



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

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Date Not Specified

**TO: COUNCILLORS N HENNESSY, M NIXON, D EVANS, MRS M BLAKE, T BLANE,  
P COTTERILL, S CURRIE, G HODSON, 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, 11 OCTOBER 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 - 8

To receive as a correct record the Minutes of the meeting held on 12<sup>th</sup> July 2018.

**7. PUBLIC SPEAKING**

9 - 12

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 5<sup>th</sup> October. A copy of the public speaking protocol and form to be completed is attached.

**8. WEST LANCASHIRE LEISURE ANNUAL REPORT**

To consider a presentation from the Board Chairman (WLCL).

**9. QUARTERLY PERFORMANCE INDICATORS (Q1 2018/19)**

13 - 32

For Members to receive quarter 1 2018-2019 performance indicators.

**10. WEST LANCASHIRE TOURISM – THE VISITOR ECONOMY REVIEW – REVIEW OF RECOMMENDATIONS**

33 - 40

For the Committee to receive feedback on its recommendations on its

review of West Lancashire Tourism.

**11. COMMUNITY INVOLVEMENT IN SERVICE DELIVERY ANNUAL REPORT**

For the Committee to consider its final report and recommendations on its Scrutiny review 2017-2018.

**12. REVIEW TOPIC 2018/19 AND CONFIRMATION OF WORK PROGRAMME 41 - 46**

To consider the report of the Borough Solicitor.

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

There are no items to consider.

**14. WORK PROGRAMME - NEXT MEETING 47 - 48**

To note items coming forward to the next meeting.

**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](mailto: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 <b>because</b> it affects my financial position or the financial position of a connected person or, a body described in 10.1(1)(i) and (ii) <b>and</b> 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) <b>and</b> 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

**2280CORPORATE AND ENVIRONMENTAL  
OVERVIEW AND SCRUTINY COMMITTEE**

**HELD: Thursday, 12 July 2018**

Start: 19:00

Finish: 21:25

## **PRESENT:**

Councillor: N Hennessy (Chairman)

Councillors: M Nixon  
Mrs M Blake  
S Currie  
A Owens  
Cummins

D Evans  
P Cotterill  
G Hodson  
N Pryce-Roberts

In attendance: Mr M Orford (Director of ICT, BT Lancashire Services)  
Ms C Hall (Director of Transactional Services, BT Lancashire Services)

Officers: Heidi McDougall, Director of Leisure & Environment  
Alison Grimes, Partnership & Performance Officer  
Chris Twomey, Deputy Director of Housing & Inclusion  
John Addison, Principal Overview and Scrutiny Officer

## 1 **APOLOGIES**

Apologies were received from Cllr's Lockie and West (Sub Cummins).

## 2 **MEMBERSHIP OF THE COMMITTEE**

There was no change to the Membership of the Committee.

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

There were no items of urgent business.

## 4 **DECLARATIONS OF INTEREST**

There were no declarations of Interests.

## 5 **DECLARATIONS OF A PARTY WHIP**

There were no declarations of a Party Whip.

## 6 **MINUTES**

### **RESOLVED:**

That the Minutes of the Corporate and Environmental Overview and Scrutiny Committee meeting held on 1 March 2018 be received as a correct record and signed by the

Chairman.

**7 PUBLIC SPEAKING**

There were no items under this heading.

**8 EXCLUSION OF PRESS AND PUBLIC**

**RESOLVED:**

That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting during consideration of the following item of business 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 of that 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**

Consideration was given to the report of the Director of Housing and Inclusion and Deputy Director of Housing & Inclusion as contained on pages 17 to 37 of the Book of Reports that detailed the Annual Review 2017/18 of the ICT and Revenues and Benefits Council services delivered by BT Lancashire Services as part of the partnership agreement with Lancashire County Council.

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

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

**RESOLVED:**

- 1) That the Council Tax team liaise with BTLS to ensure a form of wording is included on Council Tax demand letters, that provide assistance to residence on were to attain advice/help.
- 2) That the BT Lancashire Services Annual Review 2017/18 be noted.

**10 QUARTERLY PERFORMANCE INDICATORS Q4 2017-18**

Consideration was given to the report of the Director of Housing and Inclusion which detailed performance monitoring data for the quarter ended 31<sup>st</sup> March 2018 (Q4). The report had previously been considered by Cabinet at its meeting on 12<sup>th</sup> June 2018.

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

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

- WL90 '% of Contact Centre calls answered' – Concern around response time for emails to contact centre.
- WL19bii 'Direct dial calls answered within 10 seconds'
- NI192 'Percentage of household waste sent for, reuse, recycling and composting'

**RESOLVED:**

That the Council's performance against the indicator set for the quarter ended 31<sup>st</sup> March 2018, be noted.

**11 COMMUNITY INVOLVEMENT IN SERVICE DELIVERY REVIEW**

The Chair provided Members with an overview and update on the Committees review of Community Involvement in Service Delivery.

**12 CVS - COUNCIL FOR VOLUNTARY SERVICES**

The Chair welcomed to the meeting the Chief Officer of the CVS, Gregg Mitten. Who had been invited to the meeting to inform members what support his organisation could give to community/voluntary groups to help them through the community transfer process the Chief thanked Members for his invitation and the work they had been doing on voluntary services.

The CVS Chief Officer informed Members that;

- Asset transfer can be either change of ownership or management,
- Plan what's important, benefits to community and residents,
- Look at joint owned principle,
- Ensure diligence is done before transfers of assets,
- Lessons from previous asset transfers shared.
- Possibility of accessing funding previously unavailable.

**REOLVED:**

That the Chief Officer of the CVS be thanked for his attendance.

**13 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 noted.

**14 MEMBER DEVELOPMENT COMMISSION MINUTES OF THE LAST MEETING**

Consideration was given to the Minutes of the Member Development Commission meeting held on 15 March 2018 as contained on pages 185 to 187 of the Book of Reports.

In discussion reference was made to the following:

- Member Induction – composition of future sessions; support; scope/information provided.
- Membership of the Commission Panel – That consideration be given to including newly elected Members onto the Commission, to offer their perspective/needs as a newly elected Member

The Principal Overview and Scrutiny Officer provided an overview of the Member Induction process and provided clarification on the issues raised.

RESOLVED:

- 1) That the Minutes of the Member Development Commission meeting held on 15 March 2018 be noted.
- 2) That the Principal Overview and Scrutiny Officer raise at the next meeting of the Member development Commission, that consideration be given to including newly elected Members onto the Commission, to offer their perspective/needs as a newly elected Member

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

There were no items under this heading.

**16 ITEMS FROM THE MEMBERS' UPDATE**

There were no items under this heading.

**17 WORK PROGRAMME - FUTURE MEETINGS**

Consideration was given to items on the work programme due to be considered at the next meeting of the Committee scheduled to be held on 11 October 2018.

RESOLVED:

That the work programme for the next meeting, scheduled to take place on 11 October 2018, be noted.

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**Chairman**



## **PUBLIC SPEAKING – PROTOCOL**

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

#### **1.0 Public Speaking**

1.1 Residents of West Lancashire may, on giving notice, address any of the above meetings to make representations on any item on the agenda for those meetings, except where the public and press are to be excluded from the meeting during consideration of the item.

1.2 The form attached as an Appendix to this Protocol should be used for submitting requests.

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

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

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

2.2 Completed forms will be collated by Member Services and circulated via e-mail to relevant Members and officers and published on the Council website via Modgov. Only the name of the resident and details of the issue to be raised will be published.

2.3 Groups of persons with similar views should elect a spokesperson to speak on their behalf to avoid undue repetition of similar points. Spokespersons should identify in writing on whose behalf they are speaking.

#### **3.0 Scope**

3.1 Any matters raised must be relevant to an item on the agenda for the meeting.

3.2 The Borough Solicitor may reject a submission if it:

- (i) is defamatory, frivolous or offensive;
- (ii) is substantially the same as representations which have already been submitted at a previous meeting; or
- (iii) discloses or requires the disclosure of confidential or exempt information.

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

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

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

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

(Please see attached form.)





## REQUEST FOR PUBLIC SPEAKING AT MEETINGS

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

**NAME** .....

**ADDRESS** .....

Post Code .....

**PHONE** .....

**Email** .....

Please indicate if you will be in attendance at the meeting

**YES/NO\***

\*delete as applicable

Note: This page will not be published.

(P.T.O.)





CABINET: 11 SEPTEMBER 2018

CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY COMMITTEE:  
11 OCTOBER 2018

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

**Relevant Portfolio Holder: Councillor I Moran**

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

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**SUBJECT: QUARTERLY PERFORMANCE INDICATORS (Q1 2018/19)**

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Wards affected: Borough wide

## **1.0 PURPOSE OF THE REPORT**

1.1 To present performance monitoring data for the quarter ended 30 June 2018.

## **2.0 RECOMMENDATIONS TO CABINET**

2.1 That the Council's performance against the indicator set for the quarter ended 30 June 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 11 October 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 30 June 2018 be noted.

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## **4.0 CURRENT POSITION**

4.1 Members are referred to Appendix A of this report detailing the quarterly performance data for key performance indicators. The performance information aims to help demonstrate performance against the corporate priorities as well as providing some service-specific information.

- 4.2 34 data items are reported for Quarter 1. Five of these are data only. Of the 29 PIs with targets reported:
- 16 indicators met or exceeded target
  - 4 indicators narrowly missed target; 7 were 5% or more off target
  - 2 indicators do not have data reported for Q1 (NI195a and NI195b)

1 data only item is still pending.

As a general comparison, Q1 performance in 2017/18 gave 18 (from 29) 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-B4. 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 This quarterly suite of indicators and targets was agreed by Cabinet in March 2018. Targets for 2018/19 were finalised through Cabinet following consideration of comments from the Executive Overview and Scrutiny Committee.

## **5.0 SUSTAINABILITY IMPACTS**

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

## **6.0 FINANCIAL AND RESOURCE IMPLICATIONS**

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

## **7.0 RISK ASSESSMENT**

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

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### **Background Documents**

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

### **Equality Impact Assessment**

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

### **Appendices**

Appendix A: Quarterly Performance Indicators for Q1 Jan-March 2018/19

Appendix B1: HS1 % Housing repairs completed in timescale

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

Appendix B3: NI 191 Residual household waste per household











Appendix B4: NI 192 Percentage of household waste sent for reuse, recycling and composting

Appendix C: Actions from Previous Performance Plans















Appendix D: Minute of Cabinet 11 September 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	16		Improved	14
	Warning (within 5%)	4		Worse	13
	Alert (by 5% or more)	7		No change	4
	Data only	5	/	Comparison not available	2
N/A	Data not collected for quarter	2		Awaiting data	1
	PIs awaiting data	0			
	'Data only' awaiting data	1			
				Total number of indicators/data items	34

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

Code & Short Name	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Current Target	Comments	Q1 18/19 vs Q1 17/18	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%	97.0%	98.0%	98.0%	98.0%	99.0%	99.0%	99.0%	99.0%	97.0%			
ICT3 Major Business Disruption (P2)	100.0%	92.0%	94.0%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.0%			
ICT4 Minor Disruption (P4)	99.0%	99.0%	99.0%	99.0%	98.0%	99.0%	99.0%	99.0%	99.0%	98.0%			
B1 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	7.22	7.24	8.10	6.41	6.87	7.10	6.93	5.63	6.98	12.00			
B2 Overpayment Recovery of Housing Benefit overpayments (payments received)	£79,368	£157,338	£226,000	£311,409	£69,860	£140,362	£212,841	£294,695	£87,070	£44,147			
R1 % of Council Tax collected	29.38%	56.67%	84.38%	96.74%	29.30%	56.28%	83.97%	96.51%	29.22%	29.09%			







PI Code & Short Name	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Current Target	Comments	Q1 18/19 vs Q1 17/18	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
R2 % council tax previous years arrears collected	9.98%	17.3%	22.54%	26.82%	7.13%	13.37%	18.22%	26.78%	11.10%	5.00%			
R3 % of Non-domestic Rates Collected	29.27%	56.87%	82.98%	97.72%	29.18%	55.15%	80.66%	98.18%	28.18%	27.76%			
R4 Sundry Debtors % of revenue collected against debt raised	66.42%	72.43%	80.87%	95.06%	39.49%	74.71%	87.99%	95.78%	38.01%	45.75%	A single invoice raised towards the end of June for over £1m severely impacted on outturn. The timing of the invoice created a significant increase in the total debt raised year to date for the end of Q1. Payment was collected during July. Given the reason for not hitting target, a performance plan would not influence future outturn. This is an annual SLA progress to annual outturn will not be affected.		

**Housing & Inclusion Services**





Page Code & Short Name	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Current Target	Comments	Q1 18/19 vs Q1 17/18	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
18 HS1 % Housing repairs completed in timescale	94.93%	97.42%	98.13%	98.40%	95.88%	96.06%	98.44%	99.10%	96.32%	97.00%	Of those jobs completed after the target completion date, 38% were due to the contractor not being able to get access to the property. Further investigation will be conducted to ensure jobs are properly appointed and the tenant is aware of the appointment. However, 20% of jobs completed late were due to additional work being required to ensure effective completion and 12.5% were completed late at the request of the tenant. Performance Plan attached as Appendix B1.		
HS13 % LA properties with Landlord Gas Safety Record outstanding	0.13%	0.22%	0.07%	0.19%	0.16%	0.13%	0.15%	0.49%	0.02%	0%	Target based on legal requirement for all eligible properties to have certificate. Reported performance is an average from months in the period. Q1 had month on month improvement, with 0 properties outstanding in June. Performance Plan in progress, see Appendix C.		





PI Code & Short Name	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Current Target	Comments	Q1 18/19 vs Q1 17/18	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
TS1 Rent Collected as a % of rent owed (excluding arrears b/f)	102.3	99.96	99.96	99.09	102.46	99.97	100.5	99.48	103.61	99.5	Approximately 16 tenants a week are moving to Universal Credit (UC) full service, this is in line with our 2018/19 projections. The DWP direct housing costs payments received in June for tenants on UC has increased in value by more than 50% compared to January 2018. This increase is due to the team providing early intervention and support, prioritising vulnerable tenants, and those in arrears to ensure they can pay their rent by making a claim for direct housing costs. Providing budgeting support at the start of a UC claim reduces the risk of income loss. Discretionary housing payments continue to be utilised to support tenants and direct debits are encouraged at every opportunity when a new tenant signs up or when negotiating arrears payment agreements. This is in addition to weekly arrears recovery work and taking rent payments in advance to support rent collection performance.	↑	✔
TS11 % of rent loss through dwellings being vacant	1.76%	1.79%	1.8%	1.79%	1.84%	1.79%	1.87%	1.59%	1.25%	1.9%		↑	✔
WL85a Website: no. visits	133,696	129,030	118,663	135,387	170,854	138,044	131,395	152,154	193,813		New for 2018/19.	↑	
WL85aa Website: number of unique visitors	90,158	85,354	79,741	88,887	114,960	92,108	84,757	97,821	125,685		New for 2018/19.	↑	
WL85b Website: use of online forms	2,387	3,547	3,370	1,900	4,787	3,131	2,076	3,587	5,772		New for 2018/19.	↑	
WL85c Website: no. online payments	11,701	12,006	11,253	10,174	30,331	14,997	12,791	15,560	29,206		New for 2018/19. Quarter activity reflects garden waste subscriptions for 2018/19	↓	
WL19bii Direct dial calls answered within 10 seconds	80.15%	79.95%	82.41%	82.69%	81.39%	81.24% <sup>2</sup>	80.07% <sup>2</sup>	78.43%	77.67%	80.26%	Figures relate to 53,263 calls received Information circulated to staff reminding them of the telephone protocols to put in place during absences from their desk. -	↓	⚠



PI Code & Short Name	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Current Target	Comments	Q1 18/19 vs Q1 17/18	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
											Head of Service assessment: performance plan not required.		
BV8 % invoices paid on time	98.54%	98.33%	98.65%	98.37%	99.11%	98.05%	98.79%	98.13%	98.30%	98.75%	Figures relate to 12,166 invoices processed on time Head of Service assessment: performance plan not required.		
WL90 % of Contact Centre calls answered	92.2%	94.6%	93.7%	91.9%	80.1%	90.3%	88.3%	71.9%	61.9%	88.0%	Figures relate to 47,448 calls into the contact centre compared to 35,761 in the same quarter last year. Performance Plan attached as Appendix B2.		
WL108 Average answered waiting time for callers to the contact centre (seconds) <sup>3</sup>	64.00	47.00	58.00	69.00	163.00	83.00	102.00 <sup>3</sup>	214.00	288.00	145.00	The first quarter of the year saw an unprecedented level of calls being offered to the contact centre; to put this in to context an additional 11,687 calls were offered during this quarter compared to the same period last year. This is as a result of the launch of the second year of garden waste subscriptions and the associated changes to the refuse and recycling service. Increased call volumes has a direct impact on call waiting times. Performance Plan attached as Appendix B2.		

### Development & Regeneration Services





PI Code & Short Name	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Current Target	Comments	Q1 18/19 vs Q1 17/18	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 157a Processing of planning applications: Major applications	100%	92.31%	71.43%	83.33%	100%	100%	100%	87.50%	100%	65.00%			
NI 157b Processing of planning applications: Minor applications	70.97%	91.67%	96.49%	94.67%	76.56%	93.90%	93.62%	89.09%	90.77%	75.00%			










PI Code & Short Name	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Current Target	Comments	Q1 18/19 vs Q1 17/18	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 157c Processing of planning applications: Other applications	85.95%	96.64%	92.68%	89.52%	87.31%	93.62%	94.87%	96.15%	96.55%	85.00%			

### Finance and HR Services

PI Code & Short Name	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Current Target	Comments	Q1 18/19 vs Q1 17/18	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL_121 Working Days Lost Due to Sickness Absence <sup>4</sup>	8.89	7.61	7.40	7.44	6.92	7.54	7.67	8.28	9.34	8.08	The HR Team continue to assist Line Managers to deal appropriately with all long and short term sickness absence.  Performance Plan in progress, see Appendix C.		

### Leisure & Environment Services

PI Code & Short Name	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Current Target	Comments	Q1 18/19 vs Q1 17/18	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 191 Residual household waste per household (Kg) <sup>5</sup>	128.7 <sup>6</sup>	121.00	125.32	126.71 <sup>7</sup>	133.82 <sup>8</sup>	127.18	127.81	131.67	128.66	125.00	Head of Service assessment: performance plan required. Performance Plan attached as Appendix B3.		
NI 192 Percentage of household waste sent for reuse, recycling and composting <sup>5</sup>	42.05% <sup>9</sup>	54.16%	51.41%	43.42% <sup>10</sup>	38.57% <sup>11</sup>	47.38%	44.41%	37.23%	34.68%	50.00%	Plan attached as Appendix B4.		
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	N/A	1.33%	1.11%	0.00% <sup>12</sup>	N/A	1.22%	0.33%	0.67%	N/A	1.61%	Survey carried out three times each year. No data for Q1.	/	N/A

PI Code & Short Name	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Current Target	Comments	Q1 18/19 vs Q1 17/18	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	N/A	3.24%	2.96%	2.05% <sup>12</sup>	N/A	3.13%	3.86%	6.17%	N/A	5.00%	Survey carried out three times each year. No data for Q1.	/	N/A
WL01 No. residual bins missed per 100,000 collections	73.06	75.87	78.68	79.62	91.48	93.36	74.31	116.77	138.39	80.00	Performance Plan in progress, see Appendix C.		
WL06 Average time taken to remove fly tips (days)	1.03 <sup>13</sup>	1.05 <sup>13</sup>	1.03	1.03	1.03	1.03	1.05	1.07	1.09	1.09			
WL122 % Vehicle Operator Licence Inspections Carried Out within 6 Weeks	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
WL18 Use of leisure and cultural facilities (swims and visits) <sup>14</sup>	307,707	311,904	245,996	348,199	318,045	333,750	229,272	348,783	312,627		Data for Gallery visits pending		

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

<sup>2</sup> WL19bii: 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.

<sup>3</sup> 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.

<sup>4</sup> 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.

<sup>5</sup> NI191-192: Data is provided to WLBC with a time lag due to time involved to confirm/validate 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.

<sup>6</sup> NI191: Data restated from the originally published 131.82; <sup>7</sup> Data restated from the originally published 121.6. NB these outturns and time periods have been adjusted from those originally published in line with the revised reporting arrangements. <sup>8</sup> Data restated from originally published 130.26

<sup>9</sup> NI192: Data restated from originally published 40.61; <sup>10</sup> Data restated from originally published 44.43. NB these outturns and time periods have now been adjusted from those originally published in line with the revised reporting arrangements. <sup>11</sup> Data restated from originally published 40.93

<sup>12</sup> NI195a - previously reported as 0.65%; NI195b - previously reported as 2.19%

<sup>13</sup> WL06: Data restated from originally published Q1 1.07, Q2 1.01 2016/17.

<sup>14</sup> 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 2018 for 2018/19:

*TS1: Rent Collected as a % of rent owed (excluding arrears b/f)* - target changed from 99% to 99.5%; *TS11: % of rent loss through dwellings being vacant* - target changed from 2% to 1.9%; *WL19bii: Direct Dials answered within 10 seconds* – target decreased from 82.21% to 80.26%; *WL90: % of Contact Centre calls answered* – target decreased from 91% to 88%; *WL108: Average answered waiting time for callers to the contact centre* - target decreased from 60 to 145 seconds; *WL85a: Website no. visits – new, data only*; *WL85aa: Website no. unique visitors – new, data only*; *WL85b: use of online forms - new, data only*; *WL85c: Website no. online payments – new, data only*. Reporting to compliance data will be revised to include the following during the year; *HS22a % of properties with a valid Landlord Gas Safety Record* for all homes and buildings owned or managed by WLBC which require one (to replace *HS13 – LA properties with Landlord Gas Safety Record* ); *HS23a % of properties covered by a suitable ‘in date’ water hygiene risk assessment* (no older than 2 years) in place for all buildings owned or managed by WLBC which require one; *HS24a % of properties with a valid Electrical Installation Condition Report* for all homes and buildings owned or managed by WLBC which require one; *HS25a % of non-domestic (communal) and ‘other’ asset numbers with an ‘in-date’ asbestos management survey/re-inspection* which require one; *HS26a % of properties with a valid in date fire risk assessment* in place for all buildings owned or managed by WLBC which require one.

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



<b>PERFORMANCE PLAN</b>	
<b>Indicator</b>	HS1 % Housing Repairs Completed in timescale
<p><b>Reason(s) for not meeting target</b>            The figure is a combined total of the three day-to-day maintenance contractors. Analysis of Q1 shows overall performance of two contractors to be below target for April and May, which has resulted in the overall target being 0.66% below target for the quarter.</p>	
<p><b>Additional Commentary</b></p> <p>Although performance for June is above target, it has been beneficial to explore the reasons for underperformance in April and May. The main reason for the underperformance of this indicator is that in some cases contractors have been unable to make appointments with tenants due to the contact details on the order being out of date. The current systems used in Customer Services and Housing are not currently integrated however many of the issues will be addressed in the process of implementing the Service Now CRM system, and the performance plan below provides further detail and actions to improve the service for our tenants in addition to this.</p> <p><b>Proposed Actions</b></p> <ul style="list-style-type: none"> <li>• Review individual orders with contractors to identify late reasons and any trends</li> <li>• Address issues with out of date tenant contact details               <ul style="list-style-type: none"> <li>○ Implement changes to Mobile Working to include updated tenant contact telephone number on any order raised during a surveyor visit to ensure that the contractor is able to appoint these jobs and that the tenant knows when they will be attempting access.</li> <li>○ Remind all staff of the importance of keeping contact details on QL up to date, and to check the details held for a tenant at every opportunity.</li> <li>○ Ensure the transfer of contact details data is picked up in the development plan for Service Now.</li> </ul> </li> </ul> <p>These tasks are anticipated to show an impact on performance from October (Q3).</p>	
<p><b>Resource Implications</b>            ICT development time for First Touch application</p>	
<p><b>Priority</b>            High</p>	
<p><b>Future Targets</b>            No change</p>	
<b>Action Plan</b>	

<b>Tasks to be undertaken</b>	<b>Completion Date</b>
Contractor meetings	17/07/2018, 18/07/2018 and 20/07/2018
Identify reasons for underperformance	20/07/2018
Implement changes to Mobile Working to include updated tenant contact telephone number on any order raised during surveyor visit	31/10/2018
Remind staff of the importance of keeping contact details on QL up to date and to check the details held for a tenant at every opportunity	31/08/2018



## PERFORMANCE PLAN

<b>Indicator</b>	WL108 Average answered waiting time for callers to the contact centre WL90 % of Contact Centre calls answered
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### Reason(s) for not meeting target

The roll out of the second year of the Garden Waste Collection service and the associated changes to the refuse and recycling service has resulted in an unprecedented increase in telephone calls, emails, web and face to face enquiries to the Customer Services team. To put this into context, the average 2017/18 quarterly interaction volumes compared to the increased volumes during Q1 are detailed below:

	Calls offered	Email/Web	Face to face
Usual volume (using 2017/18 quarter average volume)	30862	1570	5280
Q1	47448	4610	7200
% increase	54%	193%	36%

In addition we have actively promoted channel shift via the Contact Centre's Interactive Voice Response (IVR), which encourages residents to hang up their call and access services online instead of waiting to speak to an advisor. This strategy has vastly improved online transactions, which contributes to the Council's digital agenda. To date 84% of garden waste subscriptions have been completed online compared to 16% via Customer Services which is an increase of 13% on last years' online take up of 71%.

### Proposed Actions

- Extend agency staff contracts/recruit further agency staff to assist with the increased call volumes (this is in addition to the agency staff that were recruited for the roll out of the second year of garden waste).
- Conduct a review of the marketing, communications and website information in relation to the change to the refuse and recycling service and the garden waste subscription service.
- Earlier planning and collaboration between the Customer Experience section and Operations teams for all future service changes.
- Consideration to be given to alternative payment methods and moving to an online only service for future subscription years/implement an increased charging structure for subscriptions that are completed over the phone.

The Customer Services team will continue to focus on call handling performance, however it is unlikely that performance targets will be achieved for the year due to the sheer volume of enquiries received in the first quarter.

Whilst call levels have started to reduce, current levels are still higher than normal, which is likely to impact on performance during quarter two.

Resource planning has been completed in advance of Council on July 18<sup>th</sup> to ensure that all eventualities are covered as it is envisaged some outcomes will lead to a further increase in customer contact during quarters two and three.

**Resource Implications**

Effective resource planning will need to be undertaken ahead of any operational service changes. This may lead to additional temporary staff resources being needed to handle the increase in customer interactions.

**Priority**

High

**Future Targets**

Consistently high call answering rates and low wait times actively encourages customers to contact the Council by phone which reduces the need for them to self-serve. In order to meet the Council's digital agenda, a review is currently being undertaken to ensure that future customer service performance indicators reflect the evolution of customer demand to a more digital service offering.

**Action Plan**

<b>Tasks to be undertaken</b>	<b>Completion Date</b>
Extend/recruit agency staff	July 2018
Review the marketing, communications and website information in relation to the change to the refuse and recycling service and the garden waste subscription service.	July 2018
Effectively plan the roll out of year 3 subscriptions for garden waste during July/August 2018 in line with the development of this service within ServiceNow.	January 2019
Use data gathered from the second year of subscriptions to target all current subscribers ahead of the relaunch date with information about year 3 to actively encourage them to re-subscribe online.	February 2019

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

<b>PERFORMANCE PLAN</b>	
<b>Indicator</b>	NI 192 Percentage of Household Waste sent for reuse, recycling and composting.
<b>Reason(s) for not meeting target</b>	
<p>There has been a significant reduction in the tonnage of garden waste since the introduction of the subscription service.</p> <p>Residual waste from the Borough is no longer being reprocessed at the material recycling facility, it is now being sent to landfill. This contributes to the loss in recycling tonnage.</p> <p>The breakdown is:            Paper/card = 9.22%            Comingled = 10.83%            Garden = 23.83%</p> <p>During the quarter the bulky household waste collections were suspended due to the collection contractor going into liquidation, which has impacted on the reuse tonnage.</p>	
<b>Additional Commentary</b>	
The introduction of a wheeled bin collection service for paper and cardboard will encourage residents to present additional material, and will have a positive effect on the target figure.	
<b>Resource Implications</b>	
The purchase and distribution of wheeled bins.	
<b>Priority</b>	
Medium	
<b>Future Targets</b>	
No change at this stage.	
<b>Action Plan</b>	
<b>Tasks to be undertaken</b>	<b>Completion Date</b>
Introduction of the paper/card wheeled bins	November 2018

**ACTIONS FROM PREVIOUS PERFORMANCE PLANS**

**APPENDIX C**

Indicator	Task created following Q	Tasks to be undertaken	Completion Date	Progress	Comment/Impact
NI 191 Residual household Waste per Household	Q1 17/18	Monthly performance monitoring	Ongoing	Underway.	It is difficult to influence waste presented by households. Regionally, Lancashire is expecting a 3% increase residual waste.  Q1 outturn is 'Amber'. New performance plan provided.
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.	The publicity plan is now being rolled out with press advertisements, leaflets etc Tasks were anticipated to have an impact at the start of the new subscription season - first quarter in 2018/19.  Q1 outturn is 'Red'. New performance plan provided.
WL01: Missed Bins per 100,000 Collections	Q1 17/18	Continue to monitor performance	Ongoing	Underway	Q1 outturn is 'Red'.
		Review performance indicator	September 2018	A more precise no. of properties/bins will be determined through the route optimisation project. Originally anticipated to conclude March 2018, the report results will now be completed in the summer with a report to members in the	These tasks were anticipated to show an impact on performance from October 2018 (Q3).  Action work is still

				autumn.	underway.
		Review classification of missed bins	September 2018	Originally anticipated to conclude by March 2018.	
WL121 Working Days Lost Due to Sickness Absence	Q4 17/18	Consider redistribution of a leaflet/communication to all staff further publicising the requirements of the Management of Sickness Absence Policy.	Ongoing	Leaflet is issued to every new starter. Printing costs for redistribution across the workforce under investigation.	Q1 outturn was 'Red'.
		E-learning course to support managers to provide more effective training on sickness management.	Ongoing	Complete. Managing Attendance course live on Emerge.	
HS13% LA properties with Landlord Gas Safety Record outstanding	Q4 17/18	Improve communications to tenants	June 2018	Complete. Correspondence has been reviewed by the internal working group and subsequently by tenants to be more focused and deliver a clearer message. Housing services with direct contact to tenants are providing prompts and customer services offering to book in when tenants contact.	Q1 outturn was 'Red' as it is an average from months in the period.  Q1 had a month on month reduction, with 0 properties outstanding in June.
		Improve information to take account of previous issues with access when planning works for servicing engineers. Consider amendments to the allocation of areas to the servicing programme to allow a more even spread of work during the year.	June 2018	Complete. The programme has been sent to the contractor with expiry dates to enable them to better plan their attendance. Fortnightly contractor meetings are held to keep abreast of access issues and to work jointly to address them.	

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 & Scrutiny Committee: 11<sup>th</sup> October 2018

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**Report of:** Director of Development and Regeneration

**Contact for further information:** Mrs Lisa Ratican (Extn. 2645)  
(E-mail: [lisa.ratican@westlancs.gov.uk](mailto:lisa.ratican@westlancs.gov.uk))

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**SUBJECT: WEST LANCASHIRE TOURISM – THE VISITOR ECONOMY – UPDATE TO THE CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE**

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Wards affected: Borough wide

### **1.0 PURPOSE OF THE REPORT**

1.1 To provide an update with regards to actions contained within the report of the Committee entitled 'West Lancashire Tourism -The Visitor Economy' 2017.

### **2.0 RECOMMENDATIONS**

2.1 That Members note the work of officers to date

2.2 That officers continue to work to deliver recommendations contained within the Committee's report 'West Lancashire Tourism-The Visitor Economy'

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### **3.0 BACKGROUND**

3.1 In 2016 the Corporate and Environmental Overview & Scrutiny Committee commenced a review on the topic 'West Lancashire Tourism – The Visitor Economy' to gain a greater understanding of the visitor economy in West Lancashire. Following a number of presentations from representatives of visitor attractions, Marketing Lancashire and Council officers, a final report

was prepared on behalf of the Committee and was approved by both Cabinet and Council in 2017.

- 3.2 Following approval of this report, and subject to resources, officers have been working to deliver those actions.

#### **4.0 CURRENT POSITION**

- 4.1 Based on the work undertaken to date to deliver the approved recommendations within the final report entitled 'West Lancashire Tourism - The Visitor Economy' the following update can be provided:

##### Continue to support West Lancashire as a visitor destination

- 4.2 Officers have been working with key partners to promote West Lancashire as a visitor destination.
- 4.3 Work has been undertaken on both on and offline promotion, including launching and promoting the Discover Ormskirk website, Facebook page, Instagram and press advertisements. Social media channels allow the Council to promote West Lancashire, reach audiences further afield and to showcase the Borough and its wider attractions.
- 4.4 Officers have worked to support and enhance a number of events across West Lancashire including the Ormskirk Gingerbread Festival, the Green Fayre and MotorFest. Officers have worked with Ormskirk Community Partnership to move Ormskirk Gingerbread Festival to a Sunday to make better use of the town centre space and allow the event to expand, the event was a huge success. Moving this year's Ormskirk Christmas lights switch-on to Sunday will provide enhanced opportunities for retailers and others to benefit from the event.
- 4.5 Research is underway to launch a range of souvenirs promoting Ormskirk, as well as creating promotional videos of the Borough to use on social media and Council-owned car parking machines.

##### Continue to work with Marketing Lancashire for the benefit of promoting West Lancashire

- 4.6 Officers have continued to build strong relations with Marketing Lancashire to ensure attractions in West Lancashire are promoted at a regional and national level. West Lancashire events and attractions are featured on the Visit Lancashire website and included in mailshots, and seasonal/promotional campaigns. A number of visitor attractions were promoted in a double page spread in Marketing Lancashire's 2018 visitor magazine. <https://discoverormskirk.com/news/visit-ormskirk/>



Continue to develop and build on relationships established with the Head of Visitor Economy for the Liverpool City Region in the promotion of West Lancashire

- 4.7 The Council have recently joined Visit Liverpool and are currently working to build relationships and ensure that West Lancashire and its attractions are best promoted. Ormskirk and the Borough's wider attractions are currently being promoted on Visit Liverpool website, "Beyond the City" <https://www.visitliverpool.com/explore-the-city/beyond-the-city/ormskirk>. Officers have also attended Marketing Liverpool events to promote West Lancashire and explore opportunities to link with the wider promotion of the Liverpool City Region as a visitor destination.

Draw on the experiences of Visit Southport and Visit Liverpool to provide something similar for West Lancashire

- 4.8 Officers have met with lead officers at both Visit Southport and Visit Liverpool to explore opportunities to promote West Lancashire. We are also continuing to work with Sefton Council as part of the Visit Sefton and West Lancashire (VISIT) project to promote sustainable means of transport and the visitor economy in both boroughs.
- 4.0 As previously mentioned officers have set up the Discover Ormskirk website and social media channels and are actively working to promote attractions and events through these media channels in a similar way to Visit Southport and Liverpool.

Continue to work with businesses and organisations within West Lancashire to promote projects and initiatives that benefit the local economy.

- 4.10 Officers are continuing to work with businesses across the borough. A number of free Google Garage Expert workshops were offered this year to support businesses online presence including promotion, digital advertising and how to reach new customers. Positive feedback was received from those businesses who attended.
- 4.11 Businesses who meet the criteria are offered a 'submit your business' listing on DiscoverOrmskirk.com, where their business is promoted free of charge.
- 4.12 Some key events have been moved to a Sunday to offer an additional days trade for retailers and to enhance footfall and allow events to grow and make better use of the town centre, as well as take advantage of the free parking on Council-owned car parks. The Council has also supported the development of the Night Markets through a successful application for a licence for alcohol sales and entertainment in the Ormskirk Town Centre.
- 4.13 Following on from feedback from Ormskirk businesses the Council has amended its car parking tariffs to encourage visitors to stay longer in town. The introduction of new car parking machines will allow greater flexibility for payment and offer opportunities for visual promotion and for businesses to

promote offers. Since the introduction of the new charging regime feedback from businesses has been positive.

- 4.14 A revised database of business contacts has been developed to improve communication and to provide relevant information on town centre initiatives and wider initiatives across the Borough. The Let's Talk Business newsletter continues to provide information on business support products and services, good news stories, information on skills and apprenticeships and business case studies. Officers continue to offer a one-to-one business support service to businesses and potential inward investors.
- 4.15 The Skills, Training and Employment Partnership (STEP) has been in existence for seven years and meets quarterly, it enables key parties involved in the skills, worklessness and employment arena to share ideas, best practice and develop new projects.
- 4.16 The continuation of the Skelmersdale Ambassadors Network launched in 2016 promotes and positions Skelmersdale as a key economic driver for the Borough. A large number of businesses are 'on board' as Ambassadors and champion Skelmersdale and the surrounding West Lancashire area, as a great place to invest and do business.
- 4.17 Officers continue to grow strong links with local education establishments to support and promote apprenticeships, encourage business connections to undertake mock interview days and attend careers fairs. Council officers also attend Edge Hill University open days; to actively promote the Borough to prospective students looking to study here.
- 4.18 The Council has supported businesses with apprenticeship grants, via the Council's apprenticeship grant scheme. Since October 2015 a total of 55 apprenticeship posts have been created across the borough.
- 4.19 Links with Social Enterprises continue. The Sewing Rooms were invited to speak at a Skelmersdale Ambassador's event, to inspire and encourage businesses to support social activity to benefit local communities.
- 4.20 Good partnership working continues with other local authorities including Knowsley Council, Sefton Council, LCC and both Lancashire and Liverpool LEP's.

Seek to further improve the promotion of West Lancashire and the importance of gaining customer insight to respond to visitor expectations.

- 4.21 Officers continue to monitor data supplied from Marketing Lancashire - The Scarborough Tourism Economic Activity Monitor (STEAM) model, uses locally derived data from a variety of sources such as hotels, attractions, tourist information centres, events and other accommodation to estimate the number of visitors, revenue generated and employment supported by tourism. The model provides the county with a continuous tourism economic impact dataset which reveals trends and helps highlight areas of particular growth or in need of support.

- 4.22 Using data from Ormskirk town centre's footfall monitoring system and social media channels is critical and will assist to tailor future events and provide vital information on visitor numbers.
- 4.23 Working with retail specialists Springboard the Council receives insights and intelligence in relation to the performance of the UK retail sector. Officers use this information to monitor change and adapt our strategies and proposals accordingly.

#### First impressions for visitors coming into West Lancashire

- 4.24 Google reviews in relation to Ormskirk Market have been increasing and the majority are very positive. Officers also continue to monitor visitor impressions of the place on the Council's social media channels, Facebook & Instagram.

#### A collaborative approach to promote West Lancashire as a visitor destination

- 4.25 Working with local partners on their events continues e.g. Ormskirk Community Partnership (OCP) on the Ormskirk Gingerbread Festival, Edge Hill University, Ormskirk Business Action (Night Markets). The Council encourages all partners on the Ormskirk Town Centre Management Group to collaboratively promote all West Lancashire events that are jointly worked on by the group. Press releases are also forwarded to Marketing Lancashire.
- 4.26 More recently officers have collaborated with West Lancashire Countryside Rangers, Ormskirk & Aughton U3A & Lathom Park Trust and Lathom Chapel on organising two successful guided walks – the relaunch of the War Horse Walking route coincided with the commemoration of the end of WW1. Both walks attracted over 200 people. The Council is keen to relaunch the Yellow Hammer walking route in Spring 2019 and other walks throughout the borough.
- 4.27 Officers from the Council's Leisure and Wellbeing Service have recently launched a new website to promote work currently being undertaken to improve Tawd Valley Park in Skelmersdale. This collaborative project with partners was set up to improve the environment and encourage more visitors to the area.
- 4.28 West Lancashire events suited to visitor economy requirements can be listed on DiscoverOrmskirk.com free of charge by organisers. A number of organisations have registered and have their own logins, enabling them to upload suited events as and when required. Approval is required from Council officers responsible for maintaining the Discover Ormskirk website.
- 4.29 Use of Ormskirk's and Skelmersdale visual branding is available for businesses across the borough to incorporate or compliment their own brands, with the aim to give a sense of pride and place.
- 4.30 Ormskirk's Chapel Gallery has undergone a major refurbishment, which included the relocation of the café area, now located at the front of the building and the addition of a new lift to increase access for all to the

building. This reconfiguration will allow better use of the existing exhibition space downstairs and further use of the upstairs as additional space to exhibit. The Chapel Gallery has developed a new website, to promote events and exhibitions and which are also promoted via DiscoverOrmskirk.com and its associated Facebook page and is currently working to run a series of exhibitions and events to help encourage visitors to West Lancashire.

Promote the Borough's key specialist heritage sites (including Ormskirk Parish Church, Rufford Old Hall and Moor Hall)

- 4.31 Discover Ormskirk has recently promoted events in relation to Ormskirk and the Parish Church which were organised by a local Historic Society.
- 4.32 Officers are in the process of organising two 'Fam Trips' with both Visit Liverpool and Visit Lancashire, to showcase the Borough's tourist attractions, including visits to Rufford Old Hall and Moor Hall. This will help improve their knowledge and insight when promoting the Borough as a visitor destination via their own marketing campaigns and social media channels.
- 4.33 A photography project was undertaken to gain a good stock of photography of the Borough's wider attractions including its historic sites; to be used for social media promotion, website promotion and, more recently, banner displays in Ormskirk town centre of the Borough's key attractions. Attractions are also promoted as part of West Lancashire's 'offer' both online and in printed media and marketing publications.
- 4.34 WWT Martin Mere and Rufford Old Hall, have both taken up stalls either on a market day or at a town centre event to promote their attractions within Ormskirk Town Centre, with the aim of attracting more visitors. Rufford Old Hall has expressed an interest in attending and supporting the Christmas Gingerbread Market on Sunday 25<sup>th</sup> November, bringing volunteers to dress as Gingerbread ladies and promoting the attraction by taking up a stall on the day.
- 4.35 Economic Regeneration Officers are researching opportunities to link in with Knowsley's 'Shakespeare of the North' project, with the aim to include Ormskirk and Rufford as part of an itinerary of places to visit for those interested in Shakespeare and who attend the attraction in Prescot, when it opens.

Enhancing the visitor experience (coach trips; specialist canal boat trips)

- 4.36 Officers are researching opportunities around developing a 'better' offer for coach drivers and visitors, to encourage them to visit and extend their stay. Adverts have been placed in coach company magazines to promote the Borough and to encourage them to visit.

Changing and developing the public's perception of West Lancashire as a "gateway" rather than a "drive-through" or "one stop" destination.

- 4.37 Officers are currently researching coach companies to consider expanding their current itineraries to include a "stopover in West Lancashire" experience to incorporate as part of their wider itineraries and a new offer to their customers.
- 4.38 The Discover Ormskirk website, Facebook and Instagram sites continue to gain interest and attract new followers. Officers use a wide variety of vibrant and interesting images of the place to promote and increase perception of West Lancashire as a food and visitor destination. No stock images are used, officers see the value in using 'real' good quality images of the Borough to continue to draw interest from prospective visitors to the Council's social media channels. Data information from Discover Ormskirk's Facebook page tells us that when images are posted they attract the most likes and shares.

Continuance of the research being undertaken, as part of the Ormskirk Town Centre Strategy, into coach travel to increase knowledge and better target visitor groups.

- 4.39 Officers continue to research and discuss options with coach companies to target visitor groups, as part of the Ormskirk Town Centre Strategy action plan.

## **5.0 FUTURE ACTIONS**

- 5.1 The Council will continue to promote West Lancashire as a Visitor Destination to support the wider visitor economy.

## **6.0 SUSTAINABILITY IMPLICATIONS**

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

## **7.0 FINANCIAL AND RESOURCE IMPLICATIONS**

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

## **8.0 RISK ASSESSMENT**

- 8.1 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.

## **9.0 EQUALITY IMPACT ASSESSMENT**

- 9.1 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.

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### **Background Documents**

There are no background documents included in preparing this Report.

Date

Document

File Ref

### **Appendices**

None



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**Report of: Borough Solicitor & Director of Leisure and Environment (Lead Officer)**

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

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**SUBJECT: REVIEW TOPIC FOR 2018/19 AND CONFIRMATION OF WORK PROGRAMME**

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Wards affected: Borough wide.

## **1.0 PURPOSE OF THE REPORT**

1.1 To confirm the work programme for the Corporate & Environmental Overview and Scrutiny Committee and select the topic for review in 2018/19 following the outcome of the scoring exercise.

## **2.0 RECOMMENDATIONS**

2.1 That the results of the scoring exercise, including the topic submitted after the deadline, as detailed in Appendix A to the report, be noted and the recommendations therein be actioned and endorsed.

2.2 That the topic selected for review in the 2018/19 Work Programme of the Committee be:

'Litter Bin Policy'

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

2.4 That the Work Programme for the Corporate and Environmental Overview and Scrutiny Committee set out in Appendix C to the report, be confirmed and the following details be included on the Council's web site.

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

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

The topic selected for review in 2018/19 is "Litter Bin Policy".

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.

- 2.5 That, subject to agreement at 2.2 above, a press release be prepared and issued to inform local residents of the chosen review topic to be included in the Committee's Work Programme 2018/19.

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### **3.0 BACKGROUND**

- 3.1 The Corporate and Environmental Overview and Scrutiny Committee establishes its own Work Programme annually. At its meeting on 12 July 2018 the Committee confirmed that arrangements would be put in place to request items for its Work Programme for 2018/19. This would be done:

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

- 3.2 A scoring exercise was undertaken with the Chairman and Vice Chairman of this Committee using the scrutiny topic selection assessment, with regard to the Corporate Priorities 2018/19 and the information that had been submitted on each topic.

- 3.3 The following submitted topics were considered:

Ref No.

1. Weeds in West Lancashire
2. Review of resources available for community activities in terms of venues, organisation, personnel and finance.
3. Litter Bin Provision

- 3.4 An additional item was also submitted in relation to speaking on Planning Applications at Planning Committee, from a member of the public, however this was received after the deadline for submission and has not been scored.

### **4.0 CURRENT POSITION**

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



4.2 The Review 'Community Involvement in Service Delivery' is due to conclude at this meeting.

## **5.0 PROPOSALS**

5.1 That the highest scoring topic is selected for inclusion in the Work Programme for the Committee for 2018/19.

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

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

5.4 That Members consider the topic submitted after the deadline relating to speaking on Planning Applications at Planning Committee, as detailed in Appendix A.

5.5 It is further proposed that following confirmation of the topic for review that the Work Programme for the Corporate and Environmental Overview and Scrutiny Committee for 2018/19, subject to any amendments, be included on the Council's website.

5.6 That a press release be prepared and issued to inform local residents of the chosen review topic to be included in the Committee's Work Programme 2018/19.

## **6.0 SUSTAINABILITY IMPLICATIONS**

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

## **7.0 FINANCIAL AND RESOURCE IMPLICATIONS**

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

## **8.0 RISK ASSESSMENT**

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

## **9.0 CONCLUSION**

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

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## **Background Documents**

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

## **Equality Impact Assessment**

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

## **Appendices**

- A Summary of Outcome – Topic Scoring Exercise
- B Annual Work Programme of the Committee

**SCORING RESULTS AND RECOMMENDATIONS****OUTCOME:****Reject Topics - Score 1 - 4**

None

**Possible Topics –Score 5 - 6**

Ref. No.	SOURCE	TOPIC	RESULT
(a) Page 45	Councillor Nicola Pryce-Roberts	Weeds in. West Lancashire	It was felt that this was already being considered and some work had been done on this matter. Therefore it is suggested that instead of a review the Corporate Overview & Scrutiny Committee request to receive a report at its December meeting on the questions raised by Cllr Pryce- Roberts.
(b)	A Member of the public	Review of resources available for community activities in terms of venues, organisation, personnel and finance.	The Chair stated work on this had been done previously by the Council. It was felt that instead of a review the Committee could ask for a report to a future meeting of the Committee on what the Council is doing?

**Priority Topics – Score 7 - 8**

Ref. No.	SOURCE	TOPIC	RESULT
(a)	CMT	Litter Bin Provision	<b>Accept</b> – It was felt that given litter bin provision was a current topic both for the Council and Residents that, this would be an appropriate time for Scrutiny to work with Officers to review and revise the Council's Litter bin provision policy.

**Suggested topic submitted after the deadline:**

<b>What?</b>	"Consultation" (The member of the public is referring to speaking on Planning Applications at Planning Committee)
<b>Why?</b>	<p>Please tell us why and provide a brief summary of your idea for scrutiny</p> <p>"You should give opportunity to constituents to address Sub Committee meetings on matters of importance should they have registered the desire to address the Committee, as at the moment the only people who are allowed to speak are the chosen few at the behest of your officers, no doubt acting on the direction of the democratically elected council.</p> <p>I recently attended a sub Committee meeting, which was a complete waste of my time as I could only sit there like a statue and observe the pantomime unfold before my eyes, where the chosen few were allowed to speak and then a vote was taken on the matter. The members of the committee voted purely on party lines in their various little groups without apparent consideration of the matter they were voting on. The problem of this system is that it gives apparent advantage to the ruling party on all matters even if the matter under discussion is being applied for by a prominent supporter of one or other political party."</p>
<b>What outcome would you like to see?</b>	"My suggestion is that all votes at working sub committees should not be subject to political division."

## CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

### WORK PROGRAMME 2018/19

<p>6 December 2018</p>	<ul style="list-style-type: none"> <li>• QPIs 2018/19 (as advised)</li> <li>• Weeds in. West Lancashire – topic submitted by Councillor Nicola Pryce-Roberts</li> <li>• Review Topic</li> <li>• Members’ Items (as advised)</li> <li>• Items from the Members’ Update (as advised)</li> <li>• Future Work Programme</li> </ul>
<p>7 March 2019</p>	<ul style="list-style-type: none"> <li>• QPIs 2018/19 (as advised)</li> <li>• Crime and Disorder Scrutiny – To consider a presentation from a representative of West Lancashire Community Safety Partnership (CSP)</li> <li>• Review Topic</li> <li>• Members’ Items (as advised)</li> <li>• Items from the Members’ Update (as advised)</li> <li>• Future Work Programme</li> </ul>
<p>July 2019</p>	<ul style="list-style-type: none"> <li>• QPIs 2018/19 (as advised)</li> <li>• 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.</li> <li>• Minutes of the Member Development Commission – To consider the minutes of the Member Development Commission meeting held in March 2019.</li> <li>• Members’ Items (as advised)</li> <li>• Items from the Members’ Update (as advised)</li> <li>• Future Work Programme</li> </ul>
	<p style="text-align: center;">Page 47</p>

October 2019	<ul style="list-style-type: none"> <li>• QPIs 2018/19 (as advised)</li> <li>• West Lancashire Leisure (WLCL) Annual Report – To consider a presentation from the Board Chairman (WLCL) and Contracts Manager (SERCO).</li> <li>• Review: To agree the draft final report and final recommendations for submission to Cabinet and Council, if applicable in November/December 2019.</li> <li>• Review Topic 2019/20 and Confirmation of Work Programme – To consider the report of the Borough Solicitor.</li> <li>• Minutes of the Member Development Commission - To consider the minutes of the Member Development Commission meeting held in September 2019.</li> <li>• Members' Items (as advised)</li> <li>• Items from the Members' Update (as advised)</li> <li>• Future Work Programme</li> </ul>
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Item for a future meeting (date to be agreed):

- Review of resources available for community activities in terms of venues, organisation, personnel and finance – topic submitted by a member of the public