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Chief Executive
52 Derby Street
Ormskirk
West Lancashire
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Monday, 19 November 2018

**CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY MEMBERS UPDATE
2018/19
NOVEMBER 2018 – ISSUE 3**

The content of this MEMBERS UPDATE covers all the services.

If a Member wishes to receive further information on anything in the Update, please contact the officer named at the beginning of the article.

If a Member wants to place an item on the Committee agenda in connection with any article in the Update, please complete the attached form and e-mail it to member.services@westlancs.gov.uk

Members Item / Councillor Call for Action

If a Member wants to place an item on the Corporate and Environmental O&S Committee Agenda, please complete the attached Member Item/Councillor Call for Action Pro Forma (Appendix B) and return it to member.services@westlancs.gov.uk by 12 Noon on Friday 23 November 2018.

(The Press are asked to contact Communications and Consultation on 01695 585011 for further information on this Update.)

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3. ACTIONS TAKEN UNDER DELEGATED AUTHORITY

(There are no items under this heading)

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

For further information, please contact:-
Julia Brown on 01695 585065
Or email Julia.Brown@westlancs.gov.uk



‘MEMBER UPDATE’ REQUEST CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

MEETING: 6 December 2018

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

Member Update Issue: 3

Councillor:	
Article No:	
Subject:	

If more information is required in relation to this item, please contact the officer indicated on the first page of the related report.

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

1. What are your reasons for requesting the item?:
2. What outcome would you wish to see following discussion of the item?

FOR MEMBER SERVICES USE ONLY

Received by:	Date of Committee:
Date: Time:	Chief Executive informed <input type="checkbox"/>
Head of Service informed <input type="checkbox"/>	Chairman informed <input type="checkbox"/>
Contact Officer informed <input type="checkbox"/>	Portfolio Holder informed: <input type="checkbox"/>

**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:	(Name of Member requesting the item)
Subject:	
1. What are your reasons for requesting the item:	
2. What outcome would you wish to see following discussion of the item?	

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

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:	Date of Committee:
Date: Time:	Chief Executive informed <input type="checkbox"/>
Head of Service informed <input type="checkbox"/>	Chairman informed <input type="checkbox"/>
Contact Officer informed <input type="checkbox"/>	Portfolio Holder informed <input type="checkbox"/>



CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE:

**MEMBERS UPDATE 2018/19
ISSUE: 3**

Article of: Borough Solicitor

Relevant Portfolio Holder: Councillor Wright

Contact for further information: Mrs J A Ryan (Extn 5017)
(E-mail: jill.ryan@westlancs.gov.uk)

**SUBJECT: MINUTES OF LANCASHIRE COUNTY COUNCIL'S HEALTH SCRUTINY
COMMITTEE**

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

- 1.1** To keep Members apprised of developments in relation to Health Overview and Scrutiny in Lancashire.

2.0 BACKGROUND AND CURRENT POSITION

- 2.1** The Health and Social Care Act (2001), subsequently superseded by the National Health Service Act 2006 and the Health and Social Care Act 2012, extended the powers of Overview and Scrutiny Committees of local authorities responsible for social services functions to include the power to review and scrutinise matters relating to the health service in their areas.
- 2.2** The Health Scrutiny Committee at Lancashire County Council exercises the statutory functions of a health overview and scrutiny committee. The Membership of the Committee includes twelve non-voting Co-opted District Council Members, West Lancashire's representative is Councillor G. Hodson.
- 2.3** To ensure that Members receive regular updates on the work being undertaken by the Committee and to provide an opportunity to feed back any comments via the Council's representative, a copy of the County Council's Health Scrutiny Committee minutes are attached.

3.0 SUSTAINABILITY IMPLICATIONS

- 3.1 There are no significant sustainability impacts associated with this Article and in particular, no significant impact on crime and disorder.

4.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 4.1 There are no significant financial or resource implications associated with this item, except the Officer time in compiling this Article.

5.0 RISK ASSESSMENT

- 5.1 This Article is for information only and makes no recommendations. It therefore does not require a formal risk assessment and no changes have been made to the risk register as a result of this article.

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 article 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

Minutes of the Health Scrutiny Committee can be accessed via the link below:-

[Minutes of Health Scrutiny Committees](#)

25 September 2018 and 6 November 2018



ARTICLE NO:

**CORPORATE AND
ENVIRONMENTAL OVERVIEW &
SCRUTINY COMMITTEE**

**MEMBERS UPDATE 2018/19
ISSUE:**

Article of: Director of Housing and Inclusion Services

Relevant Portfolio Holder: Councillor I Moran

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

SUBJECT: CORPORATE DELIVERY PLAN 2018/19: PROGRESS REPORT

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

- 1.1 To provide a six-month update on the progress made towards implementing key Council actions during 2018/19.
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3.0 BACKGROUND

- 3.1 In April 2018, the Council formally adopted a Council Plan 2018/19 - 2020/21 with a vision, set of values and priorities together with the key projects for 2018/19. It was agreed that progress against key actions would be provided through six-month Members Update reports and a full Annual Report to Council.
- 3.2 The progress report on the delivery plan for the first half of the year is attached at Appendix 1.

4.0 CURRENT POSITION

- 4.1 The Appendix summarises the good progress that has been made across the plan. Explanations have been provided as appropriate in those areas where progress has not been as planned and in particular where progress is dependent on third parties. Many of the actions are the subject of detailed individual reports to committees.
- 4.2 Appendix 1 provides information correct as at the end of September 2018. Work continues to progress the plan actions.
- 4.3 To ensure that the Council maintains progress against its corporate priorities, it is essential that a strategic plan is in place and is monitored. Given the established

procedures of the delivery plan process, progress against the plan is provided by six-month reports through Members Updates and a full Annual Report to Council.

5.0 SUSTAINABILITY IMPLICATIONS

- 5.1 There are no significant sustainability impacts associated with this report and, in particular, no significant impact on crime and disorder. The priorities and key projects set out in Appendix A should contribute to the sustainability of services and the borough as a whole.

6.0 FINANCIAL AND RESOURCE IMPLICATIONS

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

7.0 RISK ASSESSMENT

- 7.1 It is essential to the effective management of the Council that sufficient time and consideration is given to the council planning process. Having a clear plan allows attention and resources to be effectively focused on achieving the Council's priorities and strong and effective performance management arrangements are in place to support this. The actions referred to in this report are covered by the scheme of delegation to officers and any necessary changes have been made in the relevant operational risk registers.

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 1: Corporate Delivery Plan Monitoring Report 2018/19 (to September 2018)

APPENDIX 1: Corporate Delivery Plan Monitoring Report 2018/19

Action Status	 Action completed	 Action in progress	 Milestone overdue
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Priority: Deliver Tangible & Visible Improvements


Title	Local Plan Review	Service	Development & Regeneration Services	Status	
Outcome	Fulfils national planning legislation and ensures sufficient land is made available for new development to meet housing, employment and infrastructure requirements.				
Milestones	Due Date	Completed	Milestone Note		
Draft Local Plan Policies	31-Jul-2018	Yes			
Draft Local Plan Preferred Options document considered by CMT	31-Jul-2018	Yes			
Local Plan Preferred Options document considered by Cabinet	30-Sep-2018	Yes			
Local Plan Preferred Options Consultation	30-Nov-2018		Consultation due to run for nine weeks between 12 October-13 December.		
Review consultation feedback and refine Local Plan for Publication	31-Jan-2019				
Publication version of Local Plan considered by Cabinet	31-Mar-2019				
Publication period	31-May-2019				

Title	Leisure Procurement and Facility Improvement	Service	Leisure & Environmental Services	Status	
Outcome	Improvements to the services, provision and leisure facilities provided to residents of West Lancashire.				
Milestones	Due Date	Completed	Milestone Note		
Completion of soft market testing	28-Feb-2018	Yes			
Agreement for extension for the operational management of the leisure facilities	30-Jun-2018	Yes			
Completion of procurement strategy and business case development	30-Jun-2018	Yes			
Pre app advice	31-Oct-2018				
Appointment of specialist consultants to support the project	31-Jan-2019				
Completion of site surveys	31-Jan-2019				
Formalise partnership with CCG	31-Jan-2019				
Legal agreement with St Modwens	31-Jan-2019				
Production of tender documentation	31-Jan-2019				
Community Consultations	28-Feb-2019				
Production of Masterplan	28-Feb-2019				


Title	Skelmersdale Town Centre Regeneration	Service	Development & Regeneration Services	Status	
Outcome	Create a modern town centre for Skelmersdale offering an improved night-time economy and attractive public realm.				
Milestones	Due Date	Completed	Milestone Note		
Receive appropriate financial / investment advice on how the Council may best invest in the scheme to secure the development of at least phase 1	15-May-2018	Yes	Advice received off JLL		
Discharge of pre commencement conditions	15-Jun-2018	Yes			
Cabinet/Council approval for funding	18-Jul-2018	Yes	Report agreed at Cabinet and Council		
New planning consent for revised supermarket to be submitted	21-Aug-2018	Yes	Planning application submitted		
Complete supplemental agreement to allow development to proceed	31-Oct-2018				
Grant of planning	31-Dec-2018				
Start on site	30-Jun-2019				

Title	Establish Business Plan for Development Company	Service	Housing & Inclusion Services	Status	
Outcome	Deliver new commercial, industrial and residential development of Council-owned land and bring investment and growth to the borough.				
Milestones	Due Date	Completed	Milestone Note		
Prepare Business Plan for consideration by Cabinet April to August 2018	29-Aug-2018	Yes	Business Plan completed and will be circulated to Members 9 October. Plan will accompany report to Cabinet and Council.		
Report to Council	17-Oct-2018				
Formation of DevCo once approved by Council - October 2018 - January 2019					

Priority: Engage and Empower our Local Communities


Title	Tawd Valley Improvements	Service	Leisure & Environmental Services	Status	
Outcome	Enhanced attractiveness of the park helping to promote its use for healthy outdoor exercise and recreation and establishing sustainable routes to school, college or work				
Milestones	Due Date	Completed	Milestone Note		
Commission updated design for town centre park zone	28-Feb-2018	Yes			
Establish 'Friends' group	28-Feb-2018	Yes			
Establish costs of Masterplan Improvements	31-Mar-2018	Yes			
Establish phased programme of works	31-Mar-2018	Yes			
Commence implementation of works	01-Apr-2018	Yes			
Establish operational links with West Lancs College	01-Apr-2018	Yes			
Seek additional external funding	30-Jun-2018	Yes			
Produce detailed plans for Park Town Centre Zone	31-Oct-2018		Production of plans underway and expected to be ready by end of December.		
Produce specifications for Northern Zone Phase 1	31-Oct-2018		Underway and anticipated for completion by end of November.		
Procurement for Northern Zone Phase 1	31-Dec-2018				
Achieve funding for Park Town Centre Zone	31-Mar-2019				
Implementation of Northern Zone Phase 1	31-Mar-2019				


Title	Volunteer Engagement	Service	Leisure & Environmental Services	Status	
Outcome	Maintain and develop parks and countryside sites for wider economic and social value whilst minimizing the draw on Council resources				
Milestones	Due Date	Completed	Milestone Note		
Collate and examine all documentation provided to, and/or agreed with, volunteers across all service areas	31-Dec-2018		Volunteering Policy developed and launched by Leisure and HR.		
Reissue new documentation to all volunteers	28-Feb-2019				
Work with colleagues across leisure and corporate health and safety to ensure all relevant requirements are included in the documentation.	28-Feb-2019				


Title	Asset Transfer – Banks Leisure Centre	Service	Leisure & Environmental Services	Status	
Outcome	Identify a cost-effective delivery model to facilitate the continued operation of Banks Leisure Centre				
Milestones	Due Date	Completed	Milestone Note		
Production of business plan for potential community transfer of Banks Leisure Centre	31-Oct-2018		Discussions on going with North Meols and Tarleton Parish Councils.		
Transfer of Banks Leisure Centre or notice of closure	31-Mar-2019				

Title	Delivering digital inclusion initiatives	Service	Housing & Inclusion Services	Status	
Outcome	Increase basic online skills with digitally excluded members of the community and expanded use of West Lancashire Borough Council's digital services.				
Milestones	Due Date	Completed	Milestone Note		
Support Get Online Week 15-21 October 2018	16-Nov-2018		Timetable & venues agreed to promote Learn My Way (free courses on using computers, web browsing, sending emails and finding work online) to staff and customers in line with national campaign.		
Survey customers to understand their digital needs, requirements and aspirations.	31-Jan-2019		Engaging with CVS to review their digital project involvement. Waiting for feedback from the on digital unite so we can review our levels of support.		
Undertake a review of sheltered housing WiFi project to understand its use and impact	28-Mar-2019		Schemes have been surveyed for how WIFI is being used, perceived benefits etc.		
Carry out data analysis of survey and report findings	29-Mar-2019		Sheltered Schemes survey completed and data entered. Report to be produced to evidence use of Wi-Fi and interest in digital services.		

Priority: Actively Promote the Borough as a Great Place to Live, Work, Visit and Invest

Title	Digital Communications Strategy	Service	Housing & Inclusion Services	Status	
Outcome	Meet the current trends and changing needs of how customers seek and receive information				
Milestones	Due Date	Completed	Milestone Note		
Produce Digital Plan for CMT and Cabinet approval	06-Sep-2018	Yes	Digital Plan presented to CMT in July and Cabinet Briefing in September		
Claim unofficial Facebook page for update and launch	01-Nov-2018		Page has been claimed work being doing to get ready for wider promotion		
Boost Social Media followers to 10k	01-Dec-2018				
Agree options to embed Twitter Feed in intranet/website to promote and improve access to the Twitter site, increase presence/size of social sharing tabs particularly on news page	01-Jan-2019				

Title	Place Branding	Service	Development & Regeneration Services	Status	
Outcome	Encourage visitors and create a distinct profile for the borough.				
Milestones	Due Date	Completed	Milestone Note		
Develop a Marketing Strategy and Action Plan for Ormskirk	30-Jun-2018	No	Skelmersdale Marketing Strategy & Action Plan has taken priority.		
Roll out implementation of banners within the town centre to utilise new branding and promote wider assets. Options for sponsorship of banners to be fully explored	30-Jun-2018	Yes	Banners complete and up in Ormskirk town centre. Sponsorship opportunities to be explored.		
Develop a Marketing Strategy and Action Plan for Skelmersdale	31-Jul-2018	No	First draft completed 25 May 2018. Further work needed once decision made on how we will progress with Ambassadors Scheme		
Develop a Welcome to Ormskirk pack to provide essential information for new businesses to the town	31-Jul-2018	No	Pack currently being developed		
Refurbish signage at gateway locations (Pimbo and Gillibrands), employment areas and motorway areas	30-Sep-2018	No	Draft Plan done and costed. Ready for procurement process.		
Investigate branded products and online shopping opportunities to create income generation opportunities	20-Dec-2018		September Cabinet gave approval for the design, production and selling of products through local retailers, attractions, the Chapel Gallery and/or online, subject to suitable financial probity measures being put in place.		
Continue to monitor and update the DiscoverOrmskirk website. Consider additional functionality that may be beneficial. Look to increase visitor numbers	31-Mar-2019		On-going. Accommodation being added to website.		
Engagement with Skelmersdale Ambassadors via social media and website	31-Mar-2019		Ongoing		
Proactively manage social media for Discover Ormskirk on Facebook and Instagram	31-Mar-2019		On-going. Most engaging for Love Your Local Market. Instagram launched April 2018.		

Title	Engage with Liverpool City Region and Lancashire Authorities	Service	Development & Regeneration Services	Status	
Outcome	Better engagement and partnership working with Liverpool City Region and Lancashire Authorities; Assist West Lancashire's profile and ambitions within the wider regional agenda				
Milestones		Due Date	Completed	Milestone Note	
Sign up and become member of Visit Liverpool		31-May-2018	Yes		
Reestablishment of Lancashire Economic Development Officers' Group (LEDOG)		30-Sep-2018	No	Currently awaiting re-establishment of group further to discussions around combined authority	
Attend LEDOG meetings		30-Sep-2018	No	Awaiting reestablishment of LEDOG.	
Attend Lancashire Economic Development (LED) meetings		30-Mar-2019		Meeting attended on 20 March 2018. Next meeting to take place 9 October 2018.	
Continue to partnership work with Growth Lancashire		31-Mar-2019		On-going.	

Title	Promoting Skelmersdale & Ormskirk	Service	Development & Regeneration Services	Status	
Outcome	Ensure the long term economic and social viability of the town and improve its attractiveness as a visitor destination				
Milestones		Due Date	Completed	Milestone Note	
Create an event organisers guide for external groups who wish to host events in Ormskirk town centre		30-Jun-2018	No	Online form in progress.	
Assist Ormskirk Community Partnership (OCP) in the promotion and delivery of Ormskirk Gingerbread Festival		31-Jul-2018	Yes	Event held 15 July.	
Assist OCP in the promotion and delivery of Ormskirk Christmas event		30-Nov-2018		Work underway	
Deliver 4 Skelmersdale Ambassador Network events		31-Mar-2019		April, July events delivered, as well as the June and September seminars. Next seminar is October 2018.	
Support and attend 4 Skelmersdale Steering Group meetings		31-Mar-2019		April, July and September meeting attended. Next meeting October 2018.	



ARTICLE NO:

CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

**MEMBERS UPDATE 2018/19
Issue: 3**

Article of: **Director of Housing and Inclusion Services**

Contact for further information: Mrs H Morrison (Extn. 5091)
(E-mail: helen.morrison@westlancs.gov.uk)

SUBJECT: MONITORING OF FORMAL COMPLAINTS (2017/18)

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

- 1.1 To present data on the number of formal complaints received by the Council from April 2017 to March 2018.
-

2.0 BACKGROUND

- 2.1 Types, numbers and trends in complaints provide a valuable insight into the quality of services and can make a valuable contribution to improving them. In this respect they should also be considered alongside other information such as performance indicators and securing value for money. The Customer Services team is responsible for managing the overall co-ordination of the corporate complaints process.
- 2.2 The Council defines a complaint as an expression of dissatisfaction about the standard of service, actions or lack of action taken by the Council, or a person or body acting on behalf of the Council, affecting an individual or group of customers. Therefore, the complaints procedure is not simply logging initial service requests e.g. for pest control, missed refuse collections, housing repairs etc. The Council's complaints procedure is attached at Appendix 1.
- 2.3 If a complainant wishes to pursue an issue further after the Council's own internal procedures have been exhausted, this can be raised with either the Local Government and Social Care Ombudsman or the Housing Ombudsman, depending on the nature of the complaint.

3.0 CURRENT POSITION

- 3.1 Complaints provide valuable customer feedback and the principal purpose of monitoring and responding to complaints is always to improve service delivery. On the very few occasions where the Council acknowledged that the service was not up to the required standard, the focus is on putting the matter right and preventing any re-occurrence. By taking complaints seriously, the Council is ensuring that all genuine grievances are recognised and action taken to address the issue.
- 3.2 This update provides Members with details of the number of formal complaints received during 2017/18. Data on the number of formal complaints received by each Directorate during this period is set out in Appendix 2 to this report. The numbers recorded are all written expressions of dissatisfaction and are not necessarily substantiated.
- 3.3 During 2017/18 the Council received 45 formal complaints, this shows a reduction of 8 from the previous year i.e. from 53 in 2016/17 to 45 in 2017/18. Following investigation, it was established that 34 of the 45 received were unfounded i.e. the Council had complied with its own policies and procedures. Further details regarding the nature of the specific complaints are provided at Appendix 2.
- 3.4 The details provided at Appendix 2 demonstrate that where there have been genuine complaints/issues, these have been dealt with accordingly and wherever possible, improvements have been made to prevent re-occurrence.

4.0 SUSTAINABILITY IMPLICATIONS

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

5.0 FINANCIAL AND RESOURCE IMPLICATIONS

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

6.0 RISK ASSESSMENT

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

Background Documents

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

Equality Impact Assessment

This article is for information only and 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

1. Complaints Procedure
2. Formal Complaints received April 2017 to March 2018



West Lancashire Borough Council

Comments, Compliments and Complaints

The Council is always looking to improve services and you can help us do this by contacting the relevant Service Manager with any comments, compliments or complaints.

Comments?

Comments on how services might be improved to better meet the needs of customers are always welcome. If you want to offer any comments on a Council service please contact the relevant Service Manager.

Compliments?

Everyone likes to receive compliments and Council officers are no exception. More importantly, compliments can help us to identify what our customers value and can highlight good practice. If you believe you have received good service from the Council our Service Managers will be pleased to hear from you.

Complaints?

We always try to get things right but there may be occasions when customers have cause for complaint. Such complaints can serve to highlight areas where services could be improved.

The Council defines a complaint as an expression of dissatisfaction about the standard of service, actions or lack of action taken by the Council, or a person or body acting on behalf of the Council, affecting an individual or group of customers.

The Council has procedures in place to ensure that complaints are thoroughly investigated and, where possible, resolved.

The Complaints Procedure

Stage 1 - Speak or write to the Service Manager

If you have a complaint you should first speak to or write to the relevant Service Manager and explain your problem so that we can try to put this right for you.

Please note that the following will not usually be treated as complaints:

- Requests for a service e.g. reporting a housing repair
- Requests for information or an explanation of Council policy or practice
- Matters for which there is a right of appeal or a more appropriate or prescribed legal remedy
- Complaints about the conduct of Councillors, which should be reported to the Monitoring Officer – Borough Solicitor
- Complaints about decisions, in respect of licences, permits, approvals, consents, permissions or registrations or any related enforcement actions.

Stage 2 – Submit a formal complaint

If, after speaking or writing to the Service Manager, your complaint remains unresolved, you can either:

- Submit an online complaints form

- Send a letter, email or a downloaded paper complaints form (complaints forms are also available from Customer Services and Service Managers) to the relevant Complaints Co-ordinator setting out your complaint
- Contact Customer Services on 01695 577177 who will complete a complaints form with you over the phone

Your complaint will be investigated by the Head of Service who will aim to respond within 10 working days.

Stage 3 – Ask the Chief Executive for a review

If you believe your complaint remains unresolved, then the final stage of the complaints procedure is a review by the Chief Executive. Please explain fully why you believe your complaint remains unresolved. The Chief Executive will aim to respond within 10 working days.

Following the review by the Chief Executive, if you still believe your complaint remains unresolved, you can refer the matter to the relevant Ombudsman. The Chief Executive will write to you advising how you can do this.

For more information please contact Customer Services via email customer.services@westlancs.gov.uk or by calling 01695 577177



West Lancashire Borough Council

Complaint form

Please use black ink if possible

When you have filled in this form send it to the relevant complaints co-ordinator (listed below) at: West Lancashire Borough Council, 52 Derby Street, Ormskirk L39 2DF

Name of service manager you have spoken to		
Your name		
Your address		
Tel:	(Home)	(Work)
What do you think the Council failed to do?		

What do you want us to do to put it right?	
Which officers have you contacted about this matter?	
<p>If you have any documents to support your complaint, for example letters, they can be sent with this form. Please tick the box if you would like them returned to you. (You may prefer to send photocopies)</p>	
To be signed by the person making the complaint	
Signed	Date

Equality monitoring: Please complete this section so we can establish if there are issues which disproportionately affect or are specific to particular groups.						
Gender:		Female		Male		Not given
Disability: (mark one only)	None	Blind/ partially sighted	Dyslexia	Needs personal care/support	Multiple disabilities	Registered
	Wheelchair user	Deaf/ hearing impaired	Mental health difficulty	Unseen disability	Other disability	Not registered
Age:	30 or under	31 to 50	51 to 60	61 to 70	71 or over	
Ethnic origin:	White	White British		White Irish		Other white
	Mixed	White and black Caribbean		White and black African		White and Asian
		Any other mixed background				
	Asian or Asian British	Indian	Pakistani	Bangladeshi	Other Asian	
	Black or Black British	Black Caribbean	Black African	Other Black		
	Other Ethnic	Chinese	Other ethnic category			



West Lancashire Borough Council

Complaints Co-ordinators

Housing & Inclusion Services Complaints Co-ordinators

Pauline Demellweek

Right to Buy and Housing

Administration Manager

housing.complaints@westlancs.gov.uk

Responsible for:

Management of Council Estates

Furnished Tenancies

Council Garages

Housing Allocations

Housing Strategy

Maintenance of council buildings

Maintenance of the Council's housing stock

Rent & Money Advice

Right to Buy

Sheltered Housing

Management of the Council's Assets

Private Sector Housing

Homelessness

Home Care Link

Deborah Le Marinel

Assistant Customer Services Manager
(Interim)

Deborah.lemarinel@westlancs.gov.uk

Responsible for:

Communications

Consultation

Partnership & Performance

Customer Services

Digital Strategy/Efficiency Reviews

Customer Engagement

Revenues & Benefits Service Complaints Co-ordinator

Sarah Blackhall

Team Leader – Business Support &
Development

sarah.blackhall@westlancs.gov.uk

Responsible for:

Council Tax

Housing & Council Tax Benefits

National Non Domestic Rates

Revenue & Payments

Development & Regeneration Services

Complaints Co-ordinator

Julie Lacey

Executive Assistant

julie.lacey@westlancs.gov.uk

Responsible for:

Building Control

Development Management

Heritage & Conservation

Planning Enforcement

Planning Policy

Street name & numbering
Trees & Landscaping
Technical Services/Sustainable Drainage
Ormskirk Market/Off Street Parking
Economic Development
Estates and Valuation
Regeneration
Tourism
Business Advice

**Leisure & Environment Services
Complaints Co-ordinators**

Philip Samosa
Deputy Director - Street Scene
philip.samosa@westlancs.gov.uk

Responsible for:

Bulky Household Waste Collections
Cemeteries
Grounds Maintenance
Refuse & Recycling Collections
Street Cleansing including fly tipping
Commercial Waste Collections

Lindsay Mulhaney
Admin Team Leader
lindsay.mulhaney@westlancs.gov.uk

Responsible for:

Commercial Safety
Community Safety
Dog Control
Environmental Protection
Leisure, Arts & Culture
Public Protection & Licensing
Corporate Health and Safety
Emergency Planning

**Legal & Democratic Services
Complaints Co-ordinator**

Mark Leather
Senior Admin & Electoral Services
Officer
mark.leather@westlancs.gov.uk

Responsible for:

Admin & Electoral Services
Civic Services
Legal Services
Land Charges
Member Development
Member Services
Procurement
Executive Assistants/Typing

**Finance & HR Services
Complaints Co-ordinator**

Rebecca Spicer
Insurance and Risk Officer
Rebecca.spicer@westlancs.gov.uk

Responsible for:

Accountancy
Audit
Insurance
Risk Management
Treasury Management
Human Resources
Payroll Client

Directorate	No. of Complaints 2016/17	No. of Complaints 2017/18	Comments
Leisure & Environment Services	6	1	<p>One complaint was received regarding residents being unable to access the lift at the Chapel Gallery during the evening.</p> <p>The complainant was contacted and the matter resolved informally.</p> <p>Access is now available following the completion of access improvement works.</p>
Housing and Inclusion Services Income Management Property Services Voids & Allocations Estate Management Home Care Link	24	26 3 14 3 5 1	<p>The majority of complaints related to property services and involved ten for response maintenance, three for programmed works and one regarding adaptations. Only five of these complaints were upheld, which resulted in apologies being given and works completed to resolve.</p> <p>Following investigation it was established that all of the complaints received for income management and voids and allocations were unfounded and the Council was not at fault.</p> <p>Out of the five complaints relating to the estate management team only one was upheld, which resulted in processes being amended.</p> <p>The one complaint for Home Care Link related to arrears for equipment that was not being used. As a result the equipment was removed and the charges refunded.</p>

Development & Regeneration Services	7	9	<p>In 2017/18 Planning Services received nine complaints.</p> <p>Following investigation, all nine complaints were unfounded and the Council was not at fault.</p> <p>Two of the complaints were referred to the Local Government Ombudsman; one was found to be no fault by the Council, however an issue was identified in Council processes which has since been corrected and for the remaining complain, the Ombudsman confirmed that they would not be investigating this.</p>
Legal and Democratic Services	0	0	No complaints received.
Finance & HR Services	2	4	<p>Out of the four complaints received, three were unfounded and the Council was not at fault.</p> <p>The final complaint was in relation to a damaged property and the time taken for the insurers to carry out repairs. As a result, the Council no longer use the firm of loss adjusters, to ensure that similar issues do not occur in the future.</p>
Revenues and Benefits	14	5	<p>Out of the five complaints received it was established that three were unfounded as existing policies and procedures had been followed. The remaining two complaints resulted in revised work procedures being issued to staff.</p> <p>Three apologies were issued as a result of the complaints.</p>
Total	53	45	