



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

28 November 2018

TO: COUNCILLORS N HENNESSY (CHAIRMAN), M NIXON (VICE-CHAIRMAN),
D EVANS, MRS M BLAKE, T BLANE, P COTTERILL, 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, 6 DECEMBER 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** 65 - 66
 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** 67 - 72
 To receive as a correct record the Minutes of the meeting held on Thursday, 11 October 2018.
- 7. PUBLIC SPEAKING** 73 - 76
 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, 30 November 2018. A copy of the public speaking protocol and form to be completed is attached.
- 8. MEMBERS' ITEMS/COUNCILLOR CALL FOR ACTION (CCFA)**
 To consider the follow item included on the agenda at the request of a Member:
- 8a Meeting with Officers on Planning Issues - Firswood Road, Lathom** 77 - 78
 To consider an item included on the agenda by Councillor Paul Cotterill.
- 9. ITEMS FROM THE MEMBER'S UPDATE INCLUDED ON THE AGENDA AT THE REQUEST OF A MEMBER**
 There are no items under this heading.
- 10. QUARTERLY PERFORMANCE INDICATORS (Q2 2018/19)** 79 - 94
 To consider the report of the Director of Housing and Inclusion.
- 11. WEEDS IN WEST LANCASHIRE**
 To receive an update from Michelle Williams, Operations Manager Street Scene, following a topic submitted by Councillor Nicola Pryce-Roberts.

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|------------|--|-----------|
| 12. | 'COMMUNITY INVOLVEMENT IN SERVICE DELIVERY' REVIEW
FINAL REPORT
To consider the report of the Director of Housing and Environment
(Lead Officer). | 95 - 104 |
| 13. | 'LITTER BIN POLICY' REVIEW | |
| 13a | Proposed / Current Litter Bin Policy
To receive a presentation from the Director of Leisure and
Environment. | |
| 13b | Draft Project Plan
To agree the project plan for the review. | 105 - 108 |
| 14. | MEMBER DEVELOPMENT COMMISSION - MINUTES OF THE
MEETING HELD ON THURSDAY, 20 SEPTEMBER 2018
To consider and note the work being undertaken by the Member
Development Commission. | 109 - 112 |
| 15. | FUTURE WORK PROGRAMME
To consider the Committee's future work programme. | 113 - 114 |

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

FIRE EVACUATION PROCEDURE: Please see attached sheet.

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

For further information, please contact:-
Jacky Denning on 01695 585384
Or email Jacky.Denning@westlancs.gov.uk

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

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

IF YOU DISCOVER A FIRE

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

ON HEARING THE FIRE ALARM

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

NOTES:

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

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

CHECKLIST FOR PERSON IN CHARGE

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

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

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

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

NOTE:

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

CHECKLIST FOR ZONE WARDEN

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

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

INSTRUCTIONS FOR DOOR WARDENS

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

Agenda Item 4

MEMBERS INTERESTS 2012

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

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

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

Please tick relevant boxes

Notes

	General		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, 11 October 2018

Start: 7.00pm

Finish: 9.15pm

PRESENT:

Councillors: N Hennessy (Chairman)
D Evans Mrs M Blake
V Cummins T Devine
S Evans G Hodson
A Owens D West

Officers: Heidi McDougall, Director of Leisure & Environment
Ian Gill, Deputy Director of Development & Regeneration
Simon Burnett, Deputy Director of Leisure and Wellbeing
Alison Grimes, Partnership & Performance Officer
Tina Sparrow, Principal Solicitor
Tom Dickinson, Assistant Solicitor
Lisa Ratican, Economic Regeneration Officer
Caroline Addison, Senior Economic Regeneration Officer
Portia Taylor-Black, Economic Regeneration Support Officer
Jacky Denning, Member Services Manager

In attendance: John Nelson, West Lancs Community Leisure

18 APOLOGIES

Apologies for absence were received on behalf of Councillor Blane, Currie and Pryce-Roberts.

19 MEMBERSHIP OF THE COMMITTEE

In accordance with Council Procedure Rule 4, Members noted the termination of membership of Councillors Cotterill, Lockie and Nixon and the appointment of Councillors S Evans, Cummins and Devine respectively, for this meeting only, thereby giving effect to the wishes of the political groups.

20 URGENT BUSINESS, IF ANY, INTRODUCED BY THE CHAIRMAN

There were no items of urgent business.

21 DECLARATIONS OF INTEREST

Councillor Hennessy declared a pecuniary interest in item 8 West Lancashire Community Leisure (WLCL) Annual Report 2017/18 as the Council's representative on the West Lancashire Community Leisure Trust Board and left the meeting during the consideration of this item.

22 DECLARATIONS OF A PARTY WHIP

There were no declarations of a Party Whip.

23 MINUTES

RESOLVED: That the Minutes of the Meeting held on the 12 July 2018 be approved as a correct record and signed by the Chairman.

24 PUBLIC SPEAKING

There were no items under this heading.

25 WEST LANCASHIRE LEISURE ANNUAL REPORT

The Committee received a presentation from representatives of West Lancashire Community Leisure Trust, which was supported by a series of slides as contained on pages 65 to 74 of the Book of Reports.

The presentation included reference to:

- The Trust's Vision "the creation and maintenance of a first class range of healthy and recreational activities to serve all parts of the community of West Lancashire"
- Charitable Status of the Trust
- Facilities
- Community Engagement
- Partnership Working – Active West Lancs; Edge Hill (Active Schools in Skelmersdale); School Sports Partnership; Mac Millan Cancer and Cardiac Rehab post; Looked after Children and care Leavers membership; and Blossoms Legacy.
- Income generation in 2017 (Wetside; Dryside; Health & Fitness; F & B and operational)
- Increased patronage (Wetside and Dryside Visits)
- Highlights in 2017
 - Opening a new spin studio in Burscough 100% funded by WLCLT
 - More people engaging in health and fitness
 - New facilities
- The way forward:
 - Increase patronage
 - Growth of the business
 - Diversification / further development of Beacon Park
 - Increase swimming lesson usage
 - Continuous improvement of facilities and development of staff
 - Working with partners and community groups
 - Offer more participation opportunities.

Comments and questions were raised in respect of the following:

- Beacon Golf Course – delays in re-profiling and user levels/engagement
- Swimming lessons – delivery and promotional offers to encourage user participation
- Banks Leisure contract and lease period

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

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

(Note: The Chairman, Councillor Hennessy, declared a pecuniary interest in this item and left the room whilst this item was being considered. The Vice-Chairman, Councillor D Evans, in the Chair.)

26

QUARTERLY PERFORMANCE INDICATORS (Q1 2018/19)

Consideration was given to the report of the Director of Housing & Inclusion, as contained on pages 13 to 32 of the Book of Reports which detailed performance monitoring data for the quarter ended 30 June 2018. The report had previously been considered by Cabinet at its last meeting.

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

- NI192 'Residual Household Waste Per Household (Kg)
- R1 '% of Council Tax Collected'
- WL18 'Use of Leisure and Cultural Facilities (swims and visits)'
- WL121 'Working Days Lost Due to Sickness Absence'
- HS13 '% LA Properties with Landlord Gas Safety Record Outstanding'

and requested that for future reports that font size of the foot notes be increased.

The Partnership and Performance Officer attended the meeting provided clarification on the points raised.

RESOLVED: A. That the Council's performance against the indicator set for the quarter ended 30 June 2018 be noted.

- B. The in relation to WL18 'Use of Leisure and Cultural Facilities (swims and visits)', the Director of Development and Regeneration be asked to provide a general update, at the scheduled meeting of the Committee on 7 March 2019, on the benefits of the Chapel Gallery and look into the feasibility of providing separate figures on visitor numbers being included in

the Performance Indicators report.

27 **WEST LANCASHIRE TOURISM – THE VISITOR ECONOMY REVIEW – REVIEW
OF RECOMMENDATIONS**

Consideration was given to the report of the Director for Development and Regeneration, as contained on pages 33 to 40 of the Book of Reports, which provided an update on the actions taken in respect of the recommendations contained within the report of the Committee entitled 'West Lancashire Tourism - The Visitor Economy' 2017.

The Committee was informed that work had 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, reaching audiences further afield and to showcase the Borough and its wider attractions.

It was noted that officers had worked to support and enhance a number of events across West Lancashire including the Ormskirk Gingerbread Festival, the Green Fayre and MotorFest. Officers had also 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, it was noted that the event had been a huge success.

It was further reported that the 2018 Ormskirk Christmas lights switch-on would be moved to a Sunday with the aim of providing enhanced opportunities for retailers and others to benefit from the event.

The Committee received a presentation from Lisa Ratican, Economic Regeneration Officer, and Caroline Addison, Senior Economic Regeneration Officer, on the bid which had consequently led to the Council being awarded £10,000 towards Christmas lights in Ormskirk.

- RESOLVED:
- A. That the presentation and the work of officers to date be noted.
 - B. That officers continue to work to deliver recommendations contained within the Committee's report 'West Lancashire Tourism -The Visitor Economy'.

28 **'COMMUNITY INVOLVEMENT IN SERVICE DELIVERY' REVIEW - DRAFT FINAL
REPORT**

Consideration was given to the report of the Director of Leisure and Environment (Lead Officer), as contained on pages 49 to 64 of the Book of Reports, which presented a draft report and draft recommendations following a review entitled 'Community Involvement in Service Delivery'.

The Committee noted that Total Reuse, the bulky household waste collection service, had now ceased to operate.

RESOLVED: That the first draft of the report on Community Involvement in Service Delivery be noted and amended, in consultation with the Chairman, and the following elements be included prior to consideration of the final draft report being submitted to the December meeting of the Committee:

- A. Abbey Lane Playing Fields
- B. Provision of information on the Council's website in relation to contact/link officers

29

REVIEW TOPIC 2018/19 AND CONFIRMATION OF WORK PROGRAMME

Consideration was given to the report of the Borough Solicitor, as contained on pages 41 to 46 of the Book of Reports, that detailed the outcome of the scoring exercise held in August 2018 including the recommendation that the priority topic 'Litter Bin Policy' be included in the Work Programme 2018/19 for in-depth review.

RESOLVED: A. 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 as follows:

- (i) "Weeds in West Lancashire": That a report be submitted to the December meeting of the Committee to address the questions raised by Councillor Pryce- Roberts.
 - (ii) "Review of resources available for community activities in terms of venues, organisation, personnel and finance": That a report be submitted to a future meeting of the Committee on what the Council is doing.
 - (iii) "Consultation" (speaking on Planning Applications at Planning Committee): That this topic be referred to the Director of Planning and Regeneration to provide a direct response.
- B. That the topic selected for review in the 2018/19 Work Programme of the Committee be: 'Litter Bin Policy'
 - C. That a presentation on the selected topic be provided at the next meeting and a draft Project Plan for the review be prepared.
 - D. 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.

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

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

There were no items under this heading.

31 WORK PROGRAMME - NEXT MEETING

Consideration was given to items on the work programme due to be considered at future meetings of the Committee.

RESOLVED: That the work programme be noted.

.....
Chairman

PUBLIC SPEAKING – PROTOCOL

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

1.0 Public Speaking

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

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

2.0 Deadline for submission

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

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

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

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

3.0 Scope

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

3.2 The Borough Solicitor may reject a submission if it:

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

4.0 Number of items

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

5.0 At the Meeting

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

(Please see attached form.)



REQUEST FOR PUBLIC SPEAKING AT MEETINGS

MEETING & DATE

NAME

ADDRESS

.....

Post Code

PHONE

Email

Please indicate if you will be in attendance at the meeting

YES/NO*

*delete as applicable

Note: This page will not be published.

(P.T.O.)

PLEASE PROVIDE DETAILS OF THE MATTER YOU WISH TO RAISE

Agenda Item Number

Title

Details

.....

.....

.....

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.....

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.....

.....

Name

Dated

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

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

Email: member.services@westlancs.gov.uk

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

Note: This page will be published.

MEMBER ITEM/ COUNCILLOR CALL FOR ACTION

CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE AGENDA - MEETING: 6 December 2018

This form must be received by Member Services, 52 Derby Street, Ormskirk, before 12 noon on Friday 23 November 2018.

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

Councillor:	Paul Cotterill
Subject:	Meeting with officers on planning issues
1. What are your reasons for requesting the item: Requests for meeting with officers to discuss ongoing planning issues in respect of Firswood Road of concern to local residents and Parish Council have been denied.	
2. What outcome would you wish to see following discussion of the item? Meeting held, albeit belatedly, to go into detail on issues. Clarity gained on the rights of/restrictions on councillors to seek meetings with officers in cases where there is a view that local issues not sufficiently addressed.	

3. What have you already done to resolve this issue?

Correspondence with officers and portfolio holder to no avail, leaving no option but to bring under CCfA legislation.

Potential means of pursuing an issue before resorting to a Member Item/CCfA:

- Raise Ward Issue as a 'Patch Problem'
- Discuss issue with an appropriate officer from the Council Service or Agency
- Discuss issue with an appropriate Cabinet member
- Raise the issue with partner agency, eg. Police, PCT, etc.
- Write formal letters on behalf of constituents
- Use official complaints procedure or other official route
- Put forward the issue as a topic for inclusion on an O&S work programme

The following are potential reasons why your Member Item/CCfA may not be considered further:

- The issue is an individual case
- You have not explored the issue fully and exhausted all avenues above
- A review into the general issue is included in an O&S work programme
- A petition is being submitted to the Council
- A complaint is being or has been submitted and the outcome is awaited
- A FOI request is being or has been made and the outcome is awaited
- Scrutiny of the issue is unlikely to result in improvements for local people
- The issue has been the subject of Executive Call In
- The issue has been the subject of a Council Motion / Question
- The issue is urgent and could be more speedily resolved by other means
- The issue is an 'excluded matter' (Constitution 18.3)

FOR MEMBER SERVICES USE ONLY

Received by: Jacky Denning	Date of Committee: 6 December 2018
Date: 23 Nov 2018 Time: 8.49am	Chief Executive informed: yes
Head of Service informed: yes	Chairman informed: yes
Contact Officer informed:	Portfolio Holder informed: yes

AGENDA ITEM:



**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY COMMITTEE:
6 DECEMBER 2018**

CABINET: 15 JANUARY 2019

Report of: Director of Housing and Inclusion

Relevant Portfolio Holder: Councillor I Moran

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

SUBJECT: QUARTERLY PERFORMANCE INDICATORS (Q2 2018/19)

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

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

2.0 RECOMMENDATIONS TO CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

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

3.0 RECOMMENDATIONS TO CABINET

3.1 That the Council's performance against the indicator set for the quarter ended 30 September 2018 be noted.

3.2 That the call-in procedure is not appropriate for this item as the report was submitted to the meeting of the Corporate & Environmental Overview & Scrutiny Committee on 6 December 2018.

4.0 CURRENT POSITION

- 4.1 Members are referred to Appendix A of this report detailing the quarterly performance data for key performance indicators. The performance information aims to help demonstrate performance against the corporate priorities as well as providing some service-specific information.
- 4.2 As agreed in March, revised compliance data for the Housing Service has now been included for Q2.
- 4.3 38 data items are reported for Quarter 2. Five of these are data only. Of the 33 PIs with targets reported:
- 21 indicators met or exceeded target
 - 6 indicators narrowly missed target; 6 were 5% or more off target

1 data only item is still pending: *WL_18 Use of leisure and cultural facilities*.

As a general comparison, Q2 performance in 2017/18 gave 18 (from 29) performance indicators on or above target.

- 4.4 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.
- 4.5 These plans provide the narrative behind the outturn and are provided in Appendix B1-B3. 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.
- 4.6 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.

Background Documents

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

Equality Impact Assessment

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

Appendices

Appendix A: Quarterly Performance Indicators for Q2 July-September 2018/19

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

Appendix B2: HS28 Electrical Installation Condition Reports

Appendix B3: WL121 Working Days Lost Due to Sickness

Appendix C: Actions from Previous Performance Plans

APPENDIX A: QUARTERLY PERFORMANCE INDICATORS

Icon key		
PI Status		Performance against same quarter previous year
	OK (within 0.01%) or exceeded	21
	Warning (within 5%)	6
	Alert (by 5% or more)	6
	Data only	5
	Data not collected for quarter	0
	PIs awaiting data	0
	'Data only' awaiting data	1
	Improved	12
	Worse	14
	No change	6
	Comparison not available	5
	Awaiting data	1
		Total number of indicators/data items
		38

Shared Services¹

Code & Short Name	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Current Target	Comments	Q2 18/19 vs Q2 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value					
ICT1 Severe Business Disruption (Priority 1) (ytd)	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.0%			
ICT2 Minor Business Disruption (P3) (ytd)	97.0%	98.0%	98.0%	98.0%	99.0%	99.0%	99.0%	99.0%	99.0%	97.0%			
ICT3 Major Business Disruption (P2) (ytd)	92.0%	94.0%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.0%			
ICT4 Minor Disruption (P4) (ytd)	99.0%	99.0%	99.0% ¹	98.0%	99.0%	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(ytd)	7.24	8.10	6.41	6.87	7.10	6.93	5.63	6.98	6.05	12.00			
B2 Overpayment Recovery of Housing Benefit overpayments (payments received) ytd	£157,338	£226,000	£311,409	£69,860	£140,362	£212,841	£294,695	£87,070	£178,006	£94,430			









PI Code & Short Name	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Current Target	Comments	Q2 18/19 vs Q2 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
R1 % of Council Tax collected	56.67%	84.38%	96.74%	29.30%	56.28%	83.97%	96.51%	29.22%	56.10%	57.31%	Performance plan attached at Appendix B1	↓	⚠
R2 % council tax previous years arrears collected	17.3%	22.54%	26.82%	7.13%	13.37%	18.22%	26.78%	11.1%	17.14%	12.36%		↑	✅
R3 % of Non-domestic Rates Collected	56.87%	82.98%	97.72%	29.18%	55.15%	80.66%	98.18%	28.18%	55.08%	55.55%	Performance plan attached at Appendix B1	↓	⚠
R4 Sundry Debtors % of revenue collected against debt raised	72.43%	80.87%	95.06%	39.49%	74.71%	87.99%	95.78%	38.01%	83.96%	65.75%		↑	✅






Development & Regeneration Services

PI Code & Short Name	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Current Target	Comments	Q2 18/19 vs Q2 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 157a Processing of planning applications: Major applications	92.31%	71.43%	83.33%	100%	100%	100%	87.50%	100%	100%	65.00%	Relates to 13 applications.	▬	✅
NI 157b Processing of planning applications: Minor applications	91.67%	96.49%	94.67%	76.56%	93.90%	93.62%	89.09%	90.77%	92.31%	75.00%	Relates to 36 /39 applications made within timescale.	↓	✅
NI 157c Processing of planning applications: Other applications	96.64%	92.68%	89.52%	87.31%	93.62%	94.87%	96.15%	96.55%	93.84%	85.00%	Relates to 137/146 applications made within timescale.	↑	✅


Housing & Inclusion Services

PI Code & Short Name	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Current Target	Comments	Q2 18/19 vs Q2 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
BV8 % invoices paid on time	98.33%	98.65%	98.37%	99.11%	98.05%	98.79%	98.13%	98.30%	98.14%	98.75%	Relates to over 11,000 invoices processed on time. Updated guidance on invoicing processes is being developed and will be added to the	↑	⚠







PI Code & Short Name	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Current Target	Comments	Q2 18/19 vs Q2 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
											intranet particularly to help new starters. Head of Service assessment: performance plan not required.		
HS1 % Housing repairs completed in timescale	97.42%	98.13%	98.40%	95.88%	96.06%	98.44%	99.10%	96.32%	96.51%	97.00%	The main reason for delays is at the request of the tenant. Other factors include no provision of access and incorrect details held for making appointments. Performance Plan in progress, see Appendix C.	↑	⚠
TS1 Rent Collected as a % of rent owed (excluding arrears b/f)	99.96	99.96	99.09	102.46	99.97	100.5	99.48	103.61	99.6	99.5	The changing cash collection profile for tenants who are in receipt of Universal Credit (UC) who now receive housing cost payments every 4 weeks in arrears will continue. We currently have 884 tenants in receipt of UC.	↓	✅
TS11% of rent loss through dwellings being vacant	1.79%	1.8%	1.79%	1.84%	1.79%	1.87%	1.59%	1.25%	1.1%	1.9%		↑	✅
WL19bii Direct dial calls answered within 10 seconds ²	79.95%	82.41%	82.69%	81.39%	81.24% ²	80.07% ²	78.43%	77.67%	77.96%	80.26%	Figures relate to 52,257 calls received. Guidance on phone procedures recently circulated to staff. Head of Service assessment: performance plan not required.	↓	⚠
WL85a Website: no. visits	129,030	118,663	135,387	170,854	138,044	131,395	152,154	193,813	143,749		The three most popular pages in Q2 were: Pay a Bill ; Council Tax; and Search and View Planning Applications	↑	
WL85aa Website: number of unique visitors	85,354	79,741	88,887	114,960	92,108	84,757	97,821	125,685	108,838			↑	
WL85b Website: use of online forms	3,547	3,370	1,900	4,787	3,131	2,076	3,587	5,772	4,150			↑	
WL85c Website: no. online payments	12,006	11,253	10,174	30,331	14,997	12,791	15,560	29,206	14,393			↓	
WL90 % of Contact Centre calls answered	94.6%	93.7%	91.9%	80.1%	90.3%	88.3%	71.9%	61.9%	89.3%	88.0%	Figures relate to 27,273 calls into the contact centre. Performance Plan in progress, see Appendix C.	↓	✅
WL108 Average answered waiting time for callers to	47.00	58.00	69.00	163.00	83.00	102.00 ³	214.00	288.00	100.00	145.00	Performance Plan in progress, see Appendix C.	↓	✅






PI Code & Short Name	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Current Target	Comments	Q2 18/19 vs Q2 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
the contact centre (seconds)													
HS27 % of properties with a valid Landlord Gas Safety Record (homes and buildings)	N/A - PI not developed at this time.								100%	100%	New for Q2. For Q2, data reported as at end of October. This revises the previously reported indicator <i>HS13 % LA properties with Landlord Gas Safety Record outstanding</i> (outturn for this was 0% (green) for Q2).	/	
HS28 % of properties with a valid Electrical Installation Condition Report (homes and buildings)	N/A - PI not developed at this time.								93%	100%	New for Q2. For Q2, data reported as at end of October. Outstanding certificates generally relate to access issues and are being pursued in in line with gas servicing approach. This is not a statutory requirement but is considered best practice to demonstrate electrical installations are kept in a good condition Performance plan attached at Appendix B2.	/	
HS29 % non-domestic that require an asbestos management survey/re-inspection	N/A - PI not developed at this time.								92%	100%	New for Q2. For Q2, data reported as at end of October. All outstanding surveys referred to have now been completed as at mid-November. Delay was due to changing of contractors which impacted the programme.	/	
HS30 % of non-domestic properties with fire risk assessment in place	N/A - PI not developed at this time.								100%	100%	New for Q2. For Q2, data reported as at end of October.	/	
HS31 % of properties covered by water hygiene risk assessment (homes and buildings)	N/A - PI not developed at this time.								100%	100%	New for Q2. For Q2, data reported as at end of October.	/	

Finance and HR Services

PI Code & Short Name	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Current Target	Comments	Q2 18/19 vs Q2 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL_121 Working Days Lost Due to Sickness Absence ⁴	7.61	7.40	7.44	6.92	7.54	7.67	8.28	9.34	9.69	8.08	The HR Team continue to assist Line Managers to deal appropriately with all long and short term sickness absence. Performance plan attached at Appendix B3.	↓	

Leisure & Environment Services

PI Code & Short Name	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Current Target	Comments	Q2 18/19 vs Q2 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 191 Residual household waste per household (Kg) ⁵	121.00	125.32	126.71 ⁶	133.82 ⁷	127.18	127.81	131.67	128.66	128.9	125	Annual outturn 2017/18 was 514.57 against target of 500 (amber). Head of Service assessment: performance plan not required.	↓	
NI 192 Percentage of household waste sent for reuse, recycling and composting ⁵	54.16%	51.41%	43.42% ⁸	38.57% ⁹	47.38%	44.41%	37.23%	34.68%	45.40%	50.00%	Annual outturn 2017/18 was 41.32% against target of 50% (red). Performance Plan in progress, see Appendix C.	↓	
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	1.33%	1.11%	0.00% ¹⁰	N/A	1.22%	0.33%	0.67%	N/A	1.33%	1.61%		↓	
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	3.24%	2.96%	2.05% ¹⁰	N/A	3.13%	3.86%	6.17%	N/A	3.28%	5.00%		↓	
WL01 No. residual bins missed per 100,000 collections	75.87	78.68	79.62	91.48	93.36	74.31	116.77	138.39	89.43	80.00	Performance Plan in progress, see Appendix C.	↑	
WL06 Average time taken to remove fly tips (days)	1.05 ¹¹	1.03	1.03	1.03	1.03	1.05	1.07	1.09	1.24	1.09	Q2 saw an increase in response time due to temporary changes in assigning work programmes.	↓	

PI Code & Short Name	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Current Target	Comments	Q2 18/19 vs Q2 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL122 % Vehicle Operator Licence Inspections Carried Out within 6 Weeks	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
WL_18 Use of leisure and cultural facilities (swims and visits) ¹²	311,904	245,996	348,199	318,045	333,750	229,272	348,783	312,627 (chapel gallery tbc)	295,404 (chapel gallery tbc)		Sports development activities/events (2799); Golf course visits (2293); Leisure/sports centre visits (264,713); Parks/countryside activities/events (25,599); Visits to Chapel gallery - the two entrances to the Gallery are causing an issue for collating footfall data. Options for capturing all visitor numbers being considered.		

Notes:

¹ Not collected at this time

² 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. Technical issues affected the call logging system. Data for Q2 2017/18 is therefore only for the period 01.07 – 15.09.17 and Q3 data from 13.10.17.

³ WL108: New telephony platform introduction impacted collection. Data entered for Q3 17/18 refers to 01.10.17–12.12.17. Data from 13.12.17 following new telephony platform was 106s.

⁴ WL_121: Data does not include BTLS seconded staff. Quarter data shows a rolling 12 month outturn against the annual target rather than 'within quarter' performance.

⁵ NI191-192: Data is provided to WLBC with a time lag due to time involved to confirm/validate final figures. The quarter data reported reflects an outturn verified within the quarter, rather than an outturn produced within the quarter.

⁶ NI191: data restated from the originally published 121.6; ⁷Data restated from originally published 130.26.

⁸ NI192: Data restated from originally published 44.43; ⁹Data restated from originally published 40.93.

¹⁰ NI195a - previously reported as 0.65%; NI195b - previously reported as 2.19%.

¹¹ WL06: Data restated from originally published Q2 1.01 2016/17.

¹² WL18 - Chapel Gallery data forms part of this PI and is managed through the Development & Regeneration Service.

The following changes to reported QPIs for 2018/19 were approved by Cabinet in March 2018:

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 compliance data was revised from Q2 2018/19 to include the following; *HS27 % of properties with a valid Landlord Gas Safety Record* for all homes and buildings owned or managed by WLBC which require one (replacing *HS13 – LA properties with Landlord Gas Safety Record*); *HS31 % 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; *HS28 % of properties with a valid Electrical Installation Condition Report* for all homes and buildings owned or managed by WLBC which require one; *HS29 % of non-domestic (communal) and 'other' asset numbers with an 'in-date' asbestos management survey/re-inspection* which require one; *HS30 % of properties with a valid in date fire risk assessment* in place for all buildings owned or managed by WLBC which require one.

PERFORMANCE PLAN	
Indicators	R1: Council Tax : Current Year Collection ; R3: NNDR : Current Year Collection
Reason(s) for not meeting target	
<p>Both of these annual targets remain the most challenging for the service to deliver.</p> <p>Although all SLA targets are annual targets the service remains focused on ensuring the net cash position to the Council remains positive. Therefore although targeted activity will continue to address these specific areas it is helpful if performance is reviewed in totality i.e. across all areas. For example, at this point in the year Sundry Debt Recovery was 18% above target, whilst recovery of housing benefit overpayment £84k above target.</p>	
Additional Commentary / background	
<p>Both the Council Tax and Business Rates current year collection has fallen below the monthly profiled targets, by 1.21% and 0.47% respectively. This trend is in line with previous years. The contractual Service Level Agreement is an annual target.</p>	
Proposed Actions	
<p>Recovery Strategy for 2018/19 continues to be actioned and monitored to help maximise recovery of outstanding local taxation debt this includes:</p> <ul style="list-style-type: none"> • Regular monitoring meetings with detailed analysis of targeted debt. • Focused review of high value recovery cases to target non payers, for example the highest value 'medium / high' risk NNDR non payers are being very closely monitored and appropriate bespoke action taken to collect. • Close liaison with the Valuation Office to ensure accurate Rating Lists maintained. • Close liaison with our enforcement agent to prioritise CT and NNDR debt repayment. • Review of potential write off cases in accordance with WLBC Policy. • Implementation of a pilot using recovery specialists for outstanding debts in hard to collect cases. This will initially focus on NNDR cases which have more value to the Council. Only account holders with arrears where there are no current apparent reasons for non-payment or current active contact with BTLS will be included. 	
Resource Implications	
<p>Additional resources being utilised in the debt recovery area will be resourced from other parts of the service and as such will not impact on the financial position of the Council.</p> <p>For the pilot, the work should result in hard to collect income due to the Council being recovered. Where additional costs could apply, the Council will be able to determine whether it is value for money to pursue that action.</p>	

Priority

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

Future Targets

The contractual Service Level Agreement is an annual target. This report reflects performance against where the service would like recovery to be at the Q2 point of the financial year.

Action Plan**Tasks to be undertaken****Completion Date**

As outlined above

Mar 2019

PERFORMANCE PLAN	
Indicator	HS28 % of properties with a valid Electrical Installation Condition Report (homes and buildings)
Reason(s) for not meeting target	
Outstanding certificates are principally as a result of access issues.	
Additional Commentary / background	
<p>This indicator is part of a new suite relating to property compliance.</p> <p>Whilst this performance indicator does not relate to a statutory requirement it is considered best practice to demonstrate electrical installations are kept in a good condition. It relates to public buildings, communal areas and homes.</p> <p>6,299 reports were due as at the end of October and 5,884 had been completed.</p> <p>Failure to meet the target was principally due to issues gaining access into council housing.</p>	
Proposed Actions	
<ul style="list-style-type: none"> • Pursue access rigorously, as per gas procedure, including legal action. • Start the re-surveys early to ensure adequate time to resolve access issues prior to expiry. • Continue with ongoing attempts to gain access in parallel with legal process. • Weekly monitoring of progress. <p>The performance will improve as we gain access to the properties. We anticipate the performance will steadily improve reaching the annual target by the end of the financial year. End of third quarter – 96%. End of fourth quarter – 100%.</p>	
Resource Implications	
Admin resources preparing legal packs. Legal team resources to enforce tenancy agreements.	
Priority	
Addressing this PI is a high priority.	
Future Targets	
No change	
Action Plan	
Tasks to be undertaken	Completion Date
Secure all access information from electrical contractor.	19/11/2018 - 30/11/2018
Prepare Legal packs to enforce tenancy agreement.	26/11/2018 – 31/1/2019
Ongoing calls attempting to gain access.	Ongoing
Weekly monitoring of progress	Ongoing

PERFORMANCE PLAN	
Indicator	WL121 Working Days Lost Due to Sickness Absence
Reasons for not meeting target	
<p>The Council's target for 2018/2019 is to achieve (not more than) 8.08 working days lost per employee, measured on a rolling 12-month basis. For Quarter 2 the outturn position was 9.69 days.</p> <p>To help to ensure that sickness absence is being managed effectively the HR Team continue to 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 are also be updated on a regular basis by HR on ongoing case management issues.</p> <p>The HR Team continue to be available to provide training on attendance management to DMTs, as requested.</p> <p>In relation to Long Term Sickness Absence, the HR Officers regularly 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 are working closely with the Leisure and Wellbeing Service to produce a Workforce Wellbeing Action Plan, this will hopefully improve general staff wellbeing and assist in reduced absenteeism. • 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). • The HR Team have recently redistribution of a leaflet/communication to all staff which further publicises the requirements of the Management of Sickness Absence Policy. • The e-learning system course which is available to support managers to provide more effective training on sickness management will be promoted more rigorously. • The HR Team will examine the reasons for absence in more detail and seek to identify any specific trends or possible common links for any hot spot areas. • Sickness Management Training will be delivered for Managers during early 2019. • Additional tools to assist managers encourage people back into work are currently being explored on a pilot basis. 	
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

ACTIONS FROM PREVIOUS PERFORMANCE PLANS

APPENDIX C

Indicator	Task created following Q	Tasks to be undertaken	Completion Date	Progress	Comment/Impact
WL01: Missed Bins per 100,000 Collections	Q1 17/18	Continue to monitor performance	Ongoing	Underway	These tasks were anticipated to show an impact on performance from October 2018 (Q3). Q2 outturn is 89.43 (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 go to Cabinet in January.	
		Review classification of missed bins	September 2018	Originally anticipated to conclude by March 2018. We are now recording missed bins through In Cab technology. The classification of a missed bin is being reviewed.	
PS1 % Housing Repairs Completed in timescale	Q1 18/19	3 Contractor meetings	July	Complete	Q2 outturn is 96.51% (amber) These tasks are anticipated to show an impact on performance from October (Q3) 2018.
		Identify reasons for underperformance	20/07/2018	Complete	
		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	Complete	
		Implement changes to Mobile Working to include updated tenant contact telephone number on any order raised during surveyor visit.	31/10/2018		
WL108 Average answered waiting	Q1 18/19	Extend/recruit agency staff to assist with the increased call volumes	July 2018	Complete	Performance targets are unlikely to be met for the year due to the sheer

time for callers to the contact centre WL90 % of Contact Centre calls answered		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	Complete	volume of enquiries received in the first quarter.
		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	Ongoing	Q2 outturns for WL108 and WL90 are 'green'
		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		Action work is still underway.
NA 192 Percentage of Household Waste sent for reuse, recycling and composting.	Q1 18/19	Introduction of the paper/card wheeled bins	November 2018	Complete. Green bins were introduced for paper and cardboard from June 2018.	Q2 outturn is red.

Page 34

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 OVERVIEW &
SCRUTINY COMMITTEE:**
6 December 2018

Report of: Director of Leisure and Wellbeing (Lead Officer)

Contact for further information: Jacky Denning (Extn. 5384)
(E-mail: jacky.denning@westlancs.gov.uk)

**SUBJECT: 'COMMUNITY INVOLVEMENT IN SERVICE DELIVERY' - DRAFT
FINAL REPORT**

Borough wide interest

1.0 PURPOSE OF THE REPORT

1.1 To consider the draft final report and recommendations following a review entitled 'Community Involvement in Service Delivery'.

2.0 RECOMMENDATION

2.1 That the draft final report, attached as an Appendix to this report, and the recommendations therein at paragraph 1 to 4, page 3, be approved and, subject to any amendment, the final be submitted to Cabinet on 15 January 2019.

3.0 CURRENT POSITION

3.1 The draft final report of the review undertaken by the Committee 'Community Involvement in Service Delivery' during 2017/18' is attached as an Appendix for approval.

4.0 RISK ASSESSMENT

4.1 If projects, resulting from the Community Involvement in Service Delivery review come forward, they will require formal risk assessments to assess the impact on local residents, business users and visitors. These would be undertaken as part of that process.

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 EIA is required.

Appendix

Draft Final Report of the Corporate and Environmental Overview & Scrutiny Committee 'Community Involvement in Service Delivery'



West Lancashire Borough Council

Report of the Corporate and Environmental Overview & Scrutiny Committee
'Community Involvement in Service Delivery'





Community Involvement in Service Delivery - Report of the Corporate and Environmental Overview & Scrutiny Committee

FOREWORD by the Chairman Councillor Nikki Hennessy



“The Corporate and Environmental Overview & Scrutiny Committee carried out a review of ‘Community Involvement in Service Delivery’ in 2017/18. This report sets down the outcomes of the work undertaken by Members of the Committee during that period.

We started the scrutiny project in October 2017 with an overview presentation from the Director of Leisure and Wellbeing, to assist our understanding of how Community groups may be involved in Service Delivery. We have gained knowledge from the excellent briefings provided by a number of Officers, who have been very helpful in assisting us to explore the issues.

We would like to thank all those who have been involved in the review in particular those Members and Officers who took the time to attend meetings.

In addition to the information provided by Officers of the Council, we would like to thank External partners who provided detail in respect of Community Involvement in Service Delivery both locally and wider afield.

Mrs Marion Gelder	Chief Executive of Lancashire Association of Local Council's
Mr Gregg Mitton	Chief Officer CVS

THE REVIEW

BACKGROUND

Following the submission of topics by the public, Members and the Corporate Management Team (CMT) and the subsequent scoring exercise, the Corporate and Environmental Overview & Scrutiny Committee at its meeting on 12 October 2017 agreed to undertake a review entitled 'Community Involvement in Service Delivery'.

The Project Plan (Appendix B) was agreed and updated at each meeting.

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.

RECOMMENDATIONS

- 1) That Director of Housing & Inclusion be asked to develop a webpage with contact details of relevant officers and partner agencies (such as CVS) to signpost groups who may be interested in taking on services on behalf of the Council, including those groups that undertake work on an ad hoc voluntary basis eg. litter picking.
- 2) That the Director of Leisure & Environment be asked to review the £15k revenue funding given to Abbey Lane Playing Fields each year, in the context of the overall programme of grants given to voluntary organisations.
- 3) That the Borough Treasurer be asked to investigate the feasibility of providing insurance under a blanket/bulk policy, for groups interested in taking on services on behalf of the Council, including those groups that undertake work on an ad hoc voluntary basis.
- 4) That the Council continue to explore the possibility of external funding to assist in delivering project partnership work with community groups.

INFORMATION GATHERED

Meeting held on 12 October 2017

Members agreed to undertake an in-depth study entitled 'Community Involvement in Service Delivery' and confirmed the Project Plan for the review.

Community Involvement in Service Delivery Overview (Presentation 1)

Members considered information presented by the former Director of Leisure and Wellbeing.

Members received an overview of proposals for the review to look at how community groups could be involved in service delivery in their local communities. Members acknowledged it was anticipated that a Guidance /Information pack would be developed to provide support information for community groups wishing to get involved in the management of a local service.

Meeting held on 4 January

Transferring a Community Service to a Local Community Group (Presentation 2)

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

1. Examples of community transfer:
 - Community buildings (The Civic Hall, Skelmersdale Resource Centres, Skelmersdale Meeting Rooms)
 - Outdoor sports facilities (Abbey Lane Playing Fields)
 - Outdoor activity facilities (Platts Lane Fishing Lake, Skelmersdale Allotments, Liverpool Road Allotments, Richmond Avenue Allotments)
2. The process undertaken and the lessons learnt in relation to the Community Resource Centres in Skelmersdale, the Civic Hall, Ormskirk and Abbey Lane Playing Fields, Burscough, particularly looking at:
 - The purpose of transfer ie. to reduce revenue or to generate external capital funding or a combination of both
 - The future suitability of the group ie. training requirements, management history, local support and business plans
 - The additional background investigations/work required in relation to:
 - permissions on land ownership/covenants
 - drafting of leases/licences
 - legal support
 - ensuring best value
 - the disposal process
 - liabilities ie. insurances/responsibilities
 - financial viability
 - risk assessments
 - continued support to groups following transfer
3. The following potential transfer opportunities that could be considered in the future:
 - Community Buildings (Banks Leisure Centre, Chapel Gallery, housing community/meeting rooms)
 - Outdoor Sports Facilities (Blaguegate, Chequer Lane, Whitemoss, Whittle Drive and Aveling Drive Playing Fields)

- Outdoor Activity Facilities (Abbey Lakes and Chequer Lane Fishing Lakes, Tower Hill and Clucas Gardens/Owen Avenue Allotments, Tawd Valley Park, Beacon Country Park & Golf Course, Coronation Park and Richmond Park)
- CCTV
- Dog fouling/littering enforcement

Transfer of Service Delivery (Presentation 3)

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

The Committee was advised that Street Scene were currently working in partnership with Total Reuse, a local social enterprise organisation based in Skelmersdale, providing the physical collection part of the bulky household waste collection service, with the Council providing the administration. Items are refurbished, when appropriate, and offered for sale or donated to community groups and good causes. Income generated from sales was used to create training programmes.

(The Committee noted at a later meeting that 'Total Reuse' had ceased operations.)

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

The Committee considered issues in relation to insurance and liability and questioned the need for the Council to provide a bulk insurance as a means of encouraging more involvement from volunteer groups and resolved to include a recommendation in its final report.

Meeting held on 1 March 2018

Legal and Procurement Matters (Presentation 4)

The Committee received a presentation from Terry Broderick, Borough Solicitor, on the legal and procurement barriers that could be encountered in relation to the transfer of services to the local community.

Information received by the Committee included;

- 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

Meeting held on 12 July 2018

CVS – Council for Voluntary Services (Presentation 5)

The Committee 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 CVS Chief Officer informed Members of the assistance the CVS could provide and explained that:

- Asset transfer could be either change of ownership or management
- There needed to be a plan of what's important and the benefits to community and residents
- The joint owned principle needed looking at
- Diligence was required before transfers of assets
- Lessons from previous asset transfers should be shared
- There may be a possibility of accessing funding that was previously unavailable

Meeting held on 11 October 2018

The Committee considered the first draft of its final report and reviewed its recommendations. It was considered that, following consultation with the Chairman, revised final recommendations should be considered at the next meeting, to include:

- Abbey Lane Playing Fields
- Webpage contact/link officer signposting
- External funding
- Blanket/bulk insurance cover feasibility

Web links for relevant information:

<https://democracy.westlancs.gov.uk/mgCommitteeDetails.aspx?ID=142>

<https://www.westlancs.gov.uk/more/community-centres.aspx>

<https://www.westlancs.gov.uk/more/your-community/grants-to-voluntary-groups.aspx>

<http://www.wlcvcs.org/>

<https://www.westlancs.gov.uk/more/your-community.aspx>

Membership of the Committee

2017/18

Chairman: Councillor N Hennessy

Vice Chairman: Councillor D Evans

Councillors: M Barron, Mrs M Blake, T Blane, P Cotterill, S Currie, G Hodson, J Kay, D McKay, M Nixon, N Pryce-Roberts, Savage, West and Westley.

2018/19

Chairman: Councillor N Hennessy

Vice Chairman: Councillor M Nixon

Councillors: Mrs M Blake, T Blane, P Cotterill, S Currie, D Evans, G Hodson, K Lockie, C Marshall, N Pryce-Roberts, A Owens and D West.

OFFICER SUPPORT

Lead Officer: Dave Tilleray, Former Director of Leisure and Wellbeing and Heidi McDougall, Director of Leisure and Environment

Scrutiny Support Officer: Cathryn Jackson and John Addison, Principal Overview & Scrutiny Officer and Jacky Denning, Member Services Manager

Officers Reporting: Terry Broderick, Borough Solicitor
Phil Samosa, Deputy Director Street Scene
Steve Kent, Leisure Operations Manager

Legal Officer: Tina Sparrow, Principal Solicitor
Tom Dickinson, Assistant Solicitor

SUSTAINABILITY IMPLICATIONS

There are no significant sustainability impacts associated with this report; however, developments in this area of work are likely to involve stakeholders, especially the local community, in its on-going development.

FINANCIAL AND RESOURCE IMPLICATIONS

There are no significant financial or resource implications arising from this report other than work associated with developing a Council webpage and investigating and reporting back to the Committee on matters in relation to Abby Lane Playing Fields and provision of a bulk insurance. Financial or resource implications will need to be considered for any future projects or actions arising from this review.

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 of members of the public, employees, elected members and / or stakeholders, therefore no Equality Impact Assessment is required. An EIA would be undertaken for any future projects or actions arising from this review.

Appendices

None

CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE – PROJECT PLAN
Title: LITTER BIN POLICY
<p>MEMBERSHIP:</p> <p>Chairman: Councillor N Hennessy Vice-Chairman: Councillor M Nixon</p> <p>Councillors: Mrs M Blake, T Blane, P Cotterill, S Currie, D Evans, G Hodson, K Lockie, C Marshall, A Owens, N Pryce-Roberts and D West.</p>
<p>TERMS OF REFERENCE</p> <ol style="list-style-type: none"> 1. To undertake a review entitled ‘Litter Bin Policy’ in order to provide a consistent approach to litter bin provision and collection across the Borough. 2. To present a draft Litter Bin Strategy/Policy to Cabinet and Council, as appropriate.
<p>OBJECTIVES</p> <p>The present –</p> <ul style="list-style-type: none"> • To understand the current arrangements for litter bin provision and collection in the Borough, including details of current providers and collectors. • To examine the various types of litterbin designs currently provided across the Borough.
<p>The future –</p> <ul style="list-style-type: none"> • To develop a Litter Bin Strategy/Policy, to include a criteria for the situation of bins • To consider the condition survey of existing litterbin stock and current replacement problems • To provide a central point of contact within the Council when considering litterbin provision and collection arrangements. • To include litterbin locations within the Council's asset register.
<p>Comparison</p> <p>To compare litterbin designs, with a view to providing a standard/uniformed litterbin across the borough and if appropriate, comparing these designs with those provided by other Local Authorities.</p>

Resources -

- The Director of Leisure and Environment will provide technical support and guidance, together with Officers from Street Scene.
- External contribution, as appropriate
- Any funding requirements will be included in the final recommendations of the Committee.

INFORMATION

Who?	Why?	How?
Representative/s from Street Scene	To provide information and proposed designs for litterbins.	Attendance at meetings and presentation of information.
The Director of Leisure and Environment	To lead the review	Attendance at meetings.
The Portfolio Holder for Street Scene	To consider the proposed strategy/policy.	Attendance at a meeting or via e-mail

ESTABLISH WAYS OF WORKING**Officer Support**

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

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

Legal Officer (LO) – Tina Sparrow Principal Solicitor

Officers reporting as and when required –

Michelle Williams, Operations Manager, Street Scene

Reporting Arrangements

The Director of Leisure and Environment or Officers on her behalf, will contribute, as appropriate on all aspects of the review related to street scene services

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

The Corporate and Environmental Overview and Scrutiny Committee to submit its final report and recommendations to Cabinet and Council (as appropriate) in October 2019.

TIME SCALES

6 December 2018 (Meeting 1)

- Introduction of the topic from the Director of Leisure and Environment
- Presentation from the Operations Manager, Street Scene - to understand the current arrangements for litter bin provision and collection in the Borough, including details of current providers and collectors
- Draft Project Plan submitted for consideration and approval

7 March 2019 (Meeting 2)

- To consider litterbin designs
- To consider a draft criteria for the situation of bins
- To review and agree the Project Plan

July 2019 (Meeting 3)

- To consider the condition survey of existing litterbin stock and current replacement problems.
- To review and agree the Project Plan

October 2019 (Meeting 4)

- To consider the draft litterbin strategy/policy and final report of the Committee prior to its submission to Cabinet and Council (if appropriate).

RECOMMENDATIONS

(To be included as and when they are agreed by the Committee.)

REVIEW DATE – If completed in the timescales indicated, July 2020.

MEMBER DEVELOPMENT COMMISSION

HELD: Thursday, 20 September 2018

Start: 6.00 pm

Finish: 6.30 pm

PRESENT:

Councillor: C Dereli (Chairman)

Councillors: G Dowling Y Gagen
Mrs J Marshall

Officers: John Addison, Principal Overview and Scrutiny Officer
Julia Brown, Member Services / Civic Support Officer

19 APOLOGIES

Apologies were received on behalf of Councillors Moran and O'Toole.

20 SUBSTITUTIONS (IF ANY)

There were no substitutions.

21 DECLARATIONS OF INTEREST

There were no declarations of interest.

22 NOTES OF THE PREVIOUS MEETING

AGREED: That the notes of the meeting held on 15 March 2018 be noted.

23 MEMBER TRAINING-SUMMARY OF EVENTS HELD MARCH 2018 TO PRESENT

Members considered the report of the Borough Solicitor as contained on pages 5 to 9 of the Book of Reports which provided an update on Member training undertaken since March 2018.

In discussion comments were raised in relation to:-

- Training budgets
- Charing Skills training, style / provision
- Overview & Scrutiny training, style / provision

AGREED: That the update be noted

24 FEEDBACK FROM THE MEMBER DEVELOPMENT GROUP REPRESENTATIVES FROM THEIR MEMBERS

The Chairman suggested that it would be useful to update and revise the Councillor Identification of Training Needs Questionnaire, in order to better assist the identification and analysis of Members training needs.

In discussion it was expressed that the 'essential' Annual Planning and Licensing Training sessions should highlight the legal requirements and implications if Members do not attend these sessions.

The Commission also noted feedback from Standards Committee, that Members requested provision of Chaining Skills Training. The Principal Overview and Scrutiny Officer explained to Members that the Corporate 'E-merge' E-Learning system provides a section for Councillors containing a module for Chaining Skills, however, Members felt that an external training provider would be more beneficial to assist their needs and requirements in respect of this. He also went on to explain that Overview & Scrutiny Training was now due for Members and asked their preference in respect of the type and style of training they wished to undertake.

The Principal Overview and Scrutiny Officer outlined the current available training budget to Members. The Commission felt that their preference on this occasion would be provision of an external provider for 'Chaining Skills' training and that Overview & Scrutiny training be provided the 'West Lancs' way.

- AGREED: A. That comments and feedback from the Commission be noted.
- B. That the 'Councillor Identification of Training Needs' form be revised and brought to the next meeting on 14 March 2019 for comments.
- C. That the provision of external 'Chaining Skills' training shall be offered to Members, details will be sent to Members in due course.
- D. That the provision of 'West Lancs Overview and Scrutiny' Training shall be offered to Members, details will be sent to Members in due course.

25

FUTURE TRAINING

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

- Development Company – All Member Briefing prior to Executive O&S Committee – 27 September - 5.45pm
- Development Company – All Member Briefing prior to A&G Committee 30 October - 6.00pm
- I-Pad Training – 7 November - 2pm
- Project Griffin Counter Terrorist Training – 8 November - 6.00pm
- Scrutiny Training – 27 November – 6.00pm
- LGA Women Councillors Weekend – 8 & 9 December – Warwick Conference Centre, Coventry
- Laptop Training – 11 December – 10.00am
- Chaining Skills - date TBC

AGREED: That the above future training arrangements be noted.

26 **WORK PROGRAMME 2019/20 AND DATES OF FUTURE MEETINGS**

Members considered the Work Programme for 2019/20, the dates of future meetings of the Commission and noted the Councillor Identification of Training Needs Questionnaire form would be considered at the next meeting.

AGREED: A. That the Work Programme be updated to include on 14 March 2019, a revised Councillor identification of Training Needs Assessment Form.

B. That the Work Programme for 2019/20 and future meetings of 14 March 2019 and 19 September 2019 be confirmed.

.....
Chairman

CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

WORK PROGRAMME 2018/19

<p>7 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 Partnership (CSP) • Review of resources available for community activities in terms of venues, organisation, personnel and finance – topic submitted by a member of the public • Review Topic – Litter Bin Policy • Members’ Items (as advised) • Items from the Members’ Update (as advised) • Future Work Programme
<p>July 2019</p>	<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 in March 2019. • Review Topic – Litter Bin Policy • Members’ Items (as advised) • Items from the Members’ Update (as advised) • Future Work Programme
<p>October 2019</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). • Review: To agree the draft final report and final recommendations for submission to Council and Council, if applicable in

	<p>November/December 2019.</p> <ul style="list-style-type: none"> • Review Topic 2019/20 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 2019. • Review Topic • Members' Items (as advised) • Items from the Members' Update (as advised) • Future Work Programme
December 2019	<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