



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

27 February 2019

TO: COUNCILLORS **N HENNESSY, M NIXON, 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, 7 MARCH 2019** 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

**DRAFT 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

115 -
116

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

117 -
122

To receive as a correct record the Minutes of the meeting held on 6 December 2018.

7. PUBLIC SPEAKING

123 -
126

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 1 March 2019. A copy of the public speaking protocol and form to be completed is attached.

8. CRIME AND DISORDER SCRUTINY

To consider a presentation from a representative of West Lancashire Community Safety Partnership (CSP)

9. ITEMS FROM THE MEMBERS' UPDATE INCLUDED ON THE AGENDA AT THE REQUEST OF A MEMBER

There are no items for consideration.

- 10. MEMBERS ITEMS / CCFA (COUNCILLOR CALL FOR ACTION)**
- There are no items for consideration.
- 11. QUARTERLY PERFORMANCE INDICATORS (Q3)** 127 -
142
- To consider the report of the Director of Housing and Inclusion.
- 12. CHAPEL GALLERY** 143 -
150
- To consider the report of the Deputy Director of Development and Regeneration.
- 13. 'COMMUNITY INVOLVEMENT IN SERVICE DELIVERY' REVIEW - FINAL REPORT**
- To note that the recommendations contained within the final report were approved by Cabinet on 15 January 2019 and agree that the actions arising from the report be reviewed at the meeting of the Committee to be held on 11 July 2019.
- 14. LITTER BIN POLICY REVIEW**
- To consider the following items in relation to the review 'Litter Bin Policy', be undertaken by the Committee:
- 14a Litter bin Designs
To receive a presentation from the Operations Manager Street Scene.
- 14b Criteria for the Situation of Bins
To receive a presentation from the Operations Manager Street Scene.
- 14c Project Plan - Litter Policy 151 -
To review the project plan for the review. 154
- 15. WEEDS IN WEST LANCASHIRE** 155 -
156
- To receive feedback from the Director of Leisure and Environment in respect of an item raised by Councillor N Pryce – Roberts.
- 16. WORK PROGRAMME OF THE COMMITTEE** 157 -
158
- To consider the work programme of the Committee for 2019/20.

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:-

Julia Brown on 01695 585065

Or email Julia.Brown@westlancs.gov.uk

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

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

IF YOU DISCOVER A FIRE

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

ON HEARING THE FIRE ALARM

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

NOTES:

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

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

CHECKLIST FOR PERSON IN CHARGE

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

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

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

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

NOTE:

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

CHECKLIST FOR ZONE WARDEN

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

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

INSTRUCTIONS FOR DOOR WARDENS

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

	This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.
Contracts	Any contract which is made between the relevant person (or a body in which the relevant person has a beneficial interest) and the relevant authority— (a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged.
Land	Any beneficial interest in land which is within the area of the relevant authority.
Licences	Any licence (alone or jointly with others) to occupy land in the area of the relevant authority for a month or longer.
Corporate tenancies	Any tenancy where (to M's knowledge)— (a) the landlord is the relevant authority; and (b) the tenant is a body in which the relevant person has a beneficial interest.
Securities	Any beneficial interest in securities of a body where— (a) that body (to M's knowledge) has a place of business or land in the area of the relevant authority; and (b) either— (i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person has a beneficial interest exceeds one hundredth of the total issued share capital of that class.

"body in which the relevant person has a beneficial interest" means a firm in which the relevant person is a partner or a body corporate of which the relevant person is a director, or in the securities of which the relevant person has a beneficial interest; "director" includes a member of the committee of management of an industrial and provident society;

"land" excludes an easement, servitude, interest or right in or over land which does not carry with it a right for the relevant person (alone or jointly with another) to occupy the land or to receive income; "M" means a member of a relevant authority;

"member" includes a co-opted member; "relevant authority" means the authority of which M is a member;

"relevant period" means the period of 12 months ending with the day on which M gives notice to the Monitoring Officer of a DPI;

"relevant person" means M or M's spouse or civil partner, a person with whom M is living as husband or wife or a person with whom M is living as if they were civil partners;

"securities" means shares, debentures, debenture stock, loan stock, bonds, units of a collective investment scheme within the meaning of the Financial Services and Markets Act 2000 and other securities of any description, other than money deposited with a building society.

'non pecuniary interest' means interests falling within the following descriptions:

- 10.1(1)(i) Any body of which you are a member or in a position of general control or management and to which you are appointed or nominated by your authority;
- (ii) Any body (a) exercising functions of a public nature; (b) directed to charitable purposes; or (c) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union), of which you are a member or in a position of general control or management;
- (iii) Any easement, servitude, interest or right in or over land which does not carry with it a right for you (alone or jointly with another) to occupy the land or to receive income.
- 10.2(2) A decision in relation to that business might reasonably be regarded as affecting your well-being or financial position or the well-being or financial position of a connected person to a greater extent than the majority of other council tax payers, ratepayers or inhabitants of the ward, as the case may be, affected by the decision.

'a connected person' means

- (a) a member of your family or any person with whom you have a close association, or
- (b) any person or body who employs or has appointed such persons, any firm in which they are a partner, or any company of which they are directors;
- (c) any person or body in whom such persons have a beneficial interest in a class of securities exceeding the nominal value of £25,000; or
- (d) any body of a type described in sub-paragraph 10.1(1)(i) or (ii).

'body exercising functions of a public nature' means

Regional and local development agencies, other government agencies, other Councils, public health bodies, council-owned companies exercising public functions, arms length management organisations carrying out housing functions on behalf of your authority, school governing bodies.

A Member with a personal interest who has made an executive decision in relation to that matter must ensure any written statement of that decision records the existence and nature of that interest.

NB Section 21(13) of the LGA 2000 overrides any Code provisions to oblige an executive member to attend an overview and scrutiny meeting to answer questions.

Agenda Item 6

CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE

HELD: Thursday, 6 December 2018

Start: 7.00 pm

Finish: 8.30 pm

PRESENT:

Councillors: N Hennessy (Chairman)
M Nixon (Vice-Chairman) Mrs M Blake
T Blane R Cooper
P Cotterill D Evans
S Evans A Owens
D West D Westley
Mrs M Westley

Officers: Heidi McDougall, Director of Leisure & Environment
John Harrison, Director of Development and Regeneration
Michelle Williams, Operational Manager Street Scene
Alison Grimes, Partnership & Performance Officer
Tom Dickinson, Assistant Solicitor
Jacky Denning, Member Services Manager

32 APOLOGIES

An apology for absence was received on behalf of Councillor Pryce-Roberts.

33 MEMBERSHIP OF THE COMMITTEE

In accordance with Council Procedure Rule 4, Members noted the termination of membership of Councillors Currie, G Hodson, Lockie and C Marshall and the appointment of Councillors D Westley, R Cooper, S Evans, Mrs Westley respectively, for this meeting only, thereby giving effect to the wishes of the political groups.

34 URGENT BUSINESS, IF ANY, INTRODUCED BY THE CHAIRMAN

There were no items under this heading.

35 DECLARATIONS OF INTEREST

There were no declarations of interest.

36 DECLARATIONS OF A PARTY WHIP

There were no declarations of a party whip.

37 MINUTES

RESOLVED: That the Minutes of the Meeting held on the 11 October 2018 be approved as a correct record and signed by the Chairman, subject to Councillor Blake being recorded in the list of apologies and

minute 29 (A)(iii) being amended to read: 'Director of Development and Regeneration'.

38 PUBLIC SPEAKING

There were no items under this heading.

The Chairman advised that a press release providing details of items being considered at future meetings would be circulated in advance of future meetings, which was aimed at encouraging public participation.

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

Consideration was given to the following item included on the agenda at the request of a Member:

40 MEETING WITH OFFICERS ON PLANNING ISSUES - FIRSWOOD ROAD, LATHOM

Consideration was given to an item included on the agenda by Councillor Paul Cotterill, as contained on pages 77 to 78 of the Book of Reports, in relation to a Meeting with officers on Firswood Road planning issues.

The Director of Development and Regeneration provided an update in respect of the matter and details of the process and actions undertaken in respect of the particular planning application.

Comments and questions were raised in respect of the following:

- The role of Members
- The Member/Officer protocol
- Member Induction

RESOLVED: That the item raised be noted and the matter of ensuring that Members are clear on their roles, be referred to the Member Development Commission, with a view to including in the Induction process for new Members.

41 ITEMS FROM THE MEMBER'S UPDATE INCLUDED ON THE AGENDA AT THE REQUEST OF A MEMBER

There were no items under this heading.

42 QUARTERLY PERFORMANCE INDICATORS (Q2 2018/19)

Consideration was given to the report of the Director of Housing and Inclusion, as contained on pages 79 to 94 of the Book of Reports, which presented the

performance monitoring data for the quarter ended 30 September 2018.

Comments and questions were raised in respect of the following:

- WL18 – Use of leisure and cultural facilities (swims and visits)
- R1 - % of Council Tax collected
- WL90 - % of Contact Centre calls answered
- 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 30 September 2018, be noted.

43 WEEDS IN WEST LANCASHIRE

This item was deferred until the next meeting.

44 'COMMUNITY INVOLVEMENT IN SERVICE DELIVERY' REVIEW FINAL REPORT

Consideration was given to the report of the Director of Leisure and Environment (Lead Officer), as contained on pages 95 to 102 of the Book of Reports, which presented the draft final report and recommendations following a review entitled 'Community Involvement in Service Delivery'.

RESOLVED: That the draft final report, attached as an Appendix, and the recommendations therein at paragraph 1 to 4, page 3, be approved, subject to some minor amendments to the introduction, and the final report be submitted to Cabinet on 15 January 2019.

45 'LITTER BIN POLICY' REVIEW

Consideration was given to the following 2 items following the decision of the Committee to undertake a review entitled 'Litter Bin Policy':

46 PROPOSED / CURRENT LITTER BIN POLICY

The Committee received a presentation from Michelle Williams, Operations Manager, Street Scene, which outlined the current provision of litter bins across the borough and the aim of the review, in particular:

1. That litter bins are currently provided by 3 different services across the Council:
 - Street Scene Services
 - Leisure Services
 - Town Centre Management Team within Development & Regeneration
2. That all servicing of litter bins is undertaken by Street Scene
3. That in relation to Dog Waste Bins:

- In February 2016, Council agreed to remove dog waste bins across the Borough and promote the use of litter bins for disposal of dog waste
 - No specific programme of removal was devised or funds allocated
 - Stickers were applied to existing litter bins to promote dual usage
4. That a Service Review had identified that a litter bin strategy was needed.
5. That as part of the review, the Committee would consider:
- The Scope of the review
 - Location criteria for litter bin installations
 - Style and size of litter bins
 - Centralised management of litter bin provision within the Council
 - Innovation opportunities e.g. bins containing fill level sensors and compaction bins
 - Educational strategies e.g. Nudge theories
 - Future budget provision
6. That future meetings would consider:
- The outcome of the condition survey
 - Installation criteria
 - Differing styles of bins
 - Demonstrations of litter bin innovations

RESOLVED: That the presentation be noted and the scope of the review be endorsed.

47 **DRAFT PROJECT PLAN**

The Committee considered the draft project plan for the review, as contained on pages 105 to 108 of the Book of Reports.

RESOLVED: That project plan be approved.

48 **MEMBER DEVELOPMENT COMMISSION - MINUTES OF THE MEETING HELD ON THURSDAY, 20 SEPTEMBER 2018**

Consideration was given to the Notes of the Member Development Commission meeting held on 20 September 2018, as contained on pages 109 to 112 of the Book of Reports.

RESOLVED: That the Notes of the Member Development Commission meeting held on 20 September 2018, be noted.

49 **FUTURE WORK PROGRAMME**

Consideration was given to the Committee's future work programme, as contained on pages 113 to 114 of the Book of Reports.

RESOLVED: That the future 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

<p>YES/NO*</p> <p>*delete as applicable</p>
--

Note: This page will not be published.

(P.T.O.)

AGENDA ITEM:



**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY COMMITTEE:
7 MARCH 2019**

CABINET: 12 MARCH 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 (Q3 2018/19)

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To present performance monitoring data for the quarter ended 31 December 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 31 December 2018 be noted.

3.0 RECOMMENDATIONS TO CABINET

3.1 That the Council's performance against the indicator set for the quarter ended 31 December 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 7 March 2019.

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 38 data items are reported for Quarter 3. Five of these are data only. Of the 33 PIs with targets reported:

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

1 data only item has information unavailable: *WL_18 Use of leisure and cultural facilities*. Methods of collecting data for the Chapel Gallery element are being reviewed.

As a general comparison, Q3 performance in 2017/18 gave 21 (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. 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.

Background Documents

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

Equality Impact Assessment

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

Appendices

Appendix A: Quarterly Performance Indicators for Q3 October-December 2018/19

Appendix B1: NI 192 Percentage of household waste sent for reuse, recycling and composting

Appendix C: Actions from Previous Performance Plans

APPENDIX A: QUARTERLY PERFORMANCE INDICATORS

PI Status			Performance against same quarter previous year		
	OK (within 0.01%) or exceeded	22		Improved	12
	Warning (within 5%)	8		Worse	15
	Alert (by 5% or more)	3		No change	5
	Data only	5	/	Comparison not available	6
N/A	Data not collected for quarter	0		Awaiting data	0
	PIs awaiting data	0			
	'Data only' awaiting data	0			
Total number of indicators/data items					38

Shared Services QPI¹

Code & Short Name	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Current Target	Comments	Q3 18/19 vs Q3 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
ICT1 Severe Business Disruption (Priority 1)	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.0%			
ICT2 Minor Business Disruption (P3)	98.0%	98.0%	98.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	97.0%			
ICT3 Major Business Disruption (P2)	94.0%	96.0%	100%	100%	100%	100%	100%	100%	100%	98.0%			
ICT4 Minor Disruption (P4)	99.0%	99.0% ¹	98.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	98.0%			
R1 % of Council Tax collected	84.38%	96.74%	29.30%	56.28%	83.97%	96.51%	29.22%	56.10%	83.81%	85.90%	Performance Plan in progress, see Appendix C.		
R2 % council tax previous years arrears collected	22.54%	26.82%	7.13%	13.37%	18.22%	26.78%	11.1%	17.14%	21.85%	18.20%			
R3 % of Non-domestic Rates Collected	82.98%	97.72%	29.18%	55.15%	80.66%	98.18%	28.18%	55.08%	81.05%	81.85%	Performance Plan in progress, see Appendix C.		
R4 Sundry Debtors % of revenue collected against debt raised	80.87%	95.06%	39.49%	74.71%	87.99%	95.78%	38.01%	83.96%	87.41%	76.25%			

PI Code & Short Name	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Current Target	Comments	Q3 18/19 vs Q3 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
B1 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events(ytd)	8.10	6.41	6.87	7.10	6.93	5.63	6.98	6.05	6.41	12.00			
B2 Overpayment Recovery of Housing Benefit overpayments (payments received)	£226,000	£311,409	£69,860	£140,362	£212,841	£294,695	£87,070	£178,006	£270,313	£144,713			





Development & Regeneration Services

PI Code & Short Name	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Current Target	Comments	Q3 18/19 vs Q3 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 157a Processing of planning applications: Major applications	71.43%	83.33%	100%	100%	100%	87.50%	100%	100%	88.89%	65.00%			
NI 157b Processing of planning applications: Minor applications	96.49%	94.67%	76.56%	93.90%	93.62%	89.09%	90.77%	92.31%	90.16%	75.00%			
NI 157c Processing of planning applications: Other applications	92.68%	89.52%	87.31%	93.62%	94.87%	96.15%	96.55%	93.84%	95.27%	85.00%			





Housing & Inclusion Services













PI Code & Short Name	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Current Target	Comments	Q3 18/19 vs Q3 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL19bii Direct dial calls answered within 10 seconds ²	82.41%	82.69%	81.39%	81.24% ²	80.07% ²	78.43%	77.67%	77.96%	78.93%	80.26%	Figures relate to 45,712 calls received. 88% of calls were answered in 20s Head of Service assessment: performance plan not required.		
WL85a Website: no. visits	118,663	135,387	170,854	138,044	131,395	152,154	193,813	143,749	152,659				

PI Code & Short Name	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Current Target	Comments	Q3 18/19 vs Q3 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL85aa Website: number of unique visitors	79,741	88,887	114,960	92,108	84,757	97,821	125,685	108,838	98,894				
WL85b Website: use of online forms	3,370	1,900	4,787	3,131	2,076	3,587	5,772	4,150	3,429				
WL85c Website: no. online payments	11,253	10,174	30,331	14,997	12,791	15,560	29,206	14,393	12,943				
WL90 % of Contact Centre calls answered	93.7%	91.9%	80.1%	90.3%	88.3%	71.9%	61.9%	89.3%	87.7%	88.0%	Figures relate to 23,461 calls into the contact centre. Narrowly missed target by 0.3%. This was due to resource issues due to vacant posts. These posts were appointed to in December and the successful candidates are currently undergoing security and reference checks ahead of starting in post as soon as possible. Performance Plan in progress, see Appendix C.		
WL108 Average answered waiting time for callers to the contact centre (seconds)	58.00	69.00	163.00	83.00	102.00 ³	214.00	288.00	100.00	117.00	145.00	Performance Plan in progress, see Appendix C.		
BV8 % invoices paid on time	98.65%	98.37%	99.11%	98.05%	98.79%	98.13%	98.30%	98.14%	97.85%	98.75%	Data relates to just over 15,000 invoices processed. Processing guidance was updated and re-issued on the intranet in December. Head of Service assessment: performance plan not required.		
WL111 % Housing repairs completed in timescale	98.13%	98.40%	95.88%	96.06%	98.44%	99.10%	96.32%	96.51%	95.23%	97.00%	Performance Plan in progress, see Appendix C.		
TS1 Rent Collected as a % of rent owed (excluding arrears b/f)	99.96	99.09	102.46	99.97	100.50	99.48	103.61	99.66	100.55	99.5			
TS11 % of rent loss through dwellings being vacant	1.8%	1.79%	1.84%	1.79%	1.87%	1.59%	1.25%	1.1%	1.01%	1.9%			
HS27 % of properties with a valid Landlord Gas Safety Record (homes and buildings) ⁴	N/A - PI not developed at this time.							100.0%	100.0%	100.0%		/	



PI Code & Short Name	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Current Target	Comments	Q3 18/19 vs Q3 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
HS28 % of properties with a valid Electrical Installation Condition Report (homes and buildings) ⁴	N/A - PI not developed at this time.							93.4%	96.0%	100.0%	Outstanding certificates relate to access issues. These are being regularly pursued in accordance with our tenancy agreements. This is not a statutory requirement. Performance Plan in progress, see Appendix C.	/	
HS29 % non-domestic that require an asbestos management survey/re-inspection ⁴	N/A - PI not developed at this time.							92.4%	99.7%	100.0%	Single outstanding item relates to commercial / industrial unit where we have had only partial access to carry out surveys. Head of Service assessment: performance plan not required.	/	
HS30 % of non-domestic properties with fire risk assessment in place ⁴	N/A - PI not developed at this time.							100.0%	100%	100.0%		/	
HS31 % of properties covered by water hygiene risk assessment (homes and buildings) ⁴	N/A - PI not developed at this time.							100.0%	100%	100.0%		/	

Leisure & Environment Services

PI Code & Short Name	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Current Target	Comments	Q3 18/19 vs Q3 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 191 Residual household waste per household (Kg) ⁵	125.32	120.83 ⁶	128.66 ⁶	124.07 ⁶	123.57 ⁶	124.76	128.66	126.15 ⁶	118.11	125	Note ⁶ refers to data restated for Q4 16/17-Q2 18/19 due to admin error. Outturns are slightly improved as a result.		
NI 192 Percentage of household waste sent for reuse, recycling and composting ⁵	51.41%	46.05% ⁶	40.93% ⁶	48.67% ⁶	46.25% ⁶	40.52% ⁶	34.68%	46.57% ⁶	44.84%	50.00%	As above Performance Plan attached as Appendix B1.		

PI Code & Short Name	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Current Target	Comments	Q3 18/19 vs Q3 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	1.11%	0.00% ⁷	N/A	1.22%	0.33%	0.67%	N/A	1.33%	0.83%	1.61%			
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	2.96%	2.05% ⁷	N/A	3.13%	3.86%	6.17%	N/A	3.28%	4.61%	5.00%			
WL01 No. residual bins missed per 100,000 collections	78.68	79.62	91.48	93.36	74.31	116.77	138.39	89.43	107.01	80.00	Performance Plan in progress, see Appendix C.		
WL06 Average time taken to remove fly tips (days)	1.03	1.03	1.03	1.03	1.05	1.07	1.09	1.24	1.06	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) ⁸	245,996	348,199	318,045	333,750	229,272	348,783	312,627 (chapel gallery n/a)	295,404 (chapel gallery n/a)	225,032 (chapel gallery n/a)		Sports development activities/events (2,328); Golf course visits (1,052); Leisure/sports centre visits (217,269); Parks/countryside activities/events (4,383); Visits to Chapel gallery – data currently unavailable whilst mechanisms to collect footfall data revised.	/	

Finance and HR Services

PI Code & Short Name	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Current Target	Comments	Q3 18/19 vs Q3 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL_121 Working Days Lost Due to Sickness Absence ⁹	7.40	7.44	6.92	7.54	7.67	8.28	9.34	9.69	10.14	8.08	Performance Plan in progress, see Appendix C.		

Notes:

~ Not collected at this time

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

² WL19bii: Data does not include BTLS seconded staff. 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 HS27 % of properties with a valid Landlord Gas Safety Record; HS31 % of properties covered by a suitable 'in date' water hygiene risk assessment; HS28 % of properties with a valid Electrical Installation Condition Report; HS29 % of non-domestic (communal) and 'other' asset numbers with an 'in-date' asbestos management survey/re-inspection; HS30 % of properties with a valid in date fire risk assessment. New for Q2; for Q2 2018/19, data was reported as at end of October.

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 published due to admin error, rectified Jan 2019

⁷ NI195a - previously reported as 0.65%; NI195b - previously reported as 2.19%.

⁸ WL18 - Chapel Gallery data forms part of this PI and is managed through the Development & Regeneration Service. From Q1 18/19, 2 entrances to the gallery caused issues for collecting footfall data. This will be resolved in 2019.

⁹ 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.

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.

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. All new for Q2. For Q2 2018/19, data was reported as at end of October.

PERFORMANCE PLAN	
Indicator	NI 192 Percentage of Household Waste sent for reuse, recycling and composting.
Reason(s) for not meeting target	
<p>Since the introduction of the garden waste subscription service there has been a significant reduction in green tonnage collected.</p> <p>In addition, as a result of a decision made by LCC residual waste from the Borough is no longer being reprocessed at the material recycling facility at Farington, it is being sent to landfill. This results in a loss of recycling material that would have been recaptured during reprocessing.</p>	
Additional Commentary	
<p>Proposed Actions Increase participation through publicising/promoting the garden waste collection service.</p> <p>These actions will have an impact in the new subscription season – first and second quarters in 2019/20.</p>	
Resource Implications	
Support from Communications team for the publicity plan.	
Priority	
Medium	
Future Targets	
No change at this stage.	
Action Plan	
Tasks to be undertaken	Completion Date
Publicity plan	June 2019

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	Q3 outturn is 107.01 (red).
		Review performance indicator	November 2019	Revised date. A more precise no. of properties/bins will be determined through the route optimisation project. Work is currently ongoing to classify and record all communal bin sites.	
		Review classification of missed bins	July 2019	Revised date. We are now recording missed bins through In Cab technology. The classification of a missed bin is currently being reviewed.	
HS1 % Housing Repairs Completed in timescale Page 139	Q1 18/19	3 Contractor meetings	July 2018	Complete	Q3 outturn is 95.23% (amber) As anticipated, actions have had a positive impact in relation to 'no access' delays and it is no longer the primary reason for repairs being completed out of timescale. Action to improve further on 'no access' issues still in progress. Due to reporting mechanisms in place, where tenants request completion after the target date (for example due to holiday, convenience etc) this is still included in the PI data as falling outside the
		Identify reasons for underperformance	July 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	August 2018	Complete	
		Implement changes to Mobile Working to include updated tenant contact telephone number on any order raised during surveyor visit.	October 2018	These changes are pending the development of a functioning compliant mobile working test environment. Work is ongoing with BTLS and the Service Development Manager to scope out the full requirements for the test environment to enable this work and subsequent mobile modules to be utilised from the first touch platform, linked to business requirements. Test environment anticipated for March.	

					target date. If these requests were excluded, the target would have been met.
WL108 Average answered waiting time for callers to the contact centre WL90 % of Contact Centre calls answered	Q1 18/19	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	Underway/Ongoing	Performance targets are unlikely to be met for the year end due to the sheer volume of enquiries received in the first quarter.
		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	Underway and on target	Q3 WL108 was green with WL90 being 0.3% under target Action work is still underway.
H528 % of properties with a valid Electrical Installation Condition Report (homes and buildings)	Q2 18/19	Secure all access information from electrical contractor.	November 2018	Completed	End of third quarter anticipated 96%; actual 96.0%. This is not a statutory requirement but is considered best practice to demonstrate electrical installations are kept in a good condition. These tasks are anticipated to steadily improve performance and achieve target by end of Q4.
		Prepare Legal packs to enforce tenancy agreement.	January 2019	Ongoing. Notice Seeking Possession now being sent to tenants where we are comfortable with the level of our previous	

				access attempts. Further visits being scheduled as required.	
R1: Council Tax : Current Year Collection ; R3: NNDR : Current Year Collection	Q2 18/19	Implementation and delivery of 2018/19 recovery strategy	March 2019	Delivery of the strategy remains a key focus as we move into the final quarter of the financial year. Actions include liaison with the Valuation Office to ensure accurate Rating Lists maintained, review of high value recovery cases to target non payers, and appropriate bespoke action taken to collect. We have recently met with enforcement agents to provide direction and emphasise the need to maximise collections in respect of outstanding NNDR and Council Tax cases	Outturn for Q3 is 83.81% (amber) for CTax and 81.05% (amber) for NNDR collection. The NNDR collection rate although below the profiled target is above collection rate for this time last year. Quarter targets are provided as a gauge for performance. These contractual annual targets remain the most challenging for the service to deliver.
		Implement 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.	Dec 2019 (completion and review of pilot)	Preparatory work such as identification of cases underway, with work due to start in March 2019, taking into account critical Year End annual billing priorities. Due to the time taken to progress this initiative, the pilot is not anticipated to have any impact on outturn of 2018/19.	
WL121 Working Days Lost Due to Sickness Absence	Q2 18/19	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.	Jan 2019	Complete. A review of reasons for absences was undertaken. Any frequent reasons where highlighted with Head of Service, as appropriate. Any specific trends that were identified have been considered and discussed with Head of Service to determine any appropriate action either corporately or locally. This action includes the delivery of stress	Outturn for Q3 is 10.14 days (red)

				management training which is taking place in January 2019 for both Managers and staff. Research is also taking place into the potential availability of local Council funded physiotherapy support (which will be subject to funding availability). It should also be noted that a number of Health and wellbeing initiatives have been opened up to staff e.g a negotiated reduced gym membership and weight management course. Reasons will continue to be monitored and where appropriate raised with Head of Service.	
		Additional tools to assist managers to encourage people back into work explored on a pilot basis.	Jan 2019	Complete. A pilot in-depth work place assessment company were used to try to assist an employee return to work with appropriate reasonable adjustments. Whilst the resultant report was useful to a degree, it is not intended to roll this out wider, as it was not as useful as it had been anticipated. HR will continue to be open to any new initiatives that may become available in the future.	
		Sickness Management Training will be delivered for Managers during early 2019.	May 2019	Sickness Management Training is currently being procured, with the intention of delivering this to part of the Manager workforce before the end of May 2019.	

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.



Report of: Director Development and Regeneration

Contact for further information: Mr Ian Gill (Ext. 5094)
(E-mail: ian.gill@westlancs.gov.uk)

SUBJECT: Chapel Gallery Update

Ward affected: Ormskirk Wards

1.0 PURPOSE OF THE REPORT

- 1.1 To provide an update in relation to activities at the Chapel Gallery following a request from Members at the meeting of this Committee on 11 October 2018, and the programme of events and initiatives that are being planned for the coming year.

2.0 RECOMMENDATION

- 2.1 That Members note the current position in relation to the Chapel Gallery and the initiatives that are underway, including the new footfall monitoring system.

3.0 BACKGROUND

- 3.1 At a meeting on 11 October 2018, this Committee were considering a report in relation to performance indicators and following a discussion about the lack of any data in relation to the Chapel Gallery, Members requested a report to inform them of the work being undertaken by the Gallery and how this may be measured.
- 3.2 The Chapel Gallery was opened in 2001 and originally just consisted of the area to the rear of the Community Centre.
- 3.3 Following Arts Council funding being obtained in 2014 (£127,933) and in 2017 (£65,000) significant works have been carried out to the building. This has resulted in:

- A lift being fitted to the front of the building to enable access for those with mobility issues to the first floor of the building
 - The former small café being relocated and extended, from the rear to the front of the building, in space formerly occupied by the community centre meeting rooms on the ground floor
 - Extensive renovations with a new audio visual system being installed throughout the building including projection equipment to the first floor room and improved decoration and lighting.
- 3.4 This renovation work over a number of years has caused significant operational issues for staff and resulted in reduced bookings and activities whilst it was being undertaken.
- 3.5 The Gallery has hosted many major exhibitions over the years, such as the internationally renowned illustrator Nick Sharratt, including one recently by Paul Kidby, the illustrator of the Terry Pratchett books. Each year the Gallery runs a 'Lancashire Open' competition, as well as regular Art Clubs for children and various other classes and activities.
- 3.6 There is also a craft and design shop run by the Gallery that sells a wide variety of quality gifts, which adds to the offer.
- 3.7 Previously attendance figures were estimated based upon attendance at classes and events in the Gallery. The recorded estimates are 35,964 in 2015, 37,621 in 2016 and 35,069 in 2017. In 2018 figures were not collected due to the impact of development works, and officers have been seeking a new more accurate way of measuring footfall data.

4.0 CURRENT POSITION

- 4.1 The Gallery currently have quite a wide variety of activities that are growing since the renovation works were completed. The key aspects of the Gallery's activities include:

Exhibitions

- 4.2 There are two main exhibitions on in the Gallery at the moment. The 'Opening the Gates' exhibition is a collaboration with Edge Hill University and the Ormskirk & District Family History Society. Funded through a Heritage Lottery Grant. Set against the backdrop of the First World War, it tells the story of ordinary women in West Lancashire who were thrust into occupations originally occupied by men, and how ultimately this, combined with suffrage, led to women gaining the vote. This also included a programme of talks and workshops for schools and community organisations.
- 4.3 The 'Loop Effect' exhibition introduces recent digital art projects by four artists positioned at the forefront of experimental digital animation/art. This is part of the artistic programme funded by Arts Council England integral to an audience development programme and the capital development programme. The

exhibition has been curated by Alex Jukes a lecturer at Edge Hill University. This also includes workshops and talks for schools.

Arts Workshops, Events and Talks

- 4.4 Based around the Loop Effect, workshops will be held in March, April and May to complement the theme of the exhibition. Three are being held to explore digital image making, loop art (repetition devices such as Spirograph) and games play to look at the practical approach to methods, system loops and designing cycles for use within computer game design.
- 4.5 A variety of events and talks are held in the Gallery, including an Artists' Network meeting in February and 'Still: the Poetry of Photography' in February.
- 4.6 There are also art clubs held for different age groups of children every Saturday in term time and a variety of holiday activities for families.

Learning

- 4.7 A broad range of courses and workshops have recently taken place at the Gallery during the day and evening. Yoga and Qi Gong and Sing for Health sessions. For those involved in creative pursuits there are also courses in activities such as Creative Writing, Painting for Pleasure and Silver Clay Jewellery making.
- 4.8 There are also educational opportunities for schools, colleges and community groups in terms of tours and practical workshops.

Room Hire/Group Bookings

- 4.9 The Gallery is used by a wide variety of different groups. Examples include 'Learning Stars' which are workshops for people with learning difficulties in confidence building, creative art, and dance. These are run by the Workers' Education Association. Positive Together are also working with the Gallery to provide a creative course that will result in increased employability for those individuals who participate.
- 4.10 The NHS have booked space for 'hypnobirthing' classes and Active West Lancs are currently holding yoga classes.

Cafe

- 4.11 The café is now leased to 'The Modern Caterer' who also operates a similar facility in the Whitworth University gallery in Manchester. The focus is on healthy, wholesome home cooked food, from breakfasts, to light lunches, daily specials and traditional baking. They specialise in the very best local seasonal food and drink.

Shop

- 4.12 The craft and design shop within the Gallery stocks over forty independent jewellers and supports artisan makers from across the UK. Makers' work includes

prints, textiles, and homeware. It has developed and stocks a number of Ormskirk branded products.

Specialist Markets

- 4.13 These are held in the Gallery as well as occasionally in Ormskirk Town Centre, usually during events such as Motorfest, the Gingerbread Festival or the Christmas lights switch on. These usually involve local makers who sell their products and are charged for stalls.

Outreach Work

- 4.14 In terms of wider arts development work, the team has secured grant funding to work with a number of local businesses in Ormskirk Town Centre, installing artwork in shop windows. "Out from the Shadows" took place in 2019, a commemorative event focusing on WW1. In 2018, for a three months period, The Festival of Tales animated the town with an art trail, performance and a programme of events. Officers have also been involved in the recent scheme to improve the Sandy Lane Centre, with local people being involved in creating the artist inspired improvements, and the 'Wishing Wings' at the Digmaor Centre. A great deal of work is done with schools.

Footfall Monitoring

- 4.15 A local company has supplied a footfall monitor above the front entrance and it is being tested at present. They are due to place a further monitor above the side entrance soon and that will then enable proper footfall monitoring to take place. This system will be ready for figures to be collected at the start of the 2019-20 financial year and these figures will be reported to Members from then. This system has been provided at no cost to the Council as it is being used as a test facility by the company concerned.

5.0 ISSUES

- 5.1 The running of the Gallery, and the wider Arts Development Service involves several staff. These are
- Arts Development Manger
 - Gallery Officer
 - Retail and Events Officer (0.86 FTE but currently working reduced hours)
 - Outreach and Education Officer
 - Gallery Admin Officer (0.56 FTE)
 - Cleaner (0.56 FTE)
- 5.2 The Gallery and wider arts development service provides an important contribution to the economic regeneration and health agendas as outlined above, but there is clearly a cost to providing this service. The appeal of cultural facilities is widely recognised as being an important factor in sustaining town centres given the current difficulties that retail is facing. People need a reason to visit town centres as opposed to out of centre retail parks and shopping online,

and the experiential offer that cultural facilities provide can be an important part of that attraction.

- 5.3 The Council has recently commissioned a report from Growth Lancashire to examine ways in which the Gallery could generate more income streams to make it more self-sustaining. A final report has not yet been received but officers have discussed initial findings with the consultant and are already putting several initiatives in place to improve income generation and reduce costs. Work is ongoing to ensure all operating procedures are in place to enable more and profitable events to be held. This includes booking systems, health and safety procedures and licensing. The key initiatives being pursued at the moment are set out below.

Cinema

- 5.4 The new audio visual equipment will allow the Council to bring cinema back to Ormskirk Town Centre for the first time since the 1980's. Currently being planned is a monthly film night (possibly involving an optional meal), silver screenings of classic films on Wednesday afternoons (probably every 2 weeks), Saturday Matinees for families with children, and a parent and toddler screening on Wednesday mornings where parents can watch a film whilst their young ones sleep or play. Once a month there could be a special autism showing where there will be reduced sound.
- 5.5 There is also the chance to promote 'cinema parties' for children or even adults where favourite films can be shown for friends and family for birthdays or to celebrate an anniversary.
- 5.6 A programme is currently being drawn up and pricing and licensing arrangements being examined. Chairs also need to be purchased so that there is adequate comfortable seating in keeping with the venue.

Weddings

- 5.7 Weddings are potentially the biggest income earner for the Gallery, and how this can be taken forward and marketed is currently being investigated. There will naturally be a longer lead in time for starting weddings in the Gallery, but it is hoped to be holding the first weddings in late 2019.

Birthday Parties

- 5.8 In addition to 'cinema parties', the building is a great venue for a wide variety of themed children's parties – for example art & creative parties, pottery parties etc. It can also cater for adult parties in the evenings. This needs further marketing.

Music and Comedy Clubs

- 5.9 Given the improved facilities within the building there is considerable scope for folk nights, acoustic music nights and to host a comedy club. These are currently being explored with promoters.

Specialist and Makers Markets

- 5.10 There is scope to increase the number of makers and specialist markets held in the venue, and this will further increase income. Proposals for this are currently under consideration.

Payments, Bookings, Fees and Charges

- 5.11 There needs to be an overhaul of room booking rates to simplify the current charging regime. It is critical that people have the ability to book and pay online for events and room hire, to ensure that custom is not lost. Currently people have to ring during the working day and cannot pay online. A new booking and payment system, along with an overhaul of the website is currently being explored so that this can be in place as soon as possible.

Marketing and Promotion

- 5.12 The Gallery is often described as a hidden gem, and there is much more promotion of the venue that is needed. The website is being overhauled at the present time and there needs to be much more of a social media presence. The events, weddings and room hire possibilities need to be extensively marketed. A promotional film is currently being developed which can be shared on the website and social media as well as prior to cinema performances.
- 5.13 Through better promotion and increased visitor footfall through the various events being held, the shop should see increased sales and it will also make the café more viable in the long term.

Volunteers

- 5.14 Many similar facilities have many volunteers who can assist with such matters as running the shop and helping set up for events. This then frees up staff time to concentrate on developing the offer in the Gallery further. Moves are already being made to encourage volunteers to come forward and two new volunteers have recently been recruited.

Monitoring

- 5.15 The success of all the various initiatives will be closely monitored both in terms of income generated and also footfall into the Gallery. Footfall will be reported to Members through the normal reporting mechanisms.

6.0 SUSTAINABILITY IMPLICATIONS

- 6.1 There are no sustainability implications associated with this report and, in particular, no significant impact of crime and disorder. However future developments detailed above would encourage 'new' people to get involved in cultural and recreational activities.

7.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 7.1 The Gallery does not currently cover its operating costs. The initiatives that are being planned will significantly increase income but it is not possible at this stage to say if this will be enough to completely cover the costs associated with running the Gallery. As the initiatives are rolled forward officers will closely monitor their impact on the financial position of the Gallery.
- 7.2 There is a great deal of staff time and effort being spent in moving forward with all these income generating initiatives simultaneously. However, all the initiatives being planned are being covered within the existing staff resource and budgets.

8.0 RISK ASSESSMENT

- 8.1 There is a risk that the initiatives being planned are not successful or fail to deliver appropriate revenue streams. The costs of the Gallery will not then be covered and Members will ultimately need to decide on the future direction of the service.

Background Documents

There are no background documents (as defined in Section 100D (5) of the Local Government Act 1972) have been relied on to a material extent in preparing 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

None

CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE – PROJECT PLAN

Title: **LITTER BIN POLICY**

MEMBERSHIP:

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, A Owens, N Pryce-Roberts and D West.

TERMS OF REFERENCE

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.

OBJECTIVES

The present –

- 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.

The future –

- 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.

Comparison

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.

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.

WEED CONTROL

Following the submission of project ideas to the Corporate and Environmental Overview and Scrutiny Committee, the Director of Leisure and Environment agreed to meet with Councillor Pryce Roberts to discuss the matter of weed control. The responsibility for weed control on public land is the responsibility of Lancashire County Council. The Borough Council is responsible for the treatment of weeds on its own land such as housing land and within parks. Whilst, LCC are responsible they currently by agreement, contract WLBC to undertake this work on their behalf. The current level of funding available, agreed by members for 3 years, only funds two weeds sprays a year. The first is undertaken in May/June and the second in August/September. Although the weeds are treated, the success of the treatment is weather dependent and not all weeds are subsequently removed through the street cleansing operation. This is because many areas are inaccessible by mechanical sweeping methods and the funding agreed does not allow for intensive manual scraping out programmes to be undertaken, especially where traffic management provision is required. It should also be noted that Street Scene do not currently undertake any weed control on housing land or for regeneration on business estates.

Whilst, the intense removal treatment of weeds is not available through the LCC funding, discussions are currently ongoing with Housing to agree the service levels moving forward and confirm if they wish for Street Scene to undertake the treatment of weeds on housing land. In addition, the recent restructure of the Grounds Maintenance and Street Cleansing Service to form a 'Clean and Green' Service will allow some targeted work to be undertaken in specific areas.

The specific issues raised by Councillor Pryce-Roberts relate to housing land and will form part of the winter works programme to be completed by the end of March. Other issues have been collated into an action plan and works are currently progressing.

CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

WORK PROGRAMME 2019/20

July 2019	<ul style="list-style-type: none"> • QPIs 2018/19 (as advised) • BT Lancashire Services Annual Review 2018/19 – To consider the report of the Director of Housing and Inclusion. The item includes presentations from representatives from ICT and Transactional Services, BT Lancashire Services. • Minutes of the Member Development Commission – To consider the minutes of the Member Development Commission meeting held in March 2019. • Review Topic – Litter Bin Policy, Condition Survey, Review Project Plan • Members’ Items (as advised) • Items from the Members’ Update (as advised) • Future Work Programme
October 2019	<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 Cabinet and Council, if applicable in November/December 2019. • 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 of resources available for community activities in terms of venues, organisation, personnel and finance – To consider a topic submitted by a member of the public • Review Topic • Members’ Items (as advised)

	<ul style="list-style-type: none"> • 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
March 2020	<ul style="list-style-type: none"> • QPIs 2018/19 (as advised) • Crime and Disorder Scrutiny – To consider a presentation from a representative of West Lancashire Community Safety Partnership (CSP) • Review Topic • Members' Items (as advised) • Items from the Members' Update (as advised) • Future Work Programme