IWT)
- The work of the Divert Group
- Drink Driving campaigns
- CCTV
- Potential funding from Lancashire Fire and Rescue in relation to 'Bright Sparx' given the success of the project
- PACT Meetings
- Fracking – pressure on resources

The Chairman gave an undertaking to write a letter to the liberty Centre congratulating them on the work being undertaken and the funding achieved in respect of the Safe Teens Domestic Violence Project.

RESOLVED: A. That the presentation be noted.

B. That the Community Safety Officer be asked to find out which PACT meetings are still being held in West Lancashire.

66

THE ROLE OF PARISH COUNCILS IN WEST LANCASHIRE

The Committee received a presentation from Marion Gelder, Chief Executive of Lancashire Association of Local Councils (LALC), as requested by the Committee at a previous meeting. The presentation informed the Committee on the role of LALC and the various services it provides to Parish Councils, in particular:

- procedural advice
- template documents
- Briefings
- training workshops eg. finance, new councillor workshops, Clerks law, agendas, roles and responsibilities, planning
- facilitation of the Certificate in Local Council Administration for Clerks
- the role of the National Association of Local Councils (NALC)

A copy of the booklet entitled 'The Good Councillor's Guide' was circulated, which set out the functions, powers and duties and statutory provisions of parish councils.

Comments and questions were raised in respect of the following:

- Town Councils
- Membership
- Precepts
- The transparency code
- Elections

- Neighbourhood Plans
- Clerks Salaries
- Audit arrangements
- Reserves limits
- Partnership work opportunities

RESOLVED: That Marion Gelder, the Chief Executive of Lancashire Association of Local Councils (LALC) be thanked for her presentation.

67 COMMUNITY INVOLVEMENT IN SERVICE DELIVERY REVIEW:

The Committee considered the following 2 items as part of the review being undertaken 'Community Involvement in Service Delivery':

68 LEGAL AND PROCUREMENT MATTERS

The Committee received a presentation from the Borough Solicitor, as contained on pages 343 to 360 of the Book of Reports, to provide an understanding of the potential legal and procurement barriers that may be encountered in relation to the transfer of services to the local community. The presentation provided information in respect of the following:

- The transfer of services, assets, resources
- Financial support and governance matters
- An overview of the Social Value Act in relation to procurement
- Community Right to Challenge under the Localism Act 2011
- Procurement matters
- Issues associated with the perception of inadvertently granting state aid
- Powers of authority and relevant legislation
- limitations of powers (ultra vires)
- Details of the Council's estate – land, industrial units, shopping centres, community centres, meeting rooms and playing fields
- Title issues – restrictive covenants, conditions, clawback payments
- Disposal issues – freehold transfer, types, length of time, Assets of community value
- Best Value
- Maintenance issues – cost, disrepair and monitoring/inspections
- Staff issues – pensions, terms and conditions etc
- Risk assessments, health and safety, insurance

Comments and questions were raised in respect of the following:

- Board members on external bodies
- Contracts and procurement
- Salaries
- TUPE transfer
- Legal advice
- Inspections

RESOLVED: That the presentation be noted.

69 PROJECT PLAN

The Committee considered the revised project plan, as contained on pages 313 to 316 of the Book of Reports, which had been updated following the decisions made at the previous meeting.

RESOLVED: That the project plan be agreed, subject to 'Objective' 'The future' being amended to:

- A. Remove the wording "To enable community groups to be involved, engaged, empowered and active in their local communities."
- B. Revise the wording "To consider whether to develop a Guidance or Information Pack to help 'sign-post' community groups to help them become involved in service delivery."

70 MEMBERS' ITEMS/COUNCILLOR CALL FOR ACTION (CCFA)

There were no items under this heading.

71 ITEMS FROM THE MEMBERS' UPDATE

There were no items under this heading.

72 FUTURE WORK PROGRAMME 2018/19

Consideration was given to the Committee's future Work Programme, as contained on pages 317 to 318 of the Book of Reports.

RESOLVED: That the Committee's future Work Programme be approved, subject to:

- A. The item 'West Lancashire Tourism – The Visitor Economy Review – Review of Recommendations' being deferred to the October 2018 meeting.
- B. Reference to 'Parish Councils', under the 'Community Involvement in Service Delivery Review', at the July 2018 meeting, be removed.

.....
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

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

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

Note: This page will be published.



CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

12 JULY 2018

Report of: Director of Housing & Inclusion Services

Contact for further information: Mr C Twomey (Extn. 5262)
(E-mail: chris.twomey@westlancs.gov.uk)

SUBJECT: BT LANCASHIRE SERVICES ANNUAL REVIEW 2017/18

1.0 PURPOSE OF REPORT

1.1 To consider the BT Lancashire Services Annual Review 2017/18 of services provided to West Lancashire Borough Council as part of the partnership agreement with Lancashire County Council.

2.0 RECOMMENDATIONS

2.1 That the BT Lancashire Services Annual Review 2017/18, attached at Appendix A be noted.

3.0 CURRENT POSITION

3.1 West Lancashire Borough Council entered into a shared service arrangement with Lancashire County Council in July 2011 for the delivery of a Revenues & Benefits service and ICT service on behalf of WLBC. The arrangement makes significant savings for the Council.

3.2 The services are delivered through BT Lancashire Services (BTLS) whilst WLBC remains responsible for agreeing relevant policy and direction.

3.3 BT Lancashire Services has carried out its annual review for the year end which details performance and progress in respect of the financial year 2017/18.

4.0 SUSTAINABILITY IMPLICATIONS

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

5.0 FINANCIAL AND RESOURCE IMPLICATIONS

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

6.0 RISK ASSESSMENT

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

Background Documents

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

Equality Impact Assessment

The 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 – BT Lancashire Services Annual Review 2017/18

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted



CABINET: 12 JUNE 2018

CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY COMMITTEE:
12 JULY 2018

Report of: Director of Housing and Inclusion

Relevant Portfolio Holder: Councillor A Yates

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

SUBJECT: QUARTERLY PERFORMANCE INDICATORS (Q4 2017/18)

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To present performance monitoring data for the quarter ended 31 March 2018.

2.0 RECOMMENDATIONS TO CABINET

2.1 That the Council's performance against the indicator set for the quarter ended 31 March 2018 be noted.

2.2 That the call-in procedure is not appropriate for this item as the report will be submitted to the meeting of the Corporate & Environmental Overview & Scrutiny Committee on 12 July 2018.

3.0 RECOMMENDATIONS TO CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

3.1 That the Council's performance against the indicator set for the quarter ended 31 March 2018 be noted.

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

The data item *WL_18 Use of leisure and cultural facilities* is also pending.

As a general comparison, Q4 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-B2. 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 Although the purpose of this report is to comment on quarterly information, where available, a brief reference on draft annual performance is also given in Appendix A.
- 4.7 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. Targets for 2017/18 were agreed through Cabinet in March 2017 and in consultation with the Leader following consideration of comments from the Executive Overview and Scrutiny Committee. These future targets will be reported alongside the 2017/18 annual performance data.

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 Q4 Jan-March 2017/18

Appendix B1: WL121 Sickness Absence

Appendix B2: HS13% LA properties with Landlord Gas Safety Record outstanding

Appendix C: Actions from Previous Performance Plans

Appendix D: Minute of Cabinet 12 June 2018 (Corporate & Environmental Overview and Scrutiny Committee only) – to follow

APPENDIX A: QUARTERLY PERFORMANCE INDICATORS

Icon key		
PI Status		Performance against same quarter previous year
	OK (within 0.01%) or exceeded	18
	Warning (within 5%)	4
	Alert (by 5% or more)	7
	Data only	2
N/A	Data not collected for quarter	0
	PIs awaiting data	0
	'Data only' awaiting data	1
	Improved	10
	Worse	17
	No change	3
/	Comparison not available	0
	Awaiting data	1
Total number of indicators/data items		31

Shared Services ¹

Code & Short Name	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Current Target	Comments	Q4 17/18 vs Q4 16/17	Quarter Performance
	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%	Q4 outturn is year to date; annual target of 99% was exceeded		
ICT2 Minor Business Disruption (P3) (ytd)	98.0%	98.0%	97.0%	98.0%	98.0%	98.0%	99.0%	99.0%	99.0%	97.0%	Q4 outturn is year to date; annual target of 97% was exceeded		
ICT3 Major Business Disruption (P2) (ytd)	92.0%	100.0%	92.0%	94.0%	96.0%	100.0%	100.0%	100.0%	100.0%	98.0%	Q4 outturn is year to date; annual target of 98% was exceeded		
ICT4 Minor Disruption (P4) (ytd)	98.0%	99.0%	99.0%	99.0%	99.0%	98.0%	99.0%	99.0%	99.0%	98.0%	Q4 outturn is year to date; annual target of 98% was exceeded		
B1 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (ytd)	7.02	7.22	7.24	8.10	6.41	6.87	7.10	6.93	5.63	12.00	Q4 outturn is year to date; annual target of 12 days was exceeded		
B2 Overpayment Recovery of Housing Benefit overpayments (payments received) ytd	£276,577	£79,368	£157,338	£226,000	£311,409	£69,860	£140,362	£212,841	£294,695	£195,000	Q4 outturn is year to date; annual target of £195K was exceeded. Direct over performance against the target of approx. £100K.		
R1 % of Council Tax collected	97.02%	29.38%	56.67%	84.38%	96.74%	29.30%	56.28%	83.97%	96.51%	97.10%	Q4 outturn is year to date; annual target of 97.10% was narrowly missed. Annual		



PI Code & Short Name	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Current Target	Comments	Q4 17/18 vs Q4 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
											outturn equates to a shortfall of approximately £350k against a total annual liability of £59m. Direct impact of this to WLBC is 13% (£45k). Previous Performance Plan in progress. See Appendix C.		
R2 % council tax previous years arrears collected	37.31%	9.98%	17.3%	22.54%	26.82%	7.13%	13.37%	18.22%	26.78%	24.50%	Q4 outturn is year to date; annual target of 24.50% was exceeded. Direct over performance against the target of approx. £20K	↓	✓
R3 % of Non-domestic Rates Collected	98.32%	29.27%	56.87%	82.98%	97.72%	29.18%	55.15%	80.66%	98.18%	97.20%	Q4 outturn is year to date; annual target of 97.20% was exceeded. Direct over performance against the target of approx. £127k	↑	✓
R4 Sundry Debtors % of revenue collected against debt raised	95%	66.42%	72.43%	80.87%	95.06%	39.49%	74.71%	87.99%	95.78%	89.10%	Q4 outturn is year to date; annual target of 89.10% was exceeded. Direct over performance against the target of approx. £511k.	↑	✓

Page 12







Development & Regeneration Services











PI Code & Short Name	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Current Target	Comments	Q4 17/18 vs Q4 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 157a Processing of planning applications: Major applications	81.82%	100%	92.31%	71.43%	83.33%	100%	100%	100%	87.50%	65.00%	Annual performance of 97.22% exceeded annual target of 65%.	↑	✓
NI 157b Processing of planning applications: Minor applications	62.26%	70.97%	91.67%	96.49%	94.67%	76.56%	93.90%	93.62%	89.09%	75.00%	Annual performance of 88.31% exceeded annual target of 75%.	↓	✓
NI 157c Processing of planning applications: Other applications	80.00%	85.95%	96.64%	92.68%	89.52%	87.31%	93.62%	94.87%	96.15%	85.00%	Annual performance of 93.05% exceeded annual target of 85%.	↑	✓

Finance and HR Services

PI Code & Short Name	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Current Target	Comments	Q4 17/18 vs Q4 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL_121 Working Days Lost Due to Sickness Absence ⁴	9.64	8.89	7.61	7.40	7.44	6.92	7.54	7.67	8.28	8.08	Q4 outturn is year to date; annual target of 8.08 was narrowly missed Performance Plan attached as Appendix B1.		

Housing & Inclusion Services





PI Code & Short Name	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Current Target	Comments	Q4 17/18 vs Q4 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
Page 43 HS1 % Housing repairs completed in timescale	95.38%	94.93%	97.42%	98.13%	98.40%	95.88%	96.06%	98.44%	99.10%	97.00%	Annual performance of 97.37% exceeded annual target of 97%.		
HS13% LA properties with Landlord Gas Safety Record outstanding	0.13%	0.13%	0.22%	0.07%	0.19%	0.16%	0.13%	0.15%	0.49%	0.00%	Reported performance is an average from months in the period. Target based on legal requirement for all eligible properties to have certificate. Annual performance of 0.49% did not achieve target of 0%. Outturn represents around 27 properties as at the end of March. As of 25 April this is down to 1. The increase in Q4 was a temporary effect from updating our processes to improve compliance and monitoring procedures. Performance Plan attached as Appendix B2.		
TS1 Rent Collected as a % of rent owed (excluding arrears b/f)	99.81	102.3	99.96	99.96	99.09	102.46	99.97	100.5	99.48	99.00	Q4 outturn is year to date; annual target of 99% was exceeded. Income collection rates exceeded target which is a significant achievement as more tenants move to Universal Credit (UC) and monthly housing payments in arrears since Universal Credit full service		





PI Code & Short Name	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Current Target	Comments	Q4 17/18 vs Q4 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
											went live on 13 th December 2017. All efforts are being made to minimise arrears and this is becoming more challenging in light of UC, and become responsible for their own rent payments. We have a total of 628 tenants on UC. The Income team are prioritising tenants who need budgeting support and we have a dedicated officer working on this. Requests for direct payments into the rent account from the DWP are made for those in arrears. We have continued to make best use of the discretionary housing payment budget to support those tenants affected by the Welfare Reforms.		
TS11 % of rent loss through dwellings being vacant	1.74%	1.76%	1.79%	1.8%	1.79%	1.84%	1.79%	1.87%	1.59%	2.00%	Q4 outturn is year to date; annual target of 2.00% was exceeded.		
Page 14 98 % invoices paid on time	98.36%	98.54%	98.33%	98.65%	98.37%	99.11%	98.05%	98.79%	98.13%	98.75%	Quarter data relates to 11,870 invoices. Annual outturn of 98.5% narrowly missed target of 98.75%. Head of Service assessment: performance plan not required		
WL19bii Direct dial calls answered within 10 seconds ²	81.00%	80.15%	79.95%	82.41%	82.69%	81.39%	81.24% ²	80.07% ²	78.43%	82.21%	Quarter data relates to 52,344 calls. Annual outturn of 80.26% narrowly missed target of 82.21%. Head of Service assessment: performance plan not required		
WL90 % of Contact Centre calls answered	91.1%	92.2%	94.6%	93.7%	91.9%	80.1%	90.3%	88.3%	71.89%	91.0%	Annual outturn of 81.69% did not achieve target of 91.0%. This relates to 123,448 calls in 2017/18, compared with 102,646 in 2016/17. Performance Plan in progress, see Appendix C.		
WL108 Average answered waiting time for callers to the contact centre (seconds) ³	60.00	64.00	47.00	58.00	69.00	163.00	83.00	102.00 ³	214.00	60.00	Quarter performance was heavily impacted by additional calls around changes to bin collections and the new subscription period for green waste. Annual outturn did not achieve target. A single annual outturn figure cannot be provided as a new telephony system was		

												introduced in December 2017. Figures reported are averages, so data cannot be combined, but quarter data demonstrates annual target is not met. Performance Plan in progress, see Appendix C.		
--	--	--	--	--	--	--	--	--	--	--	--	---	--	--

Environment & Leisure Services

PI Code & Short Name	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Current Target	Comments	Q4 17/18 vs Q4 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL08a Number of Crime Incidents	1,205	1,359	1,224	1,388	1,199	1,432	1,504	1,559	1,509		Annual outturn is 6,004		
WL_18 Use of leisure and cultural facilities (swims and visits) ¹⁴	331,443	307,707	311,904	245,996	348,199	318,045	333,750	229,272	341,491		Chapel Gallery data pending.		
NI 191 Residual household waste per household (Kg) ⁵	138.46	128.7 ⁶	121.00	125.32	126.71 ⁷	133.82 ⁸	127.18	127.81	131.67	125	Due to the time lag as a result of validation procedures, quarter outturn reports data validated during the quarter. Annual outturn will reflect the collections actually made (not validated) within 2017/18. Annual data therefore still pending. Performance Plan in progress, see Appendix C.		
NI 192 Percentage of household waste sent for reuse, recycling and composting ⁵	41.81%	42.05% ⁹	54.16%	51.41%	43.42% ¹⁰	38.57% ¹¹	47.38%	44.41%	37.23%	50.00%	Due to the time lag as a result of validation procedures, quarter outturn reports data validated during the quarter. Annual outturn will reflect the collections actually made (not validated) within 2017/18. Annual data therefore still pending. Performance Plan in progress, see Appendix C.		
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	2.00%	N/A	1.33%	1.11%	0.00% ¹²	N/A	1.22%	0.33%	0.67%	1.61%	Annual performance of 0.76% exceeded annual target of 1.61%.		

NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	5.47%	N/A	3.24%	2.96%	2.05% ¹²	N/A	3.13%	3.86%	6.17%	5.00%	Annual performance of 4.37% exceeded annual target of 5.00%. Performance plan not provided as annual outturn within target.		
WL01 No. residual bins missed per 100,000 collections	97.41	73.06	75.87	78.68	79.62	91.48	93.36	74.31	116.77	80.00	Annual performance of 93.98 did not achieve target of 80. Performance Plan in progress, see Appendix C.		

PI Code & Short Name	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Current Target	Comments	Q4 17/18 vs Q4 16/17	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL06 Average time taken to remove fly tips (days)	1.08	1.03	1.05	1.03	1.03	1.03	1.03	1.05	1.07	1.09	Annual performance of 1.04 exceeded annual target of 1.09.		
WL122 % Vehicle Operator Licence Inspections Carried Out within 6 Weeks	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Annual performance of 100% met annual target of 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 for Q3 17/18 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 quarter 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. ⁸Data 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.

¹⁴ WL18 - Chapel Gallery data forms part of this PI and is now managed through the Development & Regeneration Service.

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 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	WL121 Working Days Lost Due to Sickness Absence
Reasons for not meeting target	
<p>The Council's target for 2017/2018 is to achieve (not more than) 8.08 working days lost per employee, measured on a rolling 12-month basis. For Quarter 4 the outturn position was 8.28 days. This is the culmination of what has been a slow increase in sickness absence over the last 3 quarters.</p> <p>To help to ensure that sickness absence is being managed effectively the HR Team will now liaise more closely with the relevant line managers to monitor and support them in undertaking timely Stage 1 or Stage 2 interviews, as appropriate. Heads of Service will also be updated by HR on ongoing case management issues.</p> <p>The HR Team will also provide training on attendance management to DMTs, as requested.</p> <p>In relation to Long Term Sickness Absence, the HR Officers will discuss with Line Managers the actions being taken in regard to each of these cases to ensure appropriate measures are being taken.</p>	
Additional commentary	
<ul style="list-style-type: none"> • Heads of Service will continue to closely monitor sickness levels within their respective service areas and take appropriate action as necessary in line with the Sickness Absence Policy. • The Council will continue to focus on providing detailed management information to assist managers in identifying all short-term cases of sickness absence, which have exceeded the agreed 'trigger' levels, together with all on-going long-term cases of sickness absence. • The HR team will continue to meet with individual Line Managers and Heads of Service, where appropriate, to provide advice and support to ensure managers have the skills and confidence to address absence issues appropriately. • The Council will continue to work closely with the Occupational Health provider (Wellbeing Partners). • Consider redistribution of a leaflet/communication to all staff which further publicises the requirements of the Management of Sickness Absence Policy. • An e-learning system has a course to support managers to provide more effective training on sickness management. 	
Resource Implications	
Timely interventions by Managers and pro-active, practical support from the HR Team, together with Wellbeing Partners will help to maximise attendance levels.	
Priority	
High	
Future Targets	
Continue with existing target.	
Action Plan	
Tasks to be undertaken	Completion Date
See actions (above)	Ongoing

PERFORMANCE PLAN	
Indicator	HS13% LA properties with Landlord Gas Safety Record outstanding
Reason(s) for not meeting target	
<p>The spike in numbers seen in Q4 was a temporary effect from adopting smarter ways of working through the transfer of servicing data from spreadsheet onto our core housing system, QL, combined with technical difficulties updating progress with our contractor. Although the change caused a temporary lack of visibility, which compromised our ability to intervene effectively, the long term outcomes are improved procedures and monitoring.</p>	
Additional Commentary	
<p>The underperformance represents 27 gas services at the end of March, however as of 25th April this is down to 1.</p> <p>All technical issues mentioned above are now resolved and a positive outcome from the additional focus on gas servicing has given better insight into our main gas servicing challenge - getting access to the property. New proactive procedures are currently being finalised to support the policy and further improvements to the process will be embedded to achieve 0% certificates outstanding. Work to date has included:</p> <ul style="list-style-type: none"> • Provide full detailed programme data to Gas Servicing Contractor, including individual expiry dates for gas services relating to each property. • Establish detailed performance monitoring data to share across all teams. • Organise fortnightly Gas Servicing Monitoring meetings to enable early indication and prompt resolution of any issues • Take more prompt action on properties where abandonment is suspected. <p>Tasks will impact from April 2018 and onwards.</p>	
Proposed Actions	
<ul style="list-style-type: none"> • Improve communications to tenants • Improve information to take account of previous issues with access when planning works for servicing engineers and consider amendments to the allocation of areas to the servicing programme to allow a more even spread of work during the year. 	
Resource Implications	
<p>Operative time spent visiting addresses with Gas Servicing outstanding to be paid in addition to contractual servicing costs.</p> <p>Additional staff time serving notices and contacting tenants who have been unavailable for their annual gas service.</p>	
Priority	
High	
Future Targets	
2018/19 Target remains 0%	
Action Plan	
Tasks to be undertaken	Completion Date
Improve communications to tenants	June 2018
Improve information to take account of previous issues with access when planning works for servicing engineers and consider amendments to the allocation of areas to the servicing programme to allow a more even spread of work during the year.	June 2018

ACTIONS FROM PREVIOUS PERFORMANCE PLANS

APPENDIX C

Indicator	Task created following Q	Tasks to be undertaken	Completion Date	Progress	Comment/Impact
R1 % of Council Tax collected / R3 % of Non-domestic Rates Collected Page 50	Q2 17/18	Implementation of new Management Information Software to assist identification of areas for focus – Go Live in November	November 2018	Complete	Q4 outturn/annual outturn for NNDR was on target.
		Increased monitoring and review of high value recovery cases to target non payers	Ongoing		Q4 outturn for Council Tax narrowly missed target by 0.6%.
		Liaising closely with Valuation Office to ensure accurate Rating Lists maintained	Ongoing		Annual outturn equates to a shortfall of approximately £350k against a total annual liability of £59m. Direct impact of this to WLBC is 13% (£45k). Above target performance in other collection areas means that the overall net position for income collection through the BTLS Revenues Service for WLBC was circa £700k above target.
		Appointment of specialist Revenues Agency worker to assist in maximising collection process		Complete	
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	Complete. Online subscriptions opened on 12 th March with telephone subscriptions opening on 5 th May 2018 to actively encourage residents to sign up online.	Outturn for WL90 was Amber and for WL108 Red for Q4.
		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	Complete. Targeted messages were sent to year 1 subscribers ahead of the online subscription opening on 12 th March 2018 to encourage them to re-subscribe online.	Performance in Q4 has been heavily impacted by an unprecedented level of calls relating to changes to bin collections and the new subscription period for 2018.

NI 191 Residual household Waste per Household	Q1 17/18	Monthly performance monitoring	Ongoing	Underway.	Performance for Q4 was Red. It is difficult to influence waste presented by households. Regionally, Lancashire is expecting a 3% increase residual waste.
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	Complete.	Performance for Q4 was Red. The publicity plan is now being rolled out with press advertisements, leaflets etc It is anticipated to have an impact at the start of the new subscription season - first quarter in 2018/19.
WLO1: Missed Bins per 100,000 Collections Page 51	Q1 17/18	Continue to monitor performance	Ongoing	Underway	These tasks were anticipated to show an impact on performance from October (Q3). Performance for Q3 was Green, however Q4 is Red. Action work is still underway.
		Review performance indicator	September 2018	A more precise number of properties/bins will be determined through the route optimisation project. Originally anticipated to conclude by March 2018, the results of the report will now be completed in the summer with a report to members in the autumn.	
		Review classification of missed bins	September 2018	Originally anticipated to conclude by 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 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 M Nixon

Councillors: Mrs Blake, Blane, Cotterill, Currie, D Evans, G Hodson, Lockie, C Marshall, Owens, Pryce-Roberts and West.

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 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 consider whether 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.
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) – John Addison, Principal Overview & Scrutiny Officer

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 November/December 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:

- (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."
- (iii) "That the option of offering groups insurance under a bulk insurance scheme be investigated."

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

MEMBER DEVELOPMENT COMMISSION

HELD: Thursday, 15 March 2018

Start: 6.00 pm

Finish: 6.25 pm

PRESENT:

Councillor: R Pendleton (Chairman)

Councillors: Y Gagen Mrs J Marshall
D O'Toole

Officers: Principal Overview & Scrutiny Officer (Mr J Addison)
Member Services / Civic Support Officer (Mrs J Brown)

11 **APOLOGIES**

There were no apologies for absence received.

12 **SUBSTITUTIONS (IF ANY)**

There were no substitutions.

13 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

14 **MINUTES**

AGREED: That the Minutes of the meeting held on 21 September 2017 be noted.

15 **MEMBER TRAINING-SUMMARY OF EVENTS HELD SEPTEMBER 2017 TO PRESENT**

Members considered the report of the Borough Solicitor as contained on pages 29 to 34 of the Book of Reports which provided an update on Member training undertaken since September 2017.

In discussion comments were raised in relation to:-

- Addressing Members latest needs and requirements
- Provision of Briefing Sessions on topical issues
- Upskilling
- IT training

AGREED: That the update be noted.

16 **FEEDBACK FROM THE MEMBER DEVELOPMENT GROUP REPRESENTATIVES FROM THEIR MEMBERS**

The Chairman explained that Group Representatives would encourage Members to attend future training events relating to their current role and development.

In discussion it was suggested that the scheduling of future training / briefing sessions would be beneficial to Members if they were to be arranged prior to a scheduled meeting in order to provide Members a better opportunity to attend.

Further comments included:-

- Planning Training requirements
- Planning Briefing Sessions including wider topics such as Conservation and Environment
- Key changes to Legislation and Latest Topical Issues
- Provision of a New Members 'tour of Offices' at Members Induction.

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

17 FUTURE TRAINING

The Member Services / Civic Support Officer outlined future training dates for Members, including:-

- General Data Protection Regulation (GDPR) 27 March 2018 – 6.00pm
- ICT / Modgov Support Session (Prior to Council) – 25 April 2018 – 6.00pm – 7.30pm
- Annual Licensing Training- 31 May 2018 – 6.00pm
- Annual Planning Training (June 2018 –date tbc)
- Annual Code of Conduct Training- 19 June 2018 – 6.30pm
- I-Pad Training – (Several dates tbc)
- Laptop training – (Several dates tbc)

AGREED: That the above future training arrangements be noted.

18 WORK PROGRAMME 2018/19 AND DATE OF NEXT MEETING

Members considered the Work Programme for 2018/19 and the dates of future meetings of the Commission.

AGREED: That the Work Programme for 2018/19 and future meetings of 20 September 2018 and 14 March 2019 as outlined in the report be confirmed.

.....
Chairman



**CORPORATE AND
ENVIRONMENTAL OVERVIEW &
SCRUTINY COMMITTEE:
12 July 2018**

Report of: Borough Solicitor

**Contact for further information: Mr John Addison(Extn.5016)
(E-mail: john.addison@westlancs.gov.uk)**

SUBJECT: WORK PROGRAMME 2018/19

Wards affected: Borough wide.

1.0 PURPOSE OF THE REPORT

1.1 To consider the Work Programme for the Corporate and Environmental Overview and Scrutiny Committee for 2018/19.

2.0 RECOMMENDATIONS

2.1 That the timetable attached at Appendix 'A' for establishing the Work Programme for the Corporate and Environmental Overview and Scrutiny Committee 2018/19 be agreed.

2.2 That arrangements be put in place to request items for the Work Programme for 2018/19 from Members, the Corporate Management Team (CMT), by inviting members of the public to submit topics via a press release and by the inclusion of an article on the Council's web-site.

2.3 That all potential topics received by the deadline be published on the Council's web site.

2.4 That following the deadline for receipt of potential topics the Lead Officer, in consultation with the Chairman, Vice-Chairman and Conservative Spokesperson be requested to score each of the topics using the agreed selection criteria set out at Appendix B.

2.5 That a report on the Work Programme for 2018/19 together with the results of the scoring exercise, be considered at the next meeting of the Corporate and Environmental Overview and Scrutiny Committee and the Committee select one topic for Review.

3.0 BACKGROUND

- 3.1 The current Work Programme for the Corporate and Environmental Overview and Scrutiny Committee which is referred to on the Council's web site can be summarised as:

'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 2018/19, reporting to the Committee as appropriate.

- 3.2 At its meeting on 1 March 2018 the Committee considered progress against its Work Programme and details in relation to establishing future work programmes and it was determined:

- A. The item 'West Lancashire Tourism – The Visitor Economy Review – Review of Recommendations' being deferred to the October 2018 meeting.
- B. Reference to 'Parish Councils', under the 'Community Involvement in Service Delivery Review', at the July 2018 meeting, be removed.

- 3.3 The Corporate and Environmental Overview & Scrutiny Committee establishes its own Work Programme annually. In relation to that Work Programme it was previously agreed that future work programmes would be informed:

- By inviting all Members and CMT to submit topics.
- By inviting members of the public to submit topics via a press release and the inclusion of an article on the Council's web site.
- And if appropriate, via a workshop session to which all Members be invited, including Key Stakeholders, the Press and members of the public, if determined by the Lead Officer, in consultation with the Chairman, Vice Chairman and Opposition Spokesperson.

Potential topics to be considered by the Committee for inclusion in its Work Programme shall be included on the Council's web site with a request that any comments be forwarded to Member Services.

- 3.4 An in-depth review is usually undertaken by the Committee, however it may also be carried out by informal cross party member working groups called “Commissions” to contribute to and inform the Overview and Scrutiny process.

4.0 CURRENT POSITION

- 4.1 An update on the in-depth review ‘Community Involvement in Service Delivery’ will be considered at this meeting, with a view to a final report at the Committee’s October meeting.

5.0 TOPIC FOR 2018/19

- 5.1 The suggested timetable to establish the work programme of the Committee for 2018/19, including actions related to the topic selection process is attached at Appendix A. The Scrutiny Topic Assessment – Selection Criteria, is attached at Appendix B.

6.0 ISSUES

- 6.1 In considering the Work Programme of the Committee Members will need to be mindful of its routine work which may limit the scope of the topic selected and what can be undertaken to ensure that work can be completed within reasonable timescales. A copy of the year’s programme is attached at Appendix C.

7.0 SUSTAINABILITY IMPLICATIONS

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

8.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 8.1 There are financial and resource implications in respect of officer and member time in dealing with the matters under the Work Programme. There are also limitations to the scope of a future review and number of topics that can be undertaken and these must be contained within existing resources.

- 8.2 Depending on the nature of the review topic chosen, Members may wish for external organisations to participate. Their presence can be invited but the Committee has no power to insist upon their attendance.

9.0 RISK ASSESSMENT

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

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. However, if a topic was selected for in-depth review it may have an impact on those groups and, if so, this will be assessed when the Project Plan is prepared.

Appendices

- A Draft timetable for establishing Corporate and Environmental Overview and Scrutiny Committee Work Programme 2018/19
- B Scrutiny Topic Assessment – Selection Criteria
- C Work Programme 2018/19

TIMETABLE FOR TOPIC SELECTION 2018/19

ACTION	DATE
Request for topics from all Members and CMT	w.c. 16 July 2018
Invite members of the public to submit topics via an article on Council web-site and press release	w.c. 16 July 2018
Deadline for topics	17 August 2018
Publish potential topics on the Council's website and encourage comments from Members of the Public	w.c. 20 August 2018
Scoring of topics – Lead Officer (Director Leisure and Environment) in consultation with Chairman, Vice-Chairman and Conservative Group Spokesperson	September 2018
Review of Topics and Work Programme 2018/19 - report to Corporate and Environmental Overview and Scrutiny Committee for Members to agree.	11 October 2018

CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE

SCRUTINY TOPIC ASSESSMENT - SELECTION CRITERIA

1.0 Topic Selection Criteria

The topic should meet at least one of the following:

- Improvements for local people likely.
- Corporate priority area.
- Key issue for the public.
- Poor performing service.
- High level of dissatisfaction.

2.0 Topic Rejection Criteria

The topic should not meet any of the following:

- Already being addressed.
- Matter subjudice or prejudicial to Council's interests.
- Unlikely to result in improvements for local people.

3.0 Scoring

Each topic is scored for Importance and Impact on a scale of 1-4 using a scoring guide. (Scoring Topic Assessment Template attached for information).

Importance – how well a topic fits with the Council's key aims and priorities.

Impact – likely potential impact of outcomes from a scrutiny investigation of the topic in terms of community benefit.

4.0 Scoring Guide

Importance

- 1 Some evidence that the topic is linked to the Council's key aims and priorities but only indirectly.
- 2 Good evidence linking topic to Council's aims but not to Council's current priorities.
- 3 Good evidence linking topic to Council's key aims and priorities.
- 4 Strong evidence linking topic to Council's key aims and priorities.

Impact

- 1 Minor potential benefits or benefits affecting only one ward/customer/client group
- 2 Minor potential benefits affecting two or more wards/customer/client groups or, moderate potential benefits affecting only one ward/customer/client group.
- 3 Moderate potential benefits affecting more than one ward/customer/client group, or Substantial potential benefits affecting one or more ward/customer/client group.
- 4 Substantial potential benefits community wide or for a significant proportion or section of the community.

Appendix

- 1 Scrutiny Topic Assessment Template



SCRUTINY TOPIC ASSESSMENT TEMPLATE

SCRUTINY TOPIC SELECTION ASSESSMENT

TOPIC:	
SUGGESTED BY:	DATE:

STEP 1: REJECTION CRITERIA MUST NOT MEET ANY OF THESE:		STEP 2: SELECTION CRITERIA MUST MEET ONE OF THESE:	
<input type="checkbox"/> Already being addressed		<input type="checkbox"/> Improvements for local people likely	
<input type="checkbox"/> Matter subjudice or prejudicial to Council's interests		<input type="checkbox"/> Corporate priority area	
<input type="checkbox"/> Specific case falling within complaints procedure		<input type="checkbox"/> Key issue for public	
<input type="checkbox"/> Individual disciplinary or grievance matter		<input type="checkbox"/> Poor performing service	
<input type="checkbox"/> Unlikely to result in improvements for local people		<input type="checkbox"/> High level of dissatisfaction	
Select	Reject	Select	Reject

STEP 3: PRIORITISE			
SCORING GUIDE			
IMPORTANCE SCORE INDICATOR		IMPACT SCORE INDICATOR	
Score 0	No evidence that topic is related to the Council's key aims and priorities. Reject	Score 0	No potential benefits likely to result. Reject
1	Some evidence that topic linked to the Council's key aims and priorities but only indirectly.	1	Minor potential benefits or benefits affecting only one ward/customer/client group
2	Good evidence linking topic to Council's key aims but not to Council's current priorities	2	Minor potential benefits affecting two or more wards/customer/client groups or, Moderate potential benefits affecting one ward/customer/client group.
3	Good evidence linking topic to Council's key aims and priorities	3	Moderate potential benefits affecting more than one ward/customer/client group or, Substantial potential benefits affecting one or more ward/customer/client groups
4	Strong evidence linking topic to Council's key aims and priorities	4	Substantial potential benefits community wide or for a significant proportion or section of the community.
See attached for Council's key aims and priorities			

Outcome:
Date:

Topic priority guide			
Score 1-4		Reject topic	
Score 5-6		Possible topic for scrutiny	
Score 7-8		Priority topic for scrutiny	
Outcome:	<input type="checkbox"/> Select	<input type="checkbox"/> Reserve List	<input type="checkbox"/> Reject



PRIORITIES

Our Vision

To be a Council which is ambitious for West Lancashire

Our Values

- Enterprising – being innovative and creative, delivering lasting improvements;
- Inclusive – working in partnership to benefit West Lancashire and being open and involving in the way decisions are made
- Equality – promoting equality and reducing inequality
- One Council – adopting a co-ordinated approach
- Caring – valuing and developing employees

Our priorities

- **Ambitious for our Economy**
Retain and grow jobs, increase skill levels and encourage business and wealth.
- **Ambitious for our Environment**
Enhance the built and physical environment and its cleanliness.
- **Ambitious for Health and Wellbeing**
Improve the health and wellbeing of local communities.

Delivering our Priorities

West Lancashire Borough Council is ambitious for our businesses, our places and our people. We are committed to important projects that will benefit the borough and everyone who lives and works here.

CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

WORK PROGRAMME 2018/19

<p>October 2018</p>	<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). • West Lancashire Tourism – The Visitor Economy Review – Review of recommendations. • 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) • Items from the Members’ Update (as advised) • Future Work Programme
<p>December 2018</p>	<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
<p>March 2019</p>	<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

	<p>Partnership (CSP)</p> <ul style="list-style-type: none"> • Review Topic • Members' Items (as advised) • Items from the Members' Update (as advised) • Future Work Programme
July 2019	<ul style="list-style-type: none"> • QPIs 2018/19 (as advised) • BT Lancashire Services Annual Review 2018/19 – 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. • Minutes of the Member Development Commission – To consider the minutes of the Member Development Commission meeting held on March 2019. • Members' Items (as advised) • Items from the Members' Update (as advised) • Future Work Programme