



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

Friday, 25 October 2019

**TO: COUNCILLORS I MORAN, Y GAGEN, D EVANS, J WILKIE, K WILKIE,
K WRIGHT AND A YATES**

Dear Councillor,

A meeting of the **CABINET** will be held in the **CABINET/COMMITTEE ROOM, 52 DERBY STREET, ORMSKIRK L39 2DF** on **TUESDAY, 5 NOVEMBER 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

AGENDA
(Open to the Public)

- 1. APOLOGIES**
- 2. SPECIAL URGENCY (RULE 16 ACCESS TO INFORMATION PROCEDURE RULES)/URGENT BUSINESS**

If, by virtue of the date by which a decision must be taken, it has not been possible to follow Rule 15 (i.e. a matter which is likely to be the subject of a key decision has not been included on the Forward Plan) then the decision may still be taken if:

- a) The Borough Solicitor, on behalf of the Leader, obtains the

agreement of the Chairman of the Executive Overview and Scrutiny Committee that the making of the decision cannot be reasonably deferred,

- b) The Borough Solicitor, on behalf of the Leader, makes available on the Council's website and at the offices of the Council, a notice setting out the reasons that the decision is urgent and cannot reasonably be deferred.

3. DECLARATIONS OF INTEREST 517 - 518

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 on any particular item is included at the end of this agenda sheet.)

4. PUBLIC SPEAKING 519 - 522

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 Friday 1 November 2019.

5. MINUTES 523 - 536

To approve as a correct record the minutes of the following meetings of Cabinet:-

- 10 September 2019
- 16 October 2019 (Extraordinary)

6. LOCAL PLAN CABINET WORKING GROUP - COMPOSITION AND TERMS OF REFERENCE 537 - 540

7. MATTERS REQUIRING DECISIONS

7a 'Litter Bin Review - Final Report of the Corporate and Environmental Overview and Scrutiny Committee (Relevant Portfolio Holder: Councillor K Wilkie) 541 - 562

7b Tower Hill Road Playing Field, Up Holland (Relevant Portfolio Holder: Councillors Y Gagen & I Moran) 563 - 572

7c Funding of Voluntary & Other Organisations Working Group (Relevant Portfolio Holder: Councillor K Wright) 573 - 584

7d Customer Engagement Strategy 2020 - 2022 (Relevant Portfolio Holders: Councillors I Moran & J Wilkie) 585 - 610

7e Abbey Lane Playing Fields - Review of Funding (Relevant Portfolio Holder: Councillor Y Gagen) 611 - 624

7f HRA Revenue and Capital Mid-Year Review 625 -
(Relevant Portfolio Holders: Councillors J Wilkie & A Yates) 634

8. EXCLUSION OF PRESS AND PUBLIC

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

(Note: No representations have been received about why the meeting should be open to the public during consideration of the following items of business).

Part 2 (Not open to the public)

9. MATTERS REQUIRING DECISIONS

9a Options for land at Whitemoss, Skelmersdale 635 -
(Relevant Portfolio Holder: Councillor I Moran) 638

9b Shared Services Contract 639 -
(Relevant Portfolio Holder: Councillor A Yates) 682

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:-
Sue Griffiths on 01695 585097
Or email susan.griffiths@westlancs.gov.uk

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

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

IF YOU DISCOVER A FIRE

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

ON HEARING THE FIRE ALARM

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

NOTES:

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

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

CHECKLIST FOR PERSON IN CHARGE

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

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

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

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

NOTE:

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

CHECKLIST FOR ZONE WARDEN

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

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

INSTRUCTIONS FOR DOOR WARDENS

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

Agenda Item 3

MEMBERS INTERESTS 2012

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

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

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

Please tick relevant boxes

Notes

	General		
1.	I have a disclosable pecuniary interest.	<input type="checkbox"/>	<i>You cannot speak or vote and must withdraw unless you have also ticked 5 below</i>
2.	I have a non-pecuniary interest.	<input type="checkbox"/>	<i>You may speak and vote</i>
3.	I have a pecuniary interest because it affects my financial position or the financial position of a connected person or, a body described in 10.1(1)(i) and (ii) and the interest is one which a member of the public with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice my judgement of the public interest or it relates to the determining of any approval consent, licence, permission or registration in relation to me or a connected person or, a body described in 10.1(1)(i) and (ii) and the interest is one which a member of the public with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice my judgement of the public interest	<input type="checkbox"/> <input type="checkbox"/>	<i>You cannot speak or vote and must withdraw unless you have also ticked 5 or 6 below</i> <i>You cannot speak or vote and must withdraw unless you have also ticked 5 or 6 below</i>
4.	I have a disclosable pecuniary interest (Dispensation 20/09/16) or a pecuniary interest but it relates to the functions of my Council in respect of: (i) Housing where I am a tenant of the Council, and those functions do not relate particularly to my tenancy or lease. (ii) school meals, or school transport and travelling expenses where I am a parent or guardian of a child in full time education, or are a parent governor of a school, and it does not relate particularly to the school which the child attends. (iii) Statutory sick pay where I am in receipt or entitled to receipt of such pay. (iv) An allowance, payment or indemnity given to Members (v) Any ceremonial honour given to Members (vi) Setting Council tax or a precept under the LGFA 1992	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i>
5.	A Standards Committee dispensation applies (relevant lines in the budget – Dispensation 20/09/16 – 19/09/20)	<input type="checkbox"/>	<i>See the terms of the dispensation</i>
6.	I have a pecuniary interest in the business but I can attend to make representations, answer questions or give evidence as the public are also allowed to attend the meeting for the same purpose	<input type="checkbox"/>	<i>You may speak but must leave the room once you have finished and cannot vote</i>

'disclosable pecuniary interest' (DPI) means an interest of a description specified below which is your interest, your spouse's or civil partner's or the interest of somebody who you are living with as a husband or wife, or as if you were civil partners and you are aware that that other person has the interest.

Interest

Employment, office, trade, profession or vocation

Sponsorship

Prescribed description

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

Any payment or provision of any other financial benefit (other than from the relevant authority) made or provided within the relevant period in respect of any expenses incurred by M in carrying out duties as a member, or towards the election expenses of M.

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

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

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

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

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

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

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

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

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

'a connected person' means

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

'body exercising functions of a public nature' means

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

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

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

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.)

PLEASE PROVIDE DETAILS OF THE MATTER YOU WISH TO RAISE

Agenda Item Number

Title

Details

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Name Dated

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

Member Services, West Lancashire Borough Council, 52 Derby Street, Ormskirk, Lancashire, L39 2DF or Email: member.services@westlancs.gov.uk

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

Note: This page will be published.

Agenda Item 5

CABINET

HELD: Tuesday, 10 September 2019

Start: 7.00pm
Finish: 7.35 pm

PRESENT:

Councillors:	I Moran (Leader, in the Chair)	<u>Portfolio</u>
	Councillor Yvonne Gagen	Deputy Leader of the Council and Portfolio Holder for Leisure & Human Resources
	Councillor David Evans Councillor Jenny Wilkie	Portfolio Holder for Planning Portfolio Holder for Housing and Landlord Services
	Councillor Kevin Wilkie Councillor Kevin Wright	Portfolio Holder for Street Scene Portfolio Holder for Health and Community Safety
	Councillor Adam Yates	Portfolio Holder for Resources & Transformation

In attendance: Dowling, Finch, Owen & D Westley
Councillors

Officers: Kim Webber, Chief Executive
John Harrison, Director of Development and Regeneration
Jacqui Sinnott-Lacey, Director of Housing and Inclusion
Heidi McDougall, Director of Leisure & Environment
Terry Broderick, Borough Solicitor
Peter Richards, Strategic Planning & Implementation Manager
Sue Griffiths, Principal Member Services Officer

22 **APOLOGIES**

There were no apologies for absence.

23 **SPECIAL URGENCY (RULE 16 ACCESS TO INFORMATION PROCEDURE RULES)/URGENT BUSINESS**

There were no items of urgent business.

24 **DECLARATIONS OF INTEREST**

1. Councillors J & K Wilkie (tenants of Council accommodation) and Councillor K Wright (connected person tenant of Council accommodation) declared disclosable pecuniary interests in agenda items 7e (Council Housing Asset

Management Strategy & Capital Programme Procurement Approach) and 7h (Tenancy Fraud Policy) but considered they were entitled to speak and vote by virtue of an exemption as nothing in the report relates particularly to their relevant tenancy or lease.

2. Councillor Y Gagen declared a non-pecuniary interest in agenda item 7g (Quarterly Performance Indicators (Q1 2019/20) (particularly in relation to services within the responsibility of Lancashire County Council) due to her being an employee of Lancashire County Council.

25 PUBLIC SPEAKING

Representations were received from four residents in relation to the following items:-

Agenda item 7a – Liverpool City Region Spatial Planning Statement of Common Ground (one representation)

Agenda item 7b – Local Plan Review (four representations).

26 MINUTES

RESOLVED That the minutes of the Cabinet meeting held on 11 June 2019 be received as a correct record and signed by the Leader.

27 COMMUNITY WEALTH BUILDING CABINET WORKING GROUP

Consideration was given to the report of the Borough Solicitor as contained on pages 235 – 237 of the Book of Reports on the establishment of a Community Wealth Building Cabinet Working Group.

RESOLVED A. That a Community Wealth Building Cabinet Working Group be established with the following Terms of Reference:

- i) To contribute to (when appropriate) and consider the outcomes of the study being commissioned through Lancashire Leaders, which will explore the principles of the 'Preston Model' and how it could potentially be scaled up across Lancashire, as well as exploring other social value good practice, and how it could be applied to West Lancashire
- ii) To consider the development of a strategic approach to community wealth building in West Lancashire
- iii) To commission research and gather evidence on barriers to Community Wealth Building as required
- iv) To recommend to Cabinet/Council whether the council should develop a Community Wealth Building Strategy
- v) To consider the role of other local organisations in developing community wealth building initiatives.

- B. The Leader advised that the composition of the Working Group would be made up of 4 Labour, 2 Conservative and one Our West Lancashire, with Councillor R Cooper as Chairman and the Vice-Chairman to be appointed at the first meeting.
- C. That funding from the Major Projects Reserve to the value of £15,000 be agreed to cover the costs of servicing and supporting the work of the Community Wealth Building Cabinet Working Group.

28 MATTERS REQUIRING DECISIONS

Consideration was given to the reports relating to the following matters requiring decisions as circulated and contained on pages 239 to 432 and 451 to 470 of the Book of Reports.

29 LIVERPOOL CITY REGION SPATIAL PLANNING STATEMENT OF COMMON GROUND

A resident made representations to the meeting on this item.

Councillor David Evans introduced the report of the Director of Development and Regeneration which sought agreement of a Statement of Common Ground which covered cross-boundary spatial planning matters with Liverpool City Region partner authorities, as required under the Duty to Co-operate.

In reaching the decision below, Cabinet considered the representations made by a resident and the details as set out in the report before it and accepted the reasons contained therein.

- RESOLVED A. That the Liverpool City Region Spatial Planning Statement of Common Ground provided at Appendix A to the report be agreed for signature by the Leader or Portfolio Holder for Planning.
- B. That authority be delegated to the Director of Development and Regeneration to make any minor amendments to the Statement of Common Ground arising from consideration of the document by the Combined Authority or the six local planning authorities in the Liverpool City Region before it is signed by the Leader or Portfolio Holder.

* Councillor Wright arrived at the meeting during consideration of the above item.

30 LOCAL PLAN REVIEW

Four residents made representations to the meeting on this item.

Councillor D Evans then introduced the report of the Director of Development and Regeneration which considered new strategic development options for a new West Lancashire Local Plan, following the review of the Local Plan Review Preferred Options requested by Cabinet at its meeting on 12 March 2019.

A supplementary report outlining the recommendations of the Local Plan Cabinet Working Group meeting held on 4 September 2019 was circulated (as contained on pages 451 – 452 of the Book of Reports).

During consideration of this item Councillor D Evans circulated a motion (as contained on page 465 of the Book of Reports).

In reaching the decision below, Cabinet considered the representations made by the residents, the supplementary report (containing the recommendations of the Working Group), the motion by Councillor David Evans and the details as set out in the report before it and accepted the reasons contained therein.

- RESOLVED A. That the current Local Plan Review cease in its entirety.
- B. That the current Local Plan Cabinet Working Group be dissolved.
 - C. That a new Local Plan Cabinet Working Group be established to commence work imminently on a new Local Plan, including preparing new evidence studies where necessary, in accordance with Government Guidance in order to deliver a new 15 year Local Plan.
 - D. That the Leader advise the Borough Solicitor of the Terms of Reference, the size and composition of the new Working Group, including the appointment of Chairman and Vice Chairman.
 - E. That the appropriate budgetary provision for the preparation of a new Local Plan and its evidence be considered as part of the budget-setting process for 2020/21 and beyond.

31

ALLOTMENT LEASE - RICHMOND AVENUE, BURSCOUGH

Councillor Gagen introduced the joint report of the Director of Leisure and Wellbeing and the Director of Development and Regeneration which sought approval to extend the lease term for the Council's allotment site at Richmond Avenue, Burscough.

In reaching the decision below, Cabinet considered the details as set out in the report before it, and accepted the reasons contained therein.

RESOLVED That the Director of Leisure and Environment be authorised to take all necessary steps to grant a new lease to Burscough Allotment Society for a term of 25 years from the date of completion of the lease.

32 **DRAFT CIL FUNDING PROGRAMME 2020/21**

Councillor David Evans introduced the report of the Director of Development and Regeneration which sought authority to publicly consult on the draft CIL Funding Programme for 2020/21, including options on which infrastructure projects to be prioritised to receive CIL funding in 2020/21.

In reaching the decision below, Cabinet considered the details as set out in the report before it, and accepted the reasons contained therein.

RESOLVED A. That the public consultation on a Draft CIL funding Programme for 2020/21 be approved, and that the shortlist of infrastructure projects identified at paragraph 4.2 of the report be included in that consultation.

B. That the public consultation on the spending of "neighbourhood" CIL monies in Ormskirk be approved, and that the shortlist identified at paragraph 4.3 of the report be included in that consultation.

33 **COUNCIL HOUSING ASSET MANAGEMENT STRATEGY & CAPITAL PROGRAMME PROCUREMENT APPROACH**

Councillor J Wilkie introduced the report of the Director of Housing and Inclusion which sought approval of the newly developed Housing and Inclusion Asset Management Strategy and the entering into of 5 year contract(s) in order to deliver the capital investment programme commencing April 2021.

Minute No. 15 of the Landlord Services Committee (Cabinet Working Group) held on 4 September 2019 was circulated at the meeting.

In reaching the decision below, Cabinet considered the Minute of the Landlord Services Committee and the details as set out in the report before it, and accepted the reasons contained therein.

RESOLVED A. That the newly developed Asset Management Strategy included at appendix A to the report be approved.

B. That in order to deliver the Asset Management Strategy and realise economies of scale and continuity, the procurement of the housing capital investment programme starting from April 2021 for a term of 5 years to maximise value for money and flexibility be approved.

34 **RISK MANAGEMENT**

Councillor Yates introduced the report of the Borough Treasurer which set out details on the Key Risks facing the Council and how they are managed.

In reaching the decision below, Cabinet considered the details as set out in the report before it, and accepted the reasons contained therein.

RESOLVED That the progress made in relation to the management of the risks shown in the Key Risks Register (Appendix A to the report) be noted and endorsed.

35 **QUARTERLY PERFORMANCE INDICATORS Q1 2019-20**

The Leader introduced the report of the Director of Housing and Inclusion which presented performance monitoring data for the quarter ended 30 June 2019.

In considering performance targets LE01 and LE02 in relation to grass cutting, the Leader highlighted the current arrangements for weed control in the Borough and circulated a motion at the meeting in this regard (as contained on pages 471 and 472 of the Book of reports).

In reaching the decision below, Cabinet considered the comments and motion from the Leader and details as set out in the report before it and accepted the reasons contained therein.

- RESOLVED A. That the Council's performance against the indicator set for the quarter ended 30 June 2019 be noted.
- B. That a team of four Operatives be employed for 12 weeks at a cost of £23,834 to undertake intense weed scraping across the Borough.
- C. That a sweeper be hired for a 12 week period at a cost of £6,800 to work along with the manual teams.
- D. That the budget for this initiative be met from the appropriate corporate reserve.
- E. That a suitable contribution be sought from Lancashire County Council for the expenditure now authorised and review the provision of weed control for 2020/21.
- F. That the call-in procedure is not appropriate for this item due to the urgent need to undertake revised arrangements in respect of

weed control under items B to E (inclusive) and, otherwise that the call-in procedure is not appropriate for this item as the report will be submitted to the meeting of the Corporate & Environmental Overview & Scrutiny Committee on 10 October 2019.

36 TENANCY FRAUD POLICY

Councillor J Wilkie introduced the report of the Director of Housing and Inclusion which gave consideration to a proposed Tenancy Fraud Policy.

Minute no. 14 of the Landlord Services Committee (Cabinet Working Group) held on 4 September 2019 was circulated at the meeting.

In reaching the decision below, Cabinet considered the minute of the Landlord Services Committee and the details as set out in the report before it and accepted the reasons contained therein.

RESOLVED That the Tenancy Fraud Policy attached at Appendix 1 to the report be approved and implemented.

37 PUBLIC SPEAKING PROTOCOL

The Leader introduced the report of the Borough Solicitor which reviewed the current 'Public Speaking – Protocol' for public meetings of Cabinet, Overview & Scrutiny Committees, Audit & Governance Committee and Standards Committee and outlined proposals for change recommended by the Corporate & Environmental Overview and Scrutiny Committee at its meeting on 11 July 2019.

A motion from the Leader was circulated at the meeting.

In reaching the decision below, Cabinet considered the motion from the Leader and the details as set out in the report before it and accepted the reasons contained therein.

RESOLVED A. That the number of requests to speak, listed in paragraph 5 of the report, under the current 'Public Speaking – Protocol' for meetings of Cabinet, Overview & Scrutiny Committees, Audit & Governance Committee and Standards Committee (Constitution 14.1 – the "Protocol"), be noted.

B. That the agreed comments to Council be that the recommendations of the Corporate & Environmental Overview and Scrutiny Committee as set down at paragraph 6 of the report be supported.

38 EXCLUSION OF PRESS AND PUBLIC

RESOLVED That under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during consideration of the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 1 (any individual) 2 (identity of an individual) and 3 (financial/business affairs) of Part 1 of Schedule 12A of that Act and as, in all the circumstances of the case, the public interest in maintaining the exemption under Schedule 12A outweighs the public interest in disclosing the information.

(Note: No representations had been received in relation to the following items being considered in private)

39 MATTERS REQUIRING DECISIONS

Consideration was given to the reports relating to the following matters requiring decisions as circulated and contained on pages 433 – 449 and 471 of the Book of Reports.

40 MART LANE HALL, BURSCOUGH

Councillor Gagen introduced the joint report of the Directors of Development and Regeneration and Leisure and Environment which sought authority for the disposal of Mart Lane Hall, Burscough.

In reaching the decision below, Cabinet considered the details as set out in the report before it, and accepted the reasons contained therein.

RESOLVED That subject to the approval of Council the Director of Development and Regeneration be authorised to take all necessary steps and enter into all necessary documentation to agree terms and dispose of Mart Lane Hall, Burscough (shown hatched at Appendix A to the report).

41 TRAVELLING SHOWPEOPLE

Councillor D Evans introduced the report of the Director of Development and Regeneration which considered options in relation to a Travelling Showpeople family with long-standing connections in the Burscough area.

A motion from Councillor D Evans was circulated at the meeting.

In reaching the decision below, Cabinet considered the motion from Councillor D Evans and the details as set out in the report before it and accepted the reasons contained therein.

RESOLVED That it be noted that the Travelling Showpeople have left the site and that the situation be kept under review and officers continue to seek to identify a site that can be allocated to the Travelling Showpeople in order to establish a permanent base in Burscough.

.....
Leader

CABINET

HELD: Wednesday, 16 October 2019

Start: 6.30 pm

Finish: 6.34 pm

PRESENT:

Councillor: I Moran (Leader, in the Chair)

Portfolio

Councillors:	Councillor Yvonne Gagen	Deputy Leader of the Council and Portfolio Holder for Leisure & Human Resources
	Councillor David Evans	Portfolio Holder for Planning
	Councillor Jenny Wilkie	Portfolio Holder for Housing and Landlord Services
	Councillor Kevin Wilkie	Portfolio Holder for Street Scene
	Councillor Kevin Wright	Portfolio Holder for Health and Community Safety
	Councillor Adam Yates	Portfolio Holder for Resources & Transformation

In attendance: Councillor D Westley
Councillor

Officers: Kim Webber, Chief Executive
John Harrison, Director of Development and Regeneration
Jacqui Sinnott-Lacey, Director of Housing and Inclusion
Heidi McDougall, Director of Leisure & Environment
Terry Broderick, Borough Solicitor
Marc Taylor, Borough Treasurer
Ian Gill, Deputy Director of Development & Regeneration
Chris Twomey, Deputy Director of Housing & Inclusion
Aidan Manley, Development Surveyor
Sue Griffiths, Principal Member Services Officer

42 **APOLOGIES**

There were no apologies for absence.

43 **SPECIAL URGENCY (RULE 16 ACCESS TO INFORMATION PROCEDURE RULES)/URGENT BUSINESS**

There were no items of special urgency.

44 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

45 PUBLIC SPEAKING

There were no items under this heading.

46 LEADER'S OPENING REMARKS

The Leader announced that it was the last meeting of Cabinet to be attended by Kim Webber Chief Executive, John Harrison Director of Development and Regeneration and Terry Broderick Borough Solicitor, and expressed his thanks to them for the advice and support they have provided to Cabinet and wished them all the best for the future.

47 MATTER REQUIRING DECISION

Consideration was given to the report relating to the following matter requiring a decision as circulated and contained on pages 479 - 484 of the Book of Reports.

48 INSTALLATION OF A COMMERCIAL PHOTOVOLTAIC (PV) SYSTEM AT WEST LANCASHIRE INVESTMENT CENTRE

The Leader introduced the report of the Director of Development and Regeneration which sought consent for the installation of a commercial photovoltaic (PV) system at West Lancashire Investment Centre in order to harness a green energy source to reduce operating costs.

In reaching the decision below, Cabinet considered the details as set out in the report before it, and accepted the reasons contained therein.

RESOLVED A. That a commercial photovoltaic (PV) system be installed at the West Lancashire Investment Centre.

B. That call-in is not appropriate for this item as the matter is one where timely action is required in order that installation can take place before the worst of the winter weather and panels can be energy producing so serving to help reduce operating costs as soon as possible. Furthermore the current availability of an experienced management resource/project lead is time limited.

49 EXCLUSION OF PRESS AND PUBLIC

RESOLVED That under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during consideration of the following item of business on the grounds that it involves the likely disclosure of exempt information as

defined in paragraphs 3 (financial/business affairs) and 5 (legal matters) of Part 1 of Schedule 12A of that Act and as, in all the circumstances of the case, the public interest in maintaining the exemption under Schedule 12A outweighs the public interest in disclosing the information.

(Note: No representations had been received in relation to the following item being considered in private)

50 MATTER REQUIRING DECISION

Consideration was given to the report relating to the following matter requiring a decision as contained on pages 485 – 514 of the Book of Reports.

51 SKELMERSDALE TOWN CENTRE REDEVELOPMENT

The Leader introduced the report of the Director of Development and Regeneration which provided an update on progress on the proposed first phase retail development at Skelmersdale Town Centre and sought agreement to continue to move forward with the project.

In reaching the decision below, Cabinet considered the details as set out in the report before it, and accepted the reasons contained therein.

RESOLVED A. That delegated authority be given to the Director of Development and Regeneration, in consultation with the Portfolio Holder for Economic Regeneration, to take all necessary steps to enable a Phase 1 scheme to proceed, including agreeing terms and accepting LEP Growth Funding, as set out in paragraph 7.2 of the report.

B. That call-in is not appropriate for this item due to the limited timescales to agree a fixed price tender for the construction contract and the deadline for project completion should the LEP Growth Fund grant application be successful.

.....
Leader



CABINET:
5 November 2019

Report of: Corporate Director of Transformation & Resources (Interim)

Relevant Portfolio Holder: Councillor D Evans

Contact for further information: Mrs S Griffiths (Extn. 5097)
(E-mail: susan.griffiths@westlancs.gov.uk)

SUBJECT: LOCAL PLAN CABINET WORKING GROUP

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To be advised of the composition and Terms of Reference of the newly established Local Plan Cabinet Working Group.

2.0 RECOMMENDATIONS

2.1 That the composition and Terms of Reference of the new Local Plan Cabinet Working Group Working Group be noted.

3.0 BACKGROUND

3.1 At the last meeting of Cabinet on 10 September 2019 it was agreed that a new Local Plan Cabinet Working Group be established. The membership and terms of reference of the Working Group have been established as follows:-

3.2 Membership

Councillor D Evans (Chair)
Councillor V Cummins (Vice Chair)
Councillors Coughlan, Monaghan, Pope, Rigby, D Westley

3.3 Its Terms of Reference are:-

- To consider all Planning Policy documents (including but not limited to Local Plans, Neighbourhood Plans and Supplementary Planning Documents) being prepared by the Council, other than those already dealt with under the existing scheme of delegation.

- To consider all matters covered by a Local Plan, other than those already dealt with under the existing scheme of delegation, including, but not limited to:
 - addressing Climate Change (e.g. carbon reduction targets, provision of renewable energy, energy efficiency standards, flood risk and drainage)
 - the Borough's environment
 - the Borough's infrastructure
 - creating opportunities for economic development, including sufficient employment land
 - the provision of housing, including affordable and specialist housing and student accommodation
 - the identification of possible Gypsy, Traveller and Travelling Showpeople sites to meet proven need
- To provide input on the preparation of the Council's Housing Strategy.
- To provide input on the preparation of the Council's Economic Development Strategy and any other town centre or regeneration strategies.
- To report recommendations to Cabinet where appropriate.

4.0 SUSTAINABILITY IMPLICATIONS

4.1 There are no significant sustainability impacts arising from this report.

5.0 FINANCIAL AND RESOURCE IMPLICATIONS

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

6.0 RISK ASSESSMENT

6.1 This item is for information only.

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 to create the Working Group does not have any direct impact on members of the public, employees, elected members and / or stakeholders, therefore an Equality Impact Assessment is not required.

Appendices

None.



CABINET: 5 NOVEMBER 2019

Report of: Corporate Director of Place & Community (designate) (Lead Officer)

Relevant Portfolio Holder: Councillor K Wilkie

Contact for further information: Mrs J Brown (Extn.5065)
(E-mail: Julia.Brown@westlancs.gov.uk)

SUBJECT: LITTER BIN POLICY REVIEW - FINAL REPORT OF THE CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE

Wards affected: Borough wide.

1.0 PURPOSE OF THE REPORT

1.1 To consider the final report and recommendations of the Corporate and Environmental Overview and Scrutiny Committee following a review conducted entitled 'Litter Bin Policy'.

2.0 RECOMMENDATIONS

2.1 That the final review report 'Litter Bin Policy Review' attached at Appendix A, be considered and the following recommendations, included on page 3, be approved:

- (i) That the 'Policy for the Provision of Litter Bins', as attached to the review report (Appendix 1), be approved.
- (ii) That in relation to paragraph 10.1 of the 'Policy for the Provision of Litter Bins' (Appendix 1). Parish Council's should not be charged for the sale and installation of litter bins.
- (iii) That, subject to budget approval, a 4-6 week trial pilot of compaction bins be implemented, at a cost of £500 per station, and that delegated authority be given to the Corporate Director of Place & Community (designate), in consultation with the relevant Portfolio Holder, to identify the number of bins and locations. The findings of the trial be reported to Cabinet and Council as appropriate.
- (iv) That following the outcome of the stock condition survey and subject to budget approval, a litter bin replacement programme be undertaken, for replacement of category C & D litter bins at a cost of £10,000 for year 1

and £5,000 for years 2 & 3. Following this, a further review should be undertaken by the Director of Place & Community (designate).

- (v) That, subject to budget approval, a Programme of educational campaigns and materials, provided by organisations such as Hubbub and Keep Britain Tidy be supported.

2.2 That in relation to recommendations (iii), (iv) & (v) above, any financial implications be considered as part of the budget setting process.

3.0 BACKGROUND

3.1 In December 2018 the Corporate and Environmental Overview and Scrutiny Committee commenced a review on the topic 'Litter Bin Policy". The purpose of the review was to understand the current arrangements for litter bin provision and collection in the Borough, including details of current providers and collectors and to examine the various types of litterbin designs currently provided across the Borough.

3.2 The draft final report of the review topic was considered and finalised by the Corporate and Environmental Overview and Scrutiny Committee at its meeting on 10 October 2019.

4.0 CURRENT POSITION

4.1 Members will find attached as Appendix A, the final report of the Litter Bin Policy, which includes a copy of the 'Policy for the Provision of Litter Bins' (Appendix 1).

5.0 SUSTAINABILITY IMPLICATIONS

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

6.0 FINANCIAL AND RESOURCE IMPLICATIONS

6.1 Any financial and resource implications arising from the recommendations will be considered as part of the budget setting process.

7.0 RISK ASSESSMENT

7.1 The recommendations contain proposals that aim to improve service delivery and the environment through a replacement bin programme which may include the installation of Smart solution receptacles.

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

There is a direct impact on members of the public, employees, and stakeholders, therefore an Equality Impact Assessment is required. A formal Equality Impact

Assessment is attached as an Appendix to this report, the results of which have been taken into account in the recommendations contained within this report.

Appendices

- A Final report of the Corporate and Environmental Overview and Scrutiny Committee – 'Litter Bin Policy' and 'Policy for the Provision of Litter Bins' (Appendix 1)
- B Equality Impact Assessment



West Lancashire Borough Council

Report of the Corporate and Environmental Overview & Scrutiny Committee
'Litter Bin Policy Review'





Litter Bin Policy - Report of the Corporate and Environmental Overview & Scrutiny Committee

FOREWORD by the Chairman Councillor Vickie Cummins



“The Corporate and Environmental Overview & Scrutiny Committee carried out a review of the requirement for a ‘Litter Bin Policy’ in 2018/19. This report sets down the outcomes of the work undertaken by Members of the Committee during that period.

We started the scrutiny project in December 2018 with an overview presentation from the Operations Manager from Street Scene, to assist our understanding of the current provision of litter bins across the Borough and the collection process. It was identified that a litter bin policy was required to determine the size and style of the bins, along with a collection process, under a centralised management.

We would like to thank all those who have been involved in the review in particular those Members and Officers who took the time to attend meetings and to Emmett Reidy of Egbert Taylor, who attended to provide an illustration of the 'Bigbelly' bins.

The outcome of the review and the recommendations of the Committee are detailed below. The Committee, by undertaking this review, has developed a new strategy for West Lancashire, which is aimed at providing a consistent approach to litter bin provision and collection across the borough.

THE REVIEW

BACKGROUND

The Corporate and Environmental Overview & Scrutiny Committee at its meeting on 11 October 2018 agreed that the topic selected for review in the 2018/2019 work programme of the Committee would be a "Litter Bin Policy".

A service review had identified the need for a Litter Bin Policy.

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,

RECOMMENDATIONS

- 1) That the Director of Leisure and Environment present a "Litter Bin Policy" to be considered by Cabinet at its meeting on 5 November 2019 and also by Council on 11 December 2019, if appropriate.
- 2) That the final draft report 'Litter Bin Policy Review' attached at Appendix 1 to the report, be approved, subject to updates arising from this meeting and the inclusion of the following recommendations:
 - (i) That, subject to budget approval, a 4-6 week trial pilot of compaction bins be implemented, at a cost of £500 per station, and that delegated authority be given to the Corporate Director of Place & Community (designate), in consultation with the relevant Portfolio Holder, to identify the number of bins and locations. The findings of the trial be reported to Cabinet and Council as appropriate.
 - (ii) That following the outcome of the stock condition survey and subject to budget approval, a litter bin replacement programme be undertaken, for replacement of category C & D litter bins at a cost of £10,000 for year 1 and £5,000 for years 2 & 3. Following this a further review should be undertaken.
 - (iii) That, subject to budget approval, a Programme of educational campaigns and materials, provided by organisations such as Hubbub and Keep Britain Tidy be supported.
- 3) That the 'Policy for the Provision of Litter Bins', as attached to the draft review report (Appendix 1), be approved, subject to the removal of the reference to Parish Councils in paragraph 10.1 ie. Parish Council's will not be charged for the sale and installation of litter bins.
- 4) That the Corporate Director Place & Community (designate) submit the final review report containing the final 'Policy for the Provision of Litter Bins', to

Cabinet on 5 November 2019 and Council on 11 December 2019, if appropriate, for approval.

INFORMATION GATHERED

Meeting held on 6 December 2018

Proposed / Current Litter Bin Policy (Presentation 1)

The Operations Manager from Street Scene, provided the Committee with an overview as to the current processes in place for providing bins across the Borough and the collection of the refuse.

The current process involved three different services across the Borough providing bins, with the servicing of those bins being undertaken by Street Scene. In February 2016, Council agreed for the removal of dog waste bins and the litter bins were to be of dual usage.

A service review had identified that a litter bin policy was needed and as part of the review Members were asked to consider numerous factors like the size and style of litter bins, location of installation and a centralised management of the bins.

Meeting held on 7 March 2019

Litter Bin Designs (Presentation 2)

The Committee received a presentation from the Operations Manager of Street Scene, which outlined the current position in relation to a litter policy and the different designs including style, size, fill level sensors, compaction bins, innovations and comparison with other local Authorities.

Criteria for the Situation of Bins (Presentation 3)

A further presentation was given in relation outlining the criteria for the positioning of the litter bins and a first draft of the 'Policy for the Provision of Litter Bins' was circulated.

Comments and questions were raised regarding the following:

- Advertising on litter bins
- Fill level monitoring options
- The sale of litter bins to other stakeholders
- On street recycling
- Conservation areas
- Clean and Green service launch

Meeting held on 11 July 2019

Egbert Taylor (Presentation 4)

The Committee received a presentation from Emmett Reidy of Egbert Taylor, on "Bigbelly", a smart, solar powered, sensor-equipped waste and recycling station.

"Bigbelly" is able to communicate real-time status to waste collection Operatives, in order to increase efficiencies.

He referred to efficiencies in respect of reduced number of collections, operation time, vehicle allocation to bin collection, co2 emissions, street clutter, street cleaning and trade dumping and to the transformation of public places.

He explained how the waste and recycling stations particularly referring to the compacting of the material deposited, how they are supported by cloud or wifi hotspot option, the safety aspects of the design of the station, the compactor design and the data derived on collection requirements.

He went on to provide an illustration of the current locations of these waste and recycling stations and of local authorities with stations and their collection/location performance, fullness frequency data and to the availability of advertising on the stations. In concluding he referred to variations of the product e.g. Telebelly.

Comments and questions were raised regarding the following:

- A request for data from local Authorities similar in size to West Lancashire.
- Recycling models – single/double stations
- Siting stations on narrow pathways
- Vandalism
- Charging in relation to a pilot study
- Cash savings

It was resolved that the Director of Leisure and Environment would submit a report on the implementation of a pilot/trial of "bigbelly" waste and recycling stations throughout the Borough to the next Committee.

Condition Survey (Presentation 5)

The Committee noted the findings of a condition survey of the litter bins in the Borough that had been undertaken.

Meeting held on 10 October 2019

Draft Review Report – Litter Bin Policy

Consideration was given to the report of the Director of Leisure and Environment, which considered the draft final report and proposed Policy for the Provision of Litter Bins' and the comments received following consultation.

Questions and comments were raised regarding the following:-

- A standardised approach for litter bins for future installs – colour etc. to improve aesthetics of street furniture across the Borough
- A centralised management of litter bin provision - one service budget control and installation arrangement in place
- Clean and Green Team schedules
- Data obtained from Hartlepool Council in respect of compaction bin efficiencies and savings made

- Educational, Nudge theories, chewing gum boards, fluorescent paint stencils on pavements, school presentations
- Data intelligence for possible locations of compaction bins
- Keep Britain Tidy / Hubbub / Educational campaigns / litter picking / recycling

The Committee agreed the final report and the final draft 'Policy for the Provision of Litter Bins' for submission to Cabinet with the inclusion of the following additional recommendations:

1. That, subject to budget approval, a 4-6 week trial pilot of compaction bins be implemented, at a cost of £500 per station, and that delegated authority be given to the Corporate Director of Place & Community (designate), in consultation with the relevant Portfolio Holder, to identify the number of bins and locations. The findings of the trial be reported to Cabinet and Council as appropriate.
2. That following the outcome of the stock condition survey and subject to budget approval, a litter bin replacement programme be undertaken, for replacement of category C & D litter bins at a cost of £10,000 for year 1 and £5,000 for years 2 & 3. Following this a further review be undertaken by the Corporate Director of Place & Community.
3. That, subject to budget approval, a Programme of educational campaigns and materials, provided by organisations such as Hubbub and Keep Britain Tidy be supported.

Members who participated in the review

Councillors: Mrs M Blake, T Blane, R Cooper, C Coughlan, V Cummins, S Currie, C Dereli, G Dowling, S Evans, D Evans, J Finch, G Hodson, K Lockie, K Mitchell, J Monaghan, M Nixon, , A Owens, P O'Neill, Pryce-Roberts, A Sutton, D West, D Westley and M Westley.

Former Councillors C Cooper, P Cotterill, N Hennessy and C Marshall.

OFFICER SUPPORT

Lead Officer: Heidi McDougall, Director of Leisure and Environment

Scrutiny Support Officer: Julia Brown, Member Services/Civic Officer

Officers Reporting: Michelle Williams, Operational Manager Street Scene

Legal Officer: Tom Dickinson, Assistant Solicitor

SUSTAINABILITY IMPLICATIONS

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

FINANCIAL AND RESOURCE IMPLICATIONS

Any financial and resource implications arising from the recommendations will be considered as part of the budget setting process.

Background Documents

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

Equality Impact Assessment

There is a direct impact on members of the public, employees, and stakeholders, therefore an Equality Impact Assessment is required. A formal Equality Impact Assessment will be included in the report to Cabinet.

Appendix 1

Final Draft – 'Policy for the Provision of Litter Bins'

Policy for the provision of Litter Bins - Draft

Policy Statement

- 1.0 The policy has been agreed by the Corporate & Environmental Overview and Scrutiny Committee and is submitted to Cabinet for approval.

Scope

- 2.1 The policy sets out the principles which will be followed for the future selection and installation of litter bins, reviewing existing litter bin sites, and ensuring that the correct bin types are used in the most appropriate locations.
- 2.2 The Appendix outlines the factors which need to be taken into consideration when determining the installation of a litter bin.

Definitions

- 3.1 Litter is waste which is disposed of “on the go” either in a litter bin or discarded loose in the environment or as a result of an accidental escape from a premises, domestic bin, etc.
- 3.2 For the purposes of this policy litter is generally distinct from household and commercial waste.
- 3.3 Fly tipping is a separate issue and will be dealt with according to current policy.
- 3.4 It should be noted however that there may be some overlap. Waste materials which are spilled from a household or commercial waste collection or illegally disposed of by a business will enter the environment as litter.

Policy content

- 4.1 The policy is designed to outline the principles which will be followed in:
 - ✓ selecting and reviewing where litter bins are located across the Borough
 - ✓ informing decision making for future litter bin installation sites
 - ✓ assisting in the decision making process regarding existing litter bin locations with the ultimate objective of locating the correct size and type of bin in the correct place, reflecting demand.
- 4.2 The Council’s capacity to provide litter bins is finite. It is likely that the demand for litter bins will, at certain times or locations, exceed the capacity to provide the service.

- 4.3 It is expected that the criteria outlined in the policy should assist with managing litter bin provision. In addition, no review process currently exists to ensure that litter bin locations continue to match the expectation of when a bin was originally installed, taking into account changes to usage patterns and external factors such as vandalism.
- 4.4 A range of bin types may be deployed across the Borough taking into account the following:
- ✓ Availability of litter bin stock
 - ✓ Size of litter bin versus usage / demand
 - ✓ Type of location
 - ✓ Introduction of litter bin innovation e.g. sensors / compaction bins
- However, a consistent design and colour of litter bin should be adopted by the Council to promote image
- 4.5 It is intended that future litter bin sites will be selected by using defined criteria and guiding principles. These will include (but are not restricted to):
- ✓ Operational efficiency
 - ✓ Usage patterns
 - ✓ Health and safety considerations associated with servicing of litter bins
 - ✓ Links to any other relevant policies and criteria:
e.g. planning / installation of street furniture
- 4.6 The type, size and location of litter bins should be linked to usage by the public, and in particular how frequently they are required to be emptied. These are the key determinants which need to be matched to service delivery and flexibility in terms of servicing frequency in addition to the ability to route services effectively and efficiently.

Usage and efficiency

- 5.1 Changes to the ways in which litter bins are managed will be governed by two factors: how they are used by the public, and how efficiently they can be serviced.
- 5.2 The use of routing software and the potential installation of litter bin sensors (to be agreed) and / or compaction bins will assist in the improvement of efficiency and responsiveness of the Clean & Green Service. Data gathered throughout this process will also be used to determine locations for the installation of bins to maximise their efficiency.

Prioritisation Criteria

- 6.1 It is not possible to define specific sites which will and will not receive litter bins as each request will be assessed against defined criteria once adopted,

however the following areas will normally be viewed as high priority to receive litter bins:

- ✓ Main arterial routes and other high footfall and through route areas
- ✓ Main areas of commerce and retail
- ✓ Key routes in relation to secondary schools
- ✓ Proximity to fast food and takeaway retailers
- ✓ Public transport hubs
(e.g. Bus stops and similar areas) where large numbers of people stand for periods of time
- ✓ Entrances to parks and significant public spaces

6.2 The following areas will not normally be viewed as high priority for litter bin placements, or may in some cases be ruled out for litter bin placement:

- ✓ Exclusively residential areas, except where these become high priority due to one of the reasons outlined in 6.1
- ✓ Locations where the litter bin is being abused, including: inappropriate disposal of household or commercial waste which has not been resolved by engagement or enforcement; sites which are subject to arson or vandalism.

Other Considerations

Installations with due regard to pedestrian access

7.1 Care must be taken to ensure that litter bins do not impede pedestrian flow and take into account the particular needs of wheelchair users and access for prams. A minimum footpath width of 1.5m must be maintained.

Parks and other similar public spaces

8.1 The installation of litter bins within public parks, playgrounds and greenspaces presents particular challenges in terms of efficiency. It is usually viewed as beneficial to encourage park users to take their waste to strategic locations, usually at entrances and exits, so that the litter bin can be serviced safely without having to drive into or around greenspace locations and limiting the distance an operative has to walk carrying bags. Consideration should be given to this for future litter bin installations.

8.2 Moving forward, consideration should be given to:

- ✓ Where appropriate, litter bins being relocated from throughout parks to key locations at entrances and exits for efficiency of emptying and ensure maximum capacity litter bins are provided
- ✓ The facilities should be designed to take account of the usage of the sites

Specific Waste Streams

- 9.1 Dog waste: As agreed at Council in February 2016 the policy is to maximise efficiency by collecting dog waste as mixed waste within litter bins – no dedicated dog waste bins will be installed going forward and those currently in situ will be phased out on a rolling programme, ensuring that a litter bin is available within close proximity of the original dog waste bin.

Sale of litter bins to other stakeholders / advertisements

- 10.1 Large commercial organisations within the Borough may be willing to purchase a litter bin to be installed outside their premises if they are a major waste producing business e.g. fast food restaurants. The option of advertising for the business should be explored with regard to 'working in partnership with WLBC to improve the local environment' and could also be an income opportunity for on-going advertisement.

Appendix: Factors for consideration:

- Available budget
- Bin density (e.g. how far do people have to walk to access a litter bin)
- Bin size
- Bin type
- Land ownership
- Location (*e.g. high priority areas as outlined in the policy*)
- Usage / demand
- Access (public and staff)
- Bins *creating* litter (whether due to capacity, misuse or location)
- Vandalism and arson
- Evaluation
- Parks and green spaces

Equality Impact Assessment Form



Directorate: Place & Community	Service: Environmental Services
Completed by: Julia Brown	Date: 25 October 2019
Subject Title: Litter Bin Policy	
1. DESCRIPTION	
Is a policy or strategy being produced or revised:	Yes
Is a service being designed, redesigned or cutback:	No
Is a commissioning plan or contract specification being developed:	Yes
Is a budget being set or funding allocated:	Yes
Is a programme or project being planned:	Yes
Are recommendations being presented to senior managers and/or Councillors:	Yes
Does the activity contribute to meeting our duties under the Equality Act 2010 and Public Sector Equality Duty (Eliminating unlawful discrimination/harassment, advancing equality of opportunity, fostering good relations):	Yes
Details of the matter under consideration:	To consider the Final Report of the 'Litter Bin Policy' Review
<p><i>If you answered Yes to any of the above go straight to Section 3</i> <i>If you answered No to all the above please complete Section 2</i></p>	
2. RELEVANCE	
Does the work being carried out impact on service users, staff or Councillors (stakeholders):	
If Yes , provide details of how this impacts on service users, staff or Councillors (stakeholders): <i>If you answered Yes go to Section 3</i>	
If you answered No to both Sections 1 and 2 provide details of why there is no impact on these three groups: <i>You do not need to complete the rest of this form.</i>	
3. EVIDENCE COLLECTION	
Who does the work being carried out impact on, i.e. who is/are the stakeholder(s)?	Members of the Public
If the work being carried out relates to a universal service, who needs or uses it most? (Is there any particular group affected more than others)?	Members of the Public

Which of the protected characteristics are most relevant to the work being carried out?	
Age	Yes
Gender	Yes
Disability	Yes
Race and Culture	Yes
Sexual Orientation	Yes
Religion or Belief	Yes
Gender Reassignment	Yes
Marriage and Civil Partnership	Yes
Pregnancy and Maternity	Yes
4. DATA ANALYSIS	
In relation to the work being carried out, and the service/function in question, who is actually or currently using the service and why?	Members of the public to dispose of their litter effectively across the borough
What will the impact of the work being carried out be on usage/the stakeholders?	To provide a consistent approach to litter bin provision and collection across the Borough
What are people's views about the services? Are some customers more satisfied than others, and if so what are the reasons? Can these be affected by the proposals?	General feedback comments: <ul style="list-style-type: none"> · Policy does not provide solutions to litter in rural areas · Lack of support for community litter picks · Current frequency of litter bin emptying in some areas is inadequate · Some bins require immediate replacement · Install CCTV and undertake increased enforcement · Supportive of solar powered compaction bins · Policy should include a time frame of when it will be reviewed again so same situation does not arise · Street recycling bins should be considered – not just litter bins · Educational campaigns are not included in the policy · Who will service the litter bins that are purchased by Parish Councils and How will the Parish pay for the service? · Disagreement with charging Parish Councils for additional bins – either installation or servicing
What sources of data including consultation results have you used to analyse the impact of the work being carried out on users/stakeholders with protected characteristics?	Consultation with Public and Parish Councils
If any further data/consultation is needed and is to be gathered, please specify:	n/a
5. IMPACT OF DECISIONS	
In what way will the changes impact on people with particular protected characteristics (either positively or negatively or in terms of disproportionate impact)?	Care is taken to ensure that litter bins do not impede pedestrian flow and take into account the particular needs of wheelchair users and access for prams. A minimum footpath width of 1.5m must be maintained.

6. CONSIDERING THE IMPACT	
If there is a negative impact what action can be taken to mitigate it? (If it is not possible or desirable to take actions to reduce the impact, explain why this is the case (e.g. legislative or financial drivers etc.).	None
What actions do you plan to take to address any other issues above?	None
7. MONITORING AND REVIEWING	
When will this assessment be reviewed and who will review it?	Head of Environmental Services, reviewing existing litter bin sites and ensuring that the correct bin types are used in the most appropriate locations



Report of: Corporate Director of Place and Community

**Relevant Portfolio Holders: Councillors Y. Gagen
Councillor I. Moran**

**Contacts for further information: Mr S. Kent (Extn. 5169)
(E-mail: Stephen.kent@westlancs.gov.uk)
Mrs R. Kneale (Extn. 2611)
(E-mail: rachel.kneale@westlancs.gov.uk)**

SUBJECT: TOWER HILL PLAYING FIELD, UPHOLLAND

Wards affected: UpHolland.

1.0 PURPOSE OF THE REPORT

- 1.1 To consider a request from a local football club for an agreement for them to secure the long term use of playing fields at Tower Hill Road Playing Field, UpHolland.

2.0 RECOMMENDATIONS

- 2.1 That the proposal to enter into a licence agreement with Billinge and Upholland Football Club to use the land at Chequer Lane, Up Holland, shown at appendix 1 to the report, as football pitches be approved.
- 2.2 That approval in principle be agreed in order to enter into a lease arrangement with Billinge and Upholland Football Club for the construction of a new changing pavilion on the site, subject to planning and other consents being obtained.
- 2.3 That the licence includes a community use agreement to allow and involve local community clubs and groups in the use and development of the facility.
- 2.4 That the Corporate Director of Place and Community be authorised to take all necessary steps to establish the agreements with Billinge and Upholland Football Club, subject to all necessary consents and approvals being obtained by the Club.

3.0 BACKGROUND

- 3.1 Tower Hill Road Playing Fields ceased to be used as formal football pitches over 10 years ago. Since then their use was primarily as training facilities, until 4 years ago when their use for sports activities ceased entirely. Since that time the field has been used as public open space.

4.0 CURRENT POSITION

- 4.1 The Council has been approached by a club currently based in Billinge with a request to lease the area to be used, initially, as a football pitch with an option to build changing rooms at the site. The land requested is approximately 3.0 hectares including a small area for parking.
- 4.2 Billinge Football Club (the "Club") currently play in the Cheshire League First Division and have first team, reserve team, Under 21 team and under 12 team. The Club is looking for a location to develop their club and provide quality facilities for them and the community.
- 4.3 The Club have proposed use of the site which would include utilising it for a basic Step 7 facility (as defined by the Football Association), which would include one football pitch, changing rooms, and adequate car parking, with the hope that if successful in the future they could progress to Step 6, subject to the provision of additional playing and spectator facilities and various approvals. Step 6 would involve works which may require the consent of Homes England. This issue is presently being clarified.
- 4.4 Bringing this playing field facility back into use will help the Borough to cater for future demand for pitches as shown in the Playing Pitch Strategy 2018, and would hopefully be supported financially through the Local Football Facilities Plan currently being developed by Lancashire FA.

5.0 PROPOSALS

- 5.1 This is potentially a very beneficial scheme for the community of UpHolland, and for West Lancashire as a whole, bringing a currently unused playing field facility back into use. It is proposed, therefore that discussions with the Club continue and that, subject to a viable business case being put forward, and all necessary consents being obtained, the Council approve entering into the necessary lease and licence arrangements, for the proposals to be realised.
- 5.2 The benefit to the local community would be a crucial element in approving this proposal and the inclusion of a community use agreement within the lease/licence agreements would ensure these benefits. As an indicator of their intentions Billinge FC have agreed to change their name to Billinge and Upholland FC in anticipation of the move to Tower Hill Road.

6.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

- 6.1 The project will support the Council's strategic aims in respect of improving access to quality facilities, providing facilities to improve the health and quality of life of the community.
- 6.2 The community use agreement for the site will allow wider involvement from the local community.

7.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 7.1 The Club have indicated that they would bid for Football Association funding to complement their own investment. At this stage they have not requested direct funding support from the Council.
- 7.2 The lease/licence to be entered into would be for 25 years to allow security of tenure to attract external funding. The rental to be charged by the Council would be negotiated with the Club but would be similar to a comparable site at Richmond Park, Burscough which is £530 per annum for pitch rental and £250 per annum for changing room rental.

8.0 RISK ASSESSMENT

- 8.1 A risk to this scheme is the capital funding requirement for the changing facilities and car park extension. However, the club is in a position to provide some capital funding and a good business plan is likely to attract Football Association funding through the Local Football Facilities Plan currently being established.
- 8.2 A detailed business plan would be an essential requirement of the scheme to justify its viability and give potential funders the confidence to allocate resources.

Background Documents

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

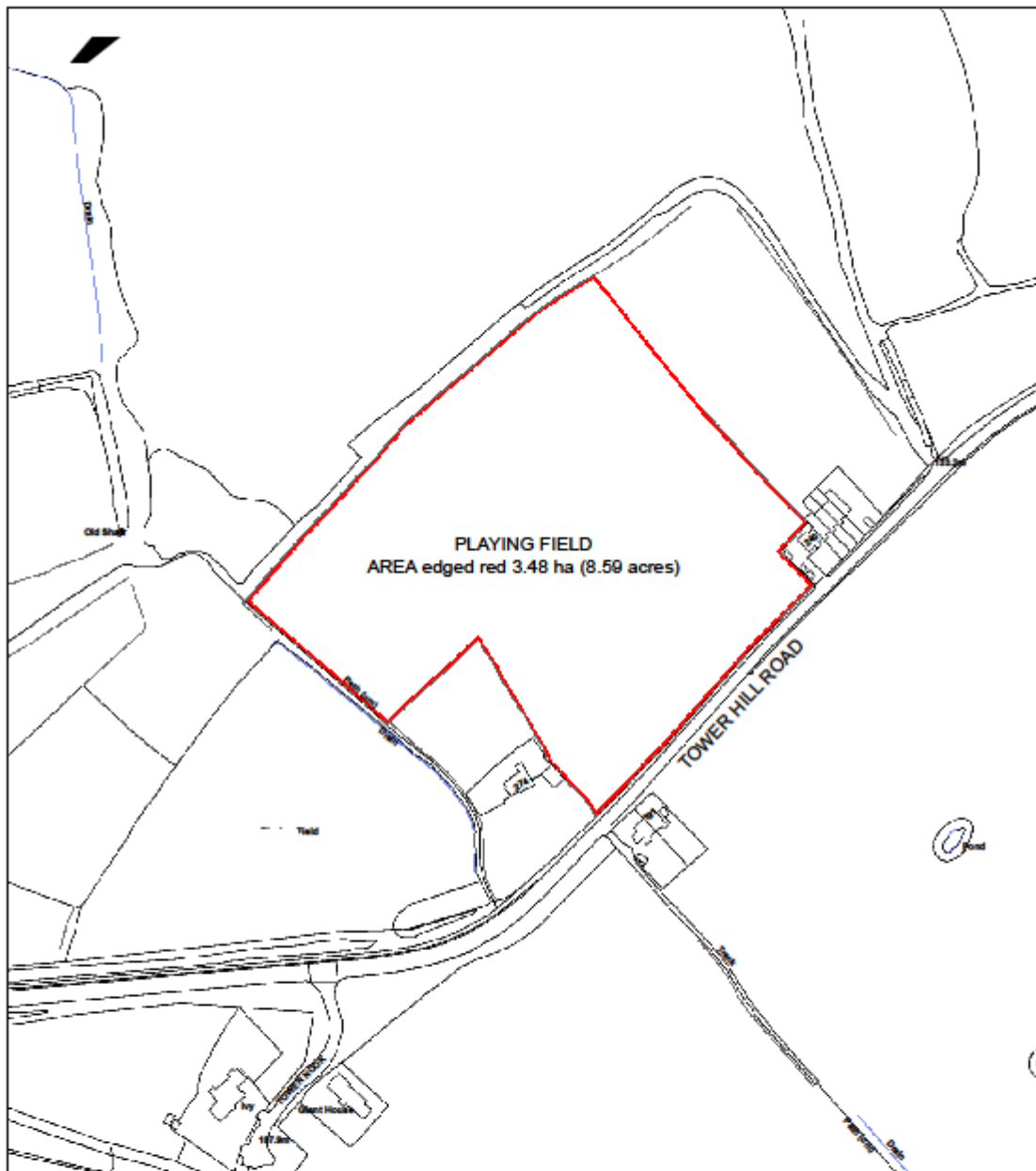
Equality Impact Assessment

There is a direct impact on members of the public, employees, elected members and / or stakeholders. Therefore an Equality Impact Assessment is required. A formal equality impact assessment is attached as an Appendix to this report, the results of which have been taken into account in the Recommendations contained within this report.

Appendices

Appendix 1 – Tower Hill Road Playing Fields, UpHolland – Site Plan

Appendix 1 – Tower Hill Playing Field, UpHolland



West Lancashire Borough Council

Plan Title

TOWER HILL ROAD PLAYING FIELDS, UPHOLLAND
DEED C320 LAN96043 16/07/2010

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Scale 1:2,500

Appendix 2 – Equality Impact Assessment

<h1>Equality Impact Assessment Form</h1>	
Directorate: Leisure and Environment	Service: Leisure and Wellbeing
Completed by: Stephen Kent	Date: 4/10/19
Subject Title: Tower Hill Road Playing Fields, UpHolland	
1. DESCRIPTION	
Is a policy or strategy being produced or revised:	<i>*delete as appropriate</i>
	No
Is a service being designed, redesigned or cutback:	No
Is a commissioning plan or contract specification being developed:	No
Is a budget being set or funding allocated:	No
Is a programme or project being planned:	Yes
Are recommendations being presented to senior managers and/or Councillors:	Yes
Does the activity contribute to meeting our duties under the Equality Act 2010 and Public Sector Equality Duty (Eliminating unlawful discrimination/harassment, advancing equality of opportunity, fostering good relations):	Yes
Details of the matter under consideration:	
<i>If you answered Yes to any of the above go straight to Section 3</i>	
<i>If you answered No to all the above please complete Section 2</i>	
2. RELEVANCE	
Does the work being carried out impact on service users, staff or Councillors (stakeholders):	
If Yes , provide details of how this impacts on service users, staff or Councillors (stakeholders): <i>If you answered Yes go to Section 3</i>	
If you answered No to both Sections 1 and 2 provide details of why there is no impact on these three groups: <i>You do not need to complete the rest of this form.</i>	
3. EVIDENCE COLLECTION	
Who does the work being carried out impact on, i.e. who is/are the stakeholder(s)?	Billinge FC UpHolland and Skelmersdale residents.
If the work being carried out relates to a universal service, who needs or uses it most? (Is there any particular group affected more than others)	See above. Facility will be available to all through a community use agreement



Which of the protected characteristics are most relevant to the work being carried out?	<i>*delete as appropriate</i>
Age	Yes
Gender	Yes
Disability	Yes
Race and Culture	No
Sexual Orientation	No
Religion or Belief	No
Gender Reassignment	No
Marriage and Civil Partnership	No
Pregnancy and Maternity	No
4. DATA ANALYSIS	
In relation to the work being carried out, and the service/function in question, who is actually or currently using the service and why?	Site is currently unused playing field used as public open space.
What will the impact of the work being carried out be on usage/the stakeholders?	Agreement for the applicant club to use the facility will bring it back into use as a playing field, available for club members and general public through a community use agreement.
What are people's views about the services? Are some customers more satisfied than others, and if so what are the reasons? Can these be affected by the proposals?	Request for this use agreement has come from a community club. The site currently has very limited use as a public open space.
What sources of data including consultation results have you used to analyse the impact of the work being carried out on users/stakeholders with protected characteristics?	These issues will emerge through liaison with the Club and development of the community use agreement
If any further data/consultation is needed and is to be gathered, please specify:	Monitoring of the facilities will be carried out on an on-going basis through the lease management.
5. IMPACT OF DECISIONS	
In what way will the changes impact on people with particular protected characteristics (either positively or negatively or in terms of disproportionate impact)?	The Club taking on the lease will look to extend usage to promote female and disabled users
6. CONSIDERING THE IMPACT	
If there is a negative impact what action can be taken to mitigate it? (If it is not possible or desirable to take actions to reduce the impact, explain why this is the case (e.g. legislative or financial drivers etc.).	Access and parking at the facility has the potential to have a negative impact on nearby residents, but the Club is well aware of this and intends to mitigate this with investment in additional parking facilities.
What actions do you plan to take to address any other issues above?	Regular meetings with the Club to ensure all consents/approvals are obtained and lease/community use agreement terms are being adhered to.
7. MONITORING AND REVIEWING	

When will this assessment be reviewed and who will review it?	Oct 2020. Reviewing officer – Stephen Kent
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CABINET: 5 November 2019

Report of: Corporate Director of Transformation & Resources (Interim)

Relevant Portfolio Holder: Councillor K Wright

Contact for further information: Mrs S Griffiths (Extn. 5097)
(E-mail: susan.griffiths@westlancs.gov.uk)

**SUBJECT: FUNDING OF VOLUNTARY BODIES & OTHER ORGANISATIONS
CABINET WORKING GROUP**

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To advise Cabinet of the recommendations of the Funding of Voluntary and Other Organisations Cabinet Working Group meeting on 24 September 2019 in relation to revenue funding arrangements to voluntary organisations from 1 April 2020 onwards.

2.0 RECOMMENDATIONS

2.1 That the following recommendations of the Funding of Voluntary and Other Organisations Cabinet Working Group attached at Appendix 2 to the report, be endorsed:-

(1) That Cabinet be requested to approve:-

- i) the draft specifications for the commissioning of revenue grants from April 2020 attached at Appendix A to the report
- ii) the feasibility of a 3 year tiered funding approach
- iii) a £30,000 per annum infrastructure budget to be separated from the revenue grants to voluntary organisations budget and tendered separately to provide a greater level of stability to the sector
- iv) a sum of £50,000 per annum be allocated from the revenue grants to voluntary organisations budget for the commissioning of revenue grants to support services for the provision of information/advice/money/debt services
- v) a sum of £50,000 per annum be allocated from the revenue grants to voluntary organisations budget for the commissioning of revenue grants to support services to improve independent living (elderly, young families, vulnerable, veterans, residents with disabilities) and their families

- vi) commissioning for a 3 year period from April 2020 if a tiered approach (referred to in ii above) is not feasible
- vii) a smaller grants pot be established with a budget of £26,000 made up from the current Community Chest and the remaining monies within the revenue grants budget
- viii) the management of the smaller grants pot to remain “in house”
- ix) the smaller grants pot to retain the individual grants element
- x) the Corporate Director of Transformation and Resources in consultation with the Portfolio Holder for Health & Community Safety establish an application criteria/mechanism/maximum level of funding etc. for the Smaller Grants pot.

2.2 That following consideration of a 3 year tiered funding approach, the commissioning of revenue grants to voluntary organisations from April 2020 be for a 3 year period.

3.0 BACKGROUND

3.1 The Funding of Voluntary & Other Organisations Cabinet Working Group met on 24 September 2019 and agreed the proposed specifications and level of funding for each of the three areas for commissioning of revenue grants to voluntary organisations from 1 April 2020.

3.2 The Working Group and also requested that a 3 year tiered funding approach be explored and considered options for the establishment of a Smaller Grants Pot.

4.0 CURRENT POSITION

Specifications

4.1 The three areas for commissioning agreed by the Working Group are for the provision of:-

- a) Information/Advice/Money/Debt services,
- b) Services to improve independent living (elderly, young families, vulnerable, veterans, residents with disabilities) and their families and
- c) infrastructure support for voluntary, community and faith sector organisations (VCFS) within the Borough

4.2 It was agreed that a sum of £50,000 per annum be allocated for commissioning of information/advice/money/debt services and independent living a) and b) above.

4.3 A sum of £30,000 per annum for the provision of voluntary sector infrastructure was agreed in order to ensure that support to local and voluntary groups is available particularly to facilitate networking between the groups, provide a voice for the sector, share knowledge and spread expertise. The Working Group recommended that the £30,000 per annum Infrastructure budget be removed from the voluntary organisations revenue grants budget and tendered separately in recognition of the invaluable role infrastructure support plays in providing a platform and level of stability to the sector.

Tiered Funding

- 4.4 The Working Group requested that a 3 year tiered funding approach be explored with the intention to give organisations the ability to bid for funding each year. Should this approach not prove feasible, the original proposals for 3 year funding should commence.
- 4.5 Consideration of a tiered approach found that in order to be transparent and equal the allocated sum for each tender should be split for each year and be for the same amount (approximately £16,000 for Lots a and b above and £10,000 for c). Successful applicants would subsequently receive differing sums within the 3 year period.

5.0 CONCLUSIONS

- 5.1 Almost exclusive feedback from the voluntary sector was that they wanted security of funding for 3 years, a tiered approach does not provide this for the sector. It would also limit the scope of a bidder to the funding opportunity and not encourage collaboration/joined up approach.
- 5.2 Commissioning of revenue grants is outcome based and focussed on the needs of residents and provides for a more joined up approach to the whole sector as there is an opportunity for collaboration and consortia bids. However, there is a possibility that voluntary organisations currently in receipt of revenue funding may not be successful in securing further funding. A procurement process may lead to one provider securing all of the funding for a Lot for the whole 3 year period.

6.0 SUSTAINABILITY IMPLICATIONS

- 6.1 The resolution of the issues identified will assist in ensuring that the Council's resources are used as effectively as possible, whilst improving people's ability to meet their basic needs irrespective of their income and employment status.
- 6.2 Commissioning Services directly by the Council will provide an opportunity for the Council to support services which will empower residents to independence and to support the most vulnerable and isolated and to provide stability to the voluntary sector.

7.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 7.1 The recommendations of the Working Group will be met from within existing budgets.

8.0 RISK ASSESSMENT

- 8.1 There are risks associated with the adoption of a new approach in that voluntary organisation(s) currently funded by way of a grant may not continue to receive funding in the future or may receive a reduced level of funding which could have a detrimental impact on their service and on residents of the Borough.

- 8.2 There is also an opportunity for organisations who may not have received funding in the past to make an application either in their own right or as part of a consortium application which could, if successful, provide new/enhanced services to residents.

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

There is a significant direct impact on members of the public, employees, elected members and / or stakeholders. Therefore an Equality Impact Assessment is required. A formal equality impact assessment is attached as an Appendix to this report, the results of which have been taken into account in the Recommendations contained within this report.

Appendices

1. Equality Impact Assessment
2. Minutes of the Funding of Voluntary & Other Organisations Working Group held on 24 September 2019

Appendix 1

<h1 style="color: red; margin: 0;">Equality Impact Assessment Form</h1>	
Directorate: Housing and Inclusion	Service: Inclusion
Completed by: Sue Griffiths	Date: October 2019
Subject Title: Applications for Revenue Funding to Voluntary Organisations	
1. DESCRIPTION	
Is a policy or strategy being produced or revised:	Yes
Is a service being designed, redesigned or cutback:	No
Is a commissioning plan or contract specification being developed:	Yes
Is a budget being set or funding allocated:	Yes
Is a programme or project being planned:	No
Are recommendations being presented to senior managers and/or Councillors:	Yes
Does the activity contribute to meeting our duties under the Equality Act 2010 and Public Sector Equality Duty (Eliminating unlawful discrimination/harassment, advancing equality of opportunity, fostering good relations):	Yes
Details of the matter under consideration:	Revised Mechanism for revenue funding to Voluntary Organisations from April 2020
<p><i>If you answered Yes to any of the above go straight to Section 3</i></p> <p><i>If you answered No to all the above please complete Section 2</i></p>	
2. RELEVANCE	
Does the work being carried out impact on service users, staff or Councillors (stakeholders):	
If Yes , provide details of how this impacts on service users, staff or Councillors (stakeholders): <i>If you answered Yes go to Section 3</i>	
If you answered No to both Sections 1 and 2 provide details of why there is no impact on these three groups: <i>You do not need to complete the rest of this form.</i>	
3. EVIDENCE COLLECTION	
Who does the work being carried out impact on, i.e. who is/are the stakeholder(s)?	Impact on the voluntary sector in West Lancashire and users of their services.
If the work being carried out relates to a universal service, who needs or uses it most? (Is there any particular group affected more than others)?	Users of the services provided by the Voluntary organisations currently in receipt of revenue funding from the Council.



Which of the protected characteristics are most relevant to the work being carried out?	
Age	Yes
Gender	Yes
Disability	Yes
Race and Culture	Yes
Sexual Orientation	Yes
Religion or Belief	Yes
Gender Reassignment	Yes
Marriage and Civil Partnership	Yes
Pregnancy and Maternity	Yes
4. DATA ANALYSIS	
In relation to the work being carried out, and the service/function in question, who is actually or currently using the service and why?	Residents in the Borough have access to the services provided by the voluntary organisations in receipt of revenue funding.
What will the impact of the work being carried out be on usage/the stakeholders?	Risk that the voluntary organisations currently in receipt of revenue funding may not be successful in continued funding or receive a reduction in the current level of funding which may have an impact on their services. Conversely other voluntary organisations will be afforded the opportunity to apply for funding and offer other services/enhanced services to residents.
What are people's views about the services? Are some customers more satisfied than others, and if so what are the reasons? Can these be affected by the proposals?	Consultation with representatives of the voluntary sector in the Borough has been undertaken.
What sources of data including consultation results have you used to analyse the impact of the work being carried out on users/stakeholders with protected characteristics?	Applicants for revenue funding are required to offer equality of opportunity in service delivery, employment and all other aspects of its work having particular regard to the requirements of the Equalities Act 2010; and to provide the Council with an up to date statement of its equal opportunities policy. The voluntary organisations currently funded by the Council provide services to users/stakeholders with protected characteristics.
If any further data/consultation is needed and is to be gathered, please specify:	None
5. IMPACT OF DECISIONS	
In what way will the changes impact on people with particular protected characteristics (either positively or negatively or in terms of disproportionate impact)?	There is a risk that people with protected characteristics may not be able to access services, if a voluntary organisation's funding reduces or discontinues. Other organisations not currently funded by the Council may be successful in obtaining a grant in order to develop a new service

	or enhance their existing services.
6. CONSIDERING THE IMPACT	
If there is a negative impact what action can be taken to mitigate it? (If it is not possible or desirable to take actions to reduce the impact, explain why this is the case (e.g. legislative or financial drivers etc.).	Ample notice will be given to voluntary organisations currently funded by the Council if they are unsuccessful with their application.
What actions do you plan to take to address any other issues above?	No Actions
7. MONITORING AND REVIEWING	
When will this assessment be reviewed and who will review it?	The Funding of Voluntary and Other Organisations Working Group will consider all issues in relation to voluntary sector funding.

**FUNDING OF VOLUNTARY BODIES &
OTHER ORGANISATIONS CABINET
WORKING GROUP**

HELD: Tuesday, 24 September 2019

Start: 2.00pm

Finish: 3.00pm

PRESENT:

Councillor: C Cooper (Chair)

Councillors: Y Gagen G Dowling
S Evans K Wright
C Dereli

In attendance: Councillor K Wright (Portfolio Holder)

Officers: Chris Twomey, Deputy Director of Housing & Inclusion
Sue Griffiths, Principal Member Services Officer
Sandra Foster, Housing and Inclusion Accountant

20 **APOLOGIES**

There were no apologies for absence.

21 **MEMBERSHIP OF THE WORKING GROUP**

In accordance with Council Procedure Rule 4, Members noted the termination of membership of the Working Group of Councillor Lockie and the appointment of Councillor Dereli for this meeting only, thereby giving effect to the wishes of the Political Groups.

Councillor Dereli was absent from the meeting.

22 **DECLARATIONS OF INTEREST**

Councillor Gagen declared a non-pecuniary interest in agenda item 6 (Commissioning Revenue Grants – Specifications) as an employee of Lancashire County Council.

23 **MINUTES**

RESOLVED That the minutes of the last meeting of the Working Group held on 20 March 2019 be agreed as a correct record.

24 **COMMISSIONING REVENUE GRANTS - SPECIFICATIONS**

Further Minute no. 19 of the previous meeting held on 20 March 2019 consideration was given to the report of the Director of Housing and Inclusion which outlined draft specifications for commissioning of revenue grants to voluntary organisations within

the Borough from 1 April 2020.

The ensuing discussion highlighted the following issues:-

- clarification of the procurement process, including steps to be taken ahead of the report to Cabinet in November 2019
- tiered allocation approach
- discrete budget for support for Infrastructure provision
- the setting aside of a sum on an annual basis in order to build-up the revenue grants pot

RESOLVED A. That Cabinet be requested to approve:-

- i) the draft specifications for the commissioning of revenue grants from April 2020 attached at Appendix A to the report
- ii) the exploration of a 3 year tiered funding approach
- iii) a £30,000 infrastructure budget to be separated from the revenue grants to voluntary organisations budget and tendered separately to provide a greater level of stability
- iv) A sum of £100,000 allocated from the revenue funding pot for the commissioning of revenue grants to support services for the provision of information/advice/money/debt services and for the provision of services to improve independent living (elderly, young families, vulnerable, veterans, residents with disabilities) and their families.

B. That if a tiered approach (referred to in ii above) is not feasible, the commissioning of revenue grants to voluntary organisations from April 2020 be for a 3 year period.

25 **SMALLER GRANTS POT - OPTIONS**

Consideration was given to the report of the Director of Housing and Inclusion which outlined options for the formation of a Smaller Grants Pot.

RESOLVED A. That a smaller grants pot be established with a budget of £26,000 made up from the current Community Chest and the remaining monies within the revenue grants budget.

B. That the management of the smaller grants pot to remain “in house”.

C. That the smaller grants pot to retain the individual grants element.

- D. That the Director of Housing and Inclusion in consultation with the Portfolio Holder for Health & Community Safety establish an application criteria/mechanism/maximum level of funding etc. for the Smaller Grants pot.

.....
Chairman



CABINET: 5 November 2019

EXECUTIVE OVERVIEW & SCRUTINY
COMMITTEE:
21 November 2019

**Report of: Corporate Director of Transformation & Resources (Interim) and
Corporate Director of Place & Community**

Relevant Portfolio Holders: Councillor I. Moran and Councillor J. Wilkie

**Contact for further information: Mrs T. Berry (Extn. 5227)
(E-mail: tracy.berry@westlancs.gov.uk)**

SUBJECT: CUSTOMER ENGAGEMENT STRATEGY 2020-2022

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To seek approval of the Customer Engagement Strategy and associated action plans.

2.0 RECOMMENDATIONS TO CABINET

2.1 That the Strategy and associated action plans be approved.

2.2 That the Corporate Director of Transformation and Resources and the Corporate Director of Place & Community, in consultation with the relevant Portfolio Holders, be authorised to amend the Strategy and action plans having considered agreed comments of the Executive Overview and Scrutiny Committee.

2.3 That Call In is not appropriate for this item as the report is being submitted to the next meeting of the Executive Overview and Scrutiny Committee on 21 November 2019.

3.0 RECOMMENDATIONS TO EXECUTIVE OVERVIEW & SCRUTINY COMMITTEE

3.2 That the proposed Customer Engagement Strategy be considered and that agreed comments be referred to the Corporate Director of Transformation & Resources and the Corporate Director of Place & Community, in consultation with the relevant Portfolio Holders.

4.0 BACKGROUND

- 4.1 The Tenant Involvement Strategy, which outlines the Councils commitment to Tenant Involvement and Engagement as part of the Housing Regulators requirements, outlined plans for 2016-2018 and is therefore now out of date.
- 4.2 Following the November 2017 restructure within Housing and inclusion, the remit of the then tenant involvement team broadened to become that of customer engagement and therefore no longer solely focussed on the Housing and Inclusion Services, but with a wider approach to citizen and digital engagement.

5.0 CURRENT POSITION

- 5.1 The Council wishes to be a listening organisation that supports customers to be involved and engaged.
- 5.2 There are currently a number of ways to engage and consult with customers throughout the Council. The Customer Engagement Strategy aims to ensure the principles of good engagement are adhered to and that the Council has a consistent approach.
- 5.3 The Customer Engagement Strategy (Appendix A) embeds our approach to digital engagement, customer feedback and tenant involvement, with each having an associated action plan.
- 5.4 The strategy builds on and incorporates actions from the Digital Inclusion Strategy which was adopted in 2015.

6.0 DEVELOPMENT OF THE CUSTOMER ENGAGEMENT STRATEGY

- 6.1 To ensure the strategy meets the expectations and aspirations of the Council, interactive workshops were held with senior managers across all directorates invited. The workshops covered key questions to gain an understanding of the requirements and vision for staff in relation to customer engagement.
- 6.2 In addition to this all directorates were asked to provide a list of consultations taking place during 2019/2020 to gain an understanding of the current levels of customer feedback. The consultation diary is shown in Appendix B. This will be updated each quarter by the Customer Engagement Team to ensure any new consultations required are captured providing an opportunity to identify any 'You Said, We Did' outcomes.
- 6.3 Over the course of the last year there has been a number of conversations taking place with customers and stakeholders that have helped to shape the strategy. Such as:
- Citizens survey
 - Your Voice – tenant feedback group
 - Market research at the customer service points
 - Tenant Scrutiny Group

- 6.4 A consultation took place to hear the customer voice and test the aims and principles of engagement detailed in the Customer Engagement Strategy. This showed high levels of support from the 111 customers who completed the feedback questionnaire.
- 6.5 Through effective engagement and feedback mechanisms as per the strategy, we will develop a culture of 'You Said, We Did' as a way to evidence how customer's views are used to shape Council services.
- 6.6 This information was collated and reviewed by the Customer Engagement Manager and used to develop the principles of engagement and the associated action plans. The Local Government Association (LGA) 'New Conversations, LGA guide to engagement' was also used to identify best practice.
- 6.7 The Tenants Scrutiny Group has endorsed the strategy and will have a role in monitoring its implementation as part of the co-regulatory compliance framework.

7.0 REGULATION

- 7.1 Whilst customer feedback and digital engagement are appropriate for all Directorates, tenant involvement is specific to Housing and Inclusion in order to meet regulatory requirements. The strategy takes account of the recommendations which are outlined for consultation in the Housing Green paper and the anticipated outcomes of the future White Paper which is due to be launched in Autumn 2019.
- 7.2 The strategy supports the Council's duty to consult and evidences continuous improvement.
- 7.3 This strategy is designed to supplement and not replace the requirements detailed in the Statement of Community Involvement used by planning.
- 7.4 It is important to recognise the pace of change through regulation, technology and customer preference. With this in mind, the strategy is a 3 year plan but will be reviewed through customer feedback each year and will be reflected in the action plans for each year.

8.0 SUSTAINABILITY IMPLICATIONS

- 8.1 The Customer Engagement Strategy and associated Action Plans will drive the delivery of the Council's ambitions by establishing how the Council will be a listening and conversing organisation

9.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 9.1 There are no significant financial or resource implications arising from this report as costs will be met from current budget resources.

10.0 RISK ASSESSMENT

- 10.1 The development of the Customer Engagement Strategy and associated action plans helps to mitigate the risk that the Council will not deliver its aspirations in terms of channel shift and effective delivery of services.

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

There is a direct impact on members of the public, employees, elected members and / or stakeholders, therefore an Equality Impact Assessment is required. A formal equality impact assessment is attached as an Appendix to this report, the results of which have been taken into account in the Recommendations contained within this report

Appendices

Appendix A - Customer Engagement Strategy

Appendix B - Corporate Consultation Diary 2019

Appendix C - Equality Impact Assessment

Appendix D - Minute of Landlord Services – 30 October 2019 (Cabinet only) – *To Follow*

Appendix E - Minute of Cabinet – 5 November 2019 (Executive Overview and Scrutiny Committee only) – *To Follow*



Customer Engagement Strategy 2020-2022

Our Ambition

West Lancashire Borough Council is ambitious for West Lancashire, our Economy and Environment and for Health and Wellbeing across our local communities. The Customer Engagement Strategy will drive the delivery of these ambitions by establishing how the Council will be a listening and conversing organisation.

The Council will always look to improve and recognises the important role that our customers have in making changes and improvements to our services. We believe that by encouraging our customers to provide feedback, through a range of engagement opportunities, we are able to shape and improve our services by taking on board their views.

This Customer Engagement Strategy recognises the diversity of our communities and the need to provide appropriate opportunities for customers to participate at a level they wish to in order to influence service delivery, decision making and policy development.

The two priority outcomes for this strategy are:

- To have effective customer feedback and involvement that shapes Council services
- To build and develop a digitally active West Lancashire

We aim to deliver this by:

- Providing various involvement methods to enable customers to choose how they would like to be involved at a level they wish to in order to influence service delivery, decision making and policy development
- Increasing our digital engagement methods to customer to enable them to engage with us at a time and place that suits them

The strategy draws on good practises that the Council already follows and recognises the significant role that our customers have in making changes and improvements to services. It outlines our principles, levels of engagement and how we use feedback to influence decisions. It is supported by 3 action plans which will be monitored, reported and updated annually.

What is Customer Engagement?

Customer engagement is about making sure customers are involved and informed and able to take part in a range of ways to help influence service delivery. There are three main levels of customer engagement, these are:

APPENDIX A

- **Involving**

Involvement is the most interactive form of engagement. Through involvement customers will have a greater depth of influence over decision-making and service delivery, for example through co-designing or commissioning services.

- **Consulting**

Consultation allows customers to have their say about the decisions and services that affect them. We will provide opportunities for customers to take part and for their views to be heard and acted upon. We will make it clear at the start of the process what can and cannot be changed.

- **Informing**

In order to get involved in influencing services policies and decisions customer need to be informed about what and when things are happening. We will provide clear and accurate information relating to when and how decisions affecting services and future policies are made.

To ensure that we meet our regulatory requirements some consultations must take place. Details of these can found on the Council website on the Your View section. You can access this by visiting www.westlancs.gov.uk/more/your-views.aspx

Our Engagement Principles

The Council is committed to effective and influential engagement by linking customers to decision making, relating decisions to customer aspirations and needs and there being trust and confidence in the engagement processes. To achieve this we will follow the following principles:

1. Be honest and open

We will be clear about the purpose of any engagement activity and what can be influenced. We will use honest, accurate and unbiased information.

2. Make it easy

We will use a variety of engagement tools and information channels to make it easy for customers to be kept informed and give their views. We are developing further digital engagement methods through our social media platforms to ensure up to date information is shared in a timely manner with our customers.

3. Listen to everyone

Undertake fair and impartial engagement to ensure that customers are offered equal opportunities to engage in issues that may affect them and enable them to have an effective role in setting priorities, designing services and influencing decisions.

4. Keep in touch

Provide feedback and demonstrate the changes that are made as a result of customer engagement and feedback. Where we are unable to act on feedback we will explain why.

Our Commitment to Engagement

APPENDIX A

We want to ensure that we hear the voice of the customer in how services are delivered and decisions are made. We will seek to engage customers' involvement and feedback on the following matters:

- Significant policy changes
- Shaping and planning service provision
- Financial planning
- Customer satisfaction on general Council services via our Citizen Survey
- Customer satisfaction for housing tenants via the Survey to Tenants and Residents (STAR)
- Significant projects which have an impact on the community e.g. Tawd Valley Park, Leisure facilities
- Matters where we have a legal obligation to consult

We will:

- Create opportunities for customers to be involved
- Enable customers to have an effective role in setting priorities, designing services, monitoring performance and making decisions
- Use customer feedback to help identify customer needs and where appropriate use these to influence Council policies and strategies
- Encourage ongoing feedback through comments, compliments and complaints by making this service available at any time for all Council services
- Seek feedback from customers when they access services e.g. housing repairs, as a way to continually monitor performance and customer expectations

Delivering Customer Engagement

To deliver customer engagement we will approach it by using two involvement principles. This will enable us to have a focused approach on how we deliver tangible results that are easily monitored.

Effective customer feedback and involvement

Customer Feedback

Customer feedback helps us to deliver excellent customer focused services. It lets us know what customers think we are doing well, identifies areas of poor satisfaction with our services and identify if there are any reoccurring themes.

Tenant involvement

We want to give our housing customers opportunities to be involved in shaping the services they receive. This can range from providing feedback about a repair, giving comments on new policies or being involved in our Tenant Scrutiny Group.

What we will do in the future is create more opportunities and a simpler experience which encourages customers to be involved and demonstrates how customer engagement informs decision making to support our communities.

APPENDIX A

Our customer feedback action plan (Appendix A) and our Tenant Involvement action plan (Appendix B) details the actions we will take to achieve this.

A digitally active West Lancashire

Customers' expectations about how they access services are changing. There is increased demand from our customers to be able to transact and interact digitally with us, using a range of devices, including, smartphones, tablets and laptops to access services via online and social media channels. This includes engagement.

Since digital engagement is a newer area of customer engagement it therefore currently demands additional attention. We aim to increase our digital presence and offer our customers new, improved and accessible ways to interact with us and use our online services. Our digital engagement action plan (Appendix C) details the actions we will take to achieve this.

Methods for Effective Customer Engagement

Effective engagement will help us to understand our customers' needs and aspirations, which will help us deliver good quality services and better outcomes. It will help us to shape services based on what our customers tell us they want now and in the future.

In order to engage our customers, we will provide a wide variety of ways for them to receive information about services, provide feedback and get involved with Council services such as:

- The Council website
- Social media e.g. Facebook and Twitter
- Housing mobile app
- Comments, complaints and compliments
- Newspaper press releases
- Citizen survey
- Focus groups
- Meetings
- Surveys
- Tenant Scrutiny Group
- Your Voice –Tenant consultation group

We will include Councillors, Parish Councillors and partner agencies as appropriate, as part of our customer engagement activities to actively encourage a wider range of engagement and aim to seek a true reflection of our customer's views.

To find out more about Parish Councils or who your local councillor is, visit

www.westlancs.gov.uk/about-the-council.aspx

For more information about the Councils approach to Equality and Diversity, visit

<http://www.westlancs.gov.uk/about-the-council/how-the-council-works/equality-and-diversity.aspx>

Using customer feedback

When we carry out a consultation exercise on a large scale, there are many different considerations taken into account before a decision is made. Customers' comments and involvement will form one part of the information used to make a decision.

Following all formal consultation and involvement we will:

- Publish a summary of feedback received and our response to it
- Show how the results have been used to influence final decisions
- Feedback the results and the decision to those who took the time to get involved where possible

This feedback will be provided on our dedicated consultation site 'Your Views' on the Councils website, this can be found at www.westlancs.gov.uk/more/your-views.aspx. We will look to develop this webpage to also evidence the change made as a result of all customer feedback.

We will also use comments, compliments and complaints to help gather customer feedback. Complaints are an important part of the Council's continuous improvement and listening approach. Whilst we aim to provide excellent standards of service to our customers at all times, we recognise that there may be occasions where we get things wrong. This could be when customers are dissatisfied with their individual experiences or their expectations are not met. When this happens we will review the complaint to understand all the issues and identify any lessons to be learned. Wherever possible we will use this information to improve our services.

Keeping your information safe

West Lancashire Borough Council has a robust approach to data protection. Not all consultation requires customers to provide personal data. For more information visit <https://www.westlancs.gov.uk/about-the-council/legal-statements-and-foi/general-data-protection-regulation-gdpr.aspx>

Review of the strategy

The strategy will be reviewed and re-issued every 3 years. However, during the period of this strategy we will review the ways in which we collect customer feedback to ensure we are using suitable methods, information is being used to improve or change services and it offers value for money.

Outcomes and Monitoring

It is important for us to know if we are achieving our aims for this strategy. We will do this by monitoring and updating the associated action plans. These will be published on the website annually.

Links to other Council documents

This strategy supports and links to a number of other council documents:

- Council Plan (2019-2021)
- Digital Communications Strategy

APPENDIX A

- Digital by preference action and development plan (2017-2020)
- Health and Wellbeing Strategy

Appendix A

Customer Feedback Action Plan 2020-2021

We will create more opportunities and a simpler experience which encourages customers to give feedback and demonstrates how customer engagement informs decision making to support our communities

Aim (This is what we are going to do)	Objective (This is how we are going to do it)	Outcome (This is what we will achieve)	Time Frame (This is when it will be done by)	Who (This is who is responsible for the action)	Targets/Measures (This is what we will monitor to check we are achieving our actions)
Annual update of the action plan	<ul style="list-style-type: none"> Monitor and review the current aims set out in the action to understand if they are reflective of the work required 	An up to date action plan that reflects work required to successfully achieve this strategy	Required to be undertaken every 12 months from implementation	Customer Experience Manager	<ul style="list-style-type: none"> The current action plan
Raise awareness of customer engagement processes within WLBC	<ul style="list-style-type: none"> Launch strategy Develop process that encourages services to provide customer feedback and how they use to improve services Provide bi annually updates to WLBC staff 	Consistent and ongoing reports of customer engagement within the service	December 2021	Customer Experience Manager/Customer Experience Officer	<ul style="list-style-type: none"> Number of reported changes to services following customer feedback
Increase opportunities for customer to provide	<ul style="list-style-type: none"> Increased presence on social media Development of the 	Enable customers to contact us and receive information through a	March 2021	Digital Communications Manager/Customer	<ul style="list-style-type: none"> Number of comments received through social

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feedback	self-serve account <ul style="list-style-type: none"> • Develop a consultation calendar on the Council website • Further development work to be undertaken to the current consultation pages on the Council website • Carry out further work to understand how customers would like to feedback to us, enabling effective communication 	range of digital methods that suit their needs Increase customers knowledge of engagement opportunities More customer feedback that can be used to drive services		Experience Manager	media <ul style="list-style-type: none"> • Number of customers signed up and using online services via the portal • Increase in visits to the council consultation pages • Number of customers completing satisfaction surveys • Website has up to date sections regarding consultation including the go live of the consultation calendar
Review complaints	<ul style="list-style-type: none"> • Carry out a review of 	Have a complaints	June 2020	Customer	<ul style="list-style-type: none"> • Implement the

Customer Feedback Action Plan 2020-2021

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monitoring process	current complaints process throughout the Council	process that is fit for purpose, easy to use and used to improve services. Have a more focussed approach to how we learn and improve following complaints.		Engagement Manager	revised complaints process <ul style="list-style-type: none"> • Monitor satisfaction of resolved complaints in relation to the process taken • Annually report complaints update to Members
Gather the views of our customers about Council services	<ul style="list-style-type: none"> • Carry out the Citizen Survey – a random sample survey of customers by post via partner organisation. • Create an online open survey to enable all customers the opportunity to provide feedback 	Enable service improvements to be identified through customer feedback and gain data on customer satisfaction levels Ensure changes to services offer value for money and reflect the needs and aspirations	September 2020	Customer Engagement Manager	<ul style="list-style-type: none"> • 23% of postal surveys completed and returned • 300 open surveys completed • Monitor value for money on surveys and actively look for savings • Uptake if tenants wanting to be

Customer Feedback Action Plan 2020-2021

We will create more opportunities and a simpler experience which encourages customers to give feedback and demonstrates how customer engagement informs decision making to support our communities

Aim (This is what we are going to do)	Objective (This is how we are going to do it)	Outcome (This is what we will achieve)	Time Frame (This is when it will be done by)	Who (This is who is responsible for the action)	Targets/Measures (This is what we will monitor to check we are achieving our actions)
	<ul style="list-style-type: none"> Promote customer feedback methods 	of our customers			involved in "Your Voice"
Explore and investigate the development of a Citizens Panel	<ul style="list-style-type: none"> Review with Managers the topic for discussion Carry out consultation to seek customer's interest 	Gain an understanding if there is interest in developing a survey group and ensure there are relevant topic for discussion	September 2020	Customer Engagement Manager	<ul style="list-style-type: none"> Number of customers expressing an interest
Gather the views of our tenants about housing services.	<ul style="list-style-type: none"> Carry out a Survey to Tenants and Resident (STAR) Have a yearly plan of consultations in place for "Your Voice" members 	Enable service improvements to be identified through customer feedback and gain data on customer satisfaction levels Ensure changes to services offer value for money and reflect the needs and aspirations of our customers	December 2020	Customer Engagement Manager	<ul style="list-style-type: none"> 30% of tenants completing the STAR A yearly published plan of the consultation for "Your Voice" members Monitor value for money of surveys and actively look for savings

Customer Feedback Action Plan 2020-2021

We will create more opportunities and a simpler experience which encourages customers to give feedback and demonstrates how customer engagement informs decision making to support our communities

Aim (This is what we are going to do)	Objective (This is how we are going to do it)	Outcome (This is what we will achieve)	Time Frame (This is when it will be done by)	Who (This is who is responsible for the action)	Targets/Measures (This is what we will monitor to check we are achieving our actions)
		Enables tenants to hold the landlord to account for the services it provides.			
Evidence the impact of customer feedback	<ul style="list-style-type: none"> • Development of a 'you said, we did' digital document • Report back to customers involved in consultations exercises • Monitor the number of services changed following customer feedback • Publish results of surveys and make customers aware of changes made following their feedback 	Evidence on how customer feedback has made a difference to services	March 2021	Customer Engagement Manager/Digital Communications Manager	<ul style="list-style-type: none"> • Number of visits to website pages • Number of feedback reports following a consultation exercise requested/sent to customers • Number of services changed as a result of customer feedback

Appendix B

Tenant Involvement Action Plan 2020-2021

We will create more opportunities and a simpler experience which encourages customers to give feedback and demonstrates how customer engagement informs decision making to support our communities

Aim (This is what we are going to do)	Objective (This is how we are going to do it)	Outcome (This is what we will achieve)	Time Frame (This is when it will be done by)	Who (This is who is responsible for the action)	Targets/Measures (This is what we will monitor to check we are achieving our actions)
Annual update of the action plan	<ul style="list-style-type: none"> Monitor and review the current aims set out in the action to understand if they are reflective of the work required 	An up to date action plan that reflects work required to successfully achieve this strategy	Required to be undertaken every 12 months from implementation	Customer Experience Manager	<ul style="list-style-type: none"> The current action plan
Support the Tenant Scrutiny Group (TSG) in their role as tenant champions	<ul style="list-style-type: none"> Support the scrutiny role by attending regular meetings Champion the scrutiny role within the Council Identify recommendations to improve services for tenants Identify value for money savings Support training as required 	The ability to identify improvements for housing services through our commitment to supporting a co-regulatory operating environment	December 2021	Customer Engagement Officer/Housing Inclusion Service Managers	<ul style="list-style-type: none"> Number of scrutiny reviews completed Number of recommendations agreed and delivered within set timescales Cost to delivering reviewed services

Tenant Involvement Action Plan 2020-2021

We will create more opportunities and a simpler experience which encourages customers to give feedback and demonstrates how customer engagement informs decision making to support our communities

Aim (This is what we are going to do)	Objective (This is how we are going to do it)	Outcome (This is what we will achieve)	Time Frame (This is when it will be done by)	Who (This is who is responsible for the action)	Targets/Measures (This is what we will monitor to check we are achieving our actions)
	<ul style="list-style-type: none"> Carry out an annual planning and review event for TSG members 				
Undertake a review of tenant involvement	<ul style="list-style-type: none"> Carry out a consultation via our digital mechanisms, post and face to face 	An increased awareness of Tenant Involvement and an increase in the number of tenants involved	March 2020	Customer Engagement Officer	<ul style="list-style-type: none"> Number of new members on your voice A menu of involvement options that reflect how tenants would like to get involved Number of new tenants now involved following the review
Explore and investigate the development of a digital housing newsletter	<ul style="list-style-type: none"> Carry out consultation to seek customer's interest in a digital newsletter 	Gain an understanding of customers' ability to access digital information Develop an insight into	December 2020	Customer Engagement Officer	<ul style="list-style-type: none"> Number of customers completing the survey The implementation

Tenant Involvement Action Plan 2020-2021

We will create more opportunities and a simpler experience which encourages customers to give feedback and demonstrates how customer engagement informs decision making to support our communities

Aim (This is what we are going to do)	Objective (This is how we are going to do it)	Outcome (This is what we will achieve)	Time Frame (This is when it will be done by)	Who (This is who is responsible for the action)	Targets/Measures (This is what we will monitor to check we are achieving our actions)
		the information customer would like to read about			of a digital newsletter <ul style="list-style-type: none"> • Number of tenants accessing the digital newsletter
Develop a block inspectors scheme for tenants living in blocks of flats	<ul style="list-style-type: none"> • Target tenants living in blocks to invite them to take part through a monthly digital survey 	Gain data on the conditions of the communal areas of the blocks of flats. Increase the number of engaged customers	December 2020	Customer Engagement Officer	<ul style="list-style-type: none"> • Number of tenants signed up in pilot • Number of completed surveys and data received
Increase the effectiveness of Your Voice and increase membership levels to evidence the wider customer voice.	<ul style="list-style-type: none"> • Develop a 12 month plan of consultation questions which will help gain feedback relating to planned projects • Carry out regular marketing campaigns via the website, social media and press 	Gain increased tenant feedback data which will be used to shape services and decisions Increase the input and use of the customer voice in shaping local services through scrutiny reviews.	December 2021	Customer Engagement Officer/Housing and Inclusion Service Managers	<ul style="list-style-type: none"> • Increase number of Your Voice members by 25% • Have a yearly consultation plan for surveys in place • Number of surveys completed and returned

Tenant Involvement Action Plan 2020-2021

We will create more opportunities and a simpler experience which encourages customers to give feedback and demonstrates how customer engagement informs decision making to support our communities

Aim (This is what we are going to do)	Objective (This is how we are going to do it)	Outcome (This is what we will achieve)	Time Frame (This is when it will be done by)	Who (This is who is responsible for the action)	Targets/Measures (This is what we will monitor to check we are achieving our actions)
	releases as well as direct targeting, to help increase numbers <ul style="list-style-type: none"> Promote the group at digital engagement events 				<ul style="list-style-type: none"> Number of changes made within the service as a result of customer involvement

Appendix C

Digital Inclusion Action Plan 2020-2021

We will increase our digital presence and offer our customers new, improved and accessible ways to interact with our services

Aim (This is what we are going to do)	Objective (This is how we are going to do it)	Outcome (This is what we will achieve)	Time Frame (This is when it will be done by)	Who (This is who is responsible for the action)	Targets/Measures (This is what we will monitor to check we are achieving our actions)
Increase the use of digital technology to connect with customers throughout the Borough	<ul style="list-style-type: none"> Strengthen our digital communications through social media Develop our on line self-serve account Increase opportunities for online engagement and investigate new digital engagement tools 	<p>Enable customers to contact us and receive information through a range of digital methods that suit their needs</p> <p>To simplify and expand the ways in which customers can provide feedback</p>	December 2021	Digital Communications Manager/Customer Engagement Manager	<ul style="list-style-type: none"> Number of tweets / posts created / likes / follows Number of customers signed up and using on line services via the portal Number of online engagement carried out
Increase digital skills within the community by working with local partnership organisations / community structures	<ul style="list-style-type: none"> Work with partner agencies to increase digital initiatives Promotion of the councils Learn my Way platform 	Enable more customers to access digital services through support and training	March 2020	Customer Engagement Officer	<ul style="list-style-type: none"> Number of customers signed up to self-serve Number of customers signed up to Learn my Way
Roll out phase 2 of the digital support sessions at our Sheltered	<ul style="list-style-type: none"> Arrange tech and tea mornings Identify any additional training 	Raise awareness of digital services and increase the number of customers being digitally enabled	June 2020	Customer Engagement Officer	<ul style="list-style-type: none"> 10 new sheltered customers attending digital training sessions

Digital Inclusion Action Plan 2020-2021

We will increase our digital presence and offer our customers new, improved and accessible ways to interact with our services

Aim (This is what we are going to do)	Objective (This is how we are going to do it)	Outcome (This is what we will achieve)	Time Frame (This is when it will be done by)	Who (This is who is responsible for the action)	Targets/Measures (This is what we will monitor to check we are achieving our actions)
accommodation schemes	requirements <ul style="list-style-type: none"> Target any new customers living in sheltered schemes 				<ul style="list-style-type: none"> Case studies of impact had by residents going digital
Hold events to support Get Online Week 2019	<ul style="list-style-type: none"> Support partners and hold events throughout the week in different community locations 	Raise awareness of digital services and increase the number of customers being digitally enabled	October 2020	Customer Engagement Officer	<ul style="list-style-type: none"> Minimum of 10 customers signed up to Learn My Way as a result of the events Engage with a minimum of 15 people about getting online

Appendix B – Consultation plan

Topic	2019/2020											
	April	May	June	July	August	September	October	November	December	January	February	March
Polling Review 2019	█	█										
Citizen Survey		█	█									
Plox Brow Conservation Area Appraisal Update		█	█									
The Brow Conservation Area Appraisal Update		█	█									
Planning Application Validation			█	█								
Building Control Customer Satisfaction			█	█								
Leisure Facility Consultation				█	█							
High Sands play area , Rufford				█	█							
Customer Engagement Strategy					█	█						
Licensing Policy					█	█	█					
HouseMark STAR review						█	█					
Complaints Process						█	█					
Wast Management Communication Packs - Focus Group							█	█				
Public Space Protection Order Amendment								█	█			
Homelessness & Rough Sleep Strategy								█	█			
Private Sector Housing Enforcement Policy								█	█			
Up Holland Conservation Area Appraisal Update								█	█			
Community Infrastructure Levy (CIL) Funding Programme								█	█			
Community Governance Review	█	█	█	█	█	█	█	█	█	█	█	█
Housing Strategy Incorporating a Tenancy Strategy	█	█	█	█	█	█	█	█	█	█	█	█

Equality Impact Assessment Form



Directorate: Housing and Inclusion		Service: Customer Experience	
Completed by: Tracy Berry		Date: 10.07.19	
Subject Title: Customer Engagement Strategy			
1. DESCRIPTION			
Is a policy or strategy being produced or revised:	Yes		
Is a service being designed, redesigned or cutback:	No		
Is a commissioning plan or contract specification being developed:	No		
Is a budget being set or funding allocated:	No		
Is a programme or project being planned:	No		
Are recommendations being presented to senior managers and/or Councillors:	Yes		
Does the activity contribute to meeting our duties under the Equality Act 2010 and Public Sector Equality Duty (Eliminating unlawful discrimination/harassment, advancing equality of opportunity, fostering good relations):	Yes		
Details of the matter under consideration:	Customer Engagement Strategy		
<p><i>If you answered Yes to any of the above go straight to Section 3</i></p> <p><i>If you answered No to all the above please complete Section 2</i></p>			
2. RELEVANCE			
Does the work being carried out impact on service users, staff or Councillors (stakeholders):	<i>*delete as appropriate</i>		
If Yes , provide details of how this impacts on service users, staff or Councillors (stakeholders): <i>If you answered Yes go to Section 3</i>			
If you answered No to both Sections 1 and 2 provide details of why there is no impact on these three groups: <i>You do not need to complete the rest of this form.</i>			
3. EVIDENCE COLLECTION			
Who does the work being carried out impact on, i.e. who is/are the stakeholder(s)?	Citizens of the Borough		
If the work being carried out relates to a universal service, who needs or uses it most? (Is there any particular group affected more than others)?	The strategy applies to all WLBC citizens. However there is an action plan which is aimed at council tenants. This is to meet regulatory requirements.		
Which of the protected characteristics are most relevant to the work being carried out?			
Age	Yes		
Gender	Yes		
Disability	Yes		
Race and Culture	Yes		
Sexual Orientation	Yes		
Religion or Belief	Yes		
Gender Reassignment	Yes		
Marriage and Civil Partnership	Yes		
Pregnancy and Maternity	Yes		

4. DATA ANALYSIS	
In relation to the work being carried out, and the service/function in question, who is actually or currently using the service and why?	The strategy applies to all WLBC citizens with a focus on council tenants for one element of the strategy.
What will the impact of the work being carried out be on usage/the stakeholders?	It should increase the levels of customer feedback and engagement. By increasing our customers' ability to engage digitally, it should have an impact on customer wellbeing and increase the number of customer contact made with the council using digital channels.
What are people's views about the services? Are some customers more satisfied than others, and if so what are the reasons? Can these be affected by the proposals?	This will be monitored as the strategy is implemented as a way to improve customer feedback in relation to council services.
What sources of data including consultation results have you used to analyse the impact of the work being carried out on users/stakeholders with protected characteristics?	Tenant profiling data Citizen survey data Digital baseline data from CVS partnership arrangements
If any further data/consultation is needed and is to be gathered, please specify:	Ongoing profiling data and satisfaction levels via surveys
5. IMPACT OF DECISIONS	
In what way will the changes impact on people with particular protected characteristics (either positively or negatively or in terms of disproportionate impact)?	Increases options for customers to engage through a range of ways regardless of any protected characteristic.
6. CONSIDERING THE IMPACT	
If there is a negative impact what action can be taken to mitigate it? (If it is not possible or desirable to take actions to reduce the impact, explain why this is the case (e.g. legislative or financial drivers etc.).	There should be no negative actions as this should improve levels of engagement.
What actions do you plan to take to address any other issues above?	No actions
7. MONITORING AND REVIEWING	
When will this assessment be reviewed and who will review it?	The strategy and action plan to be reviewed annually by Customer Engagement Manager using customer and staff feedback where appropriate.



CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE
10 October 2019

CABINET
5 November 2019

Report of: Corporate Director of Place & Community

Relevant Portfolio Holder : Councillor Y. Gagen

Contact for further information: Mr S Kent, Leisure Operations Manager
(E-mail: stephen.kent@westlancs.gov.uk)

SUBJECT: ABBEY LANE PLAYING FIELDS – REVIEW OF FUNDING

Wards affected: Burscough wards

1.0 PURPOSE OF THE REPORT

1.1 To review the £15,000 revenue funding given annually to Burscough Dynamo Football Club to support the maintenance of Abbey Lane Playing Fields.

2.0 RECOMMENDATIONS TO CORPORATE & ENVIRONMENTAL SCRUTINY COMMITTEE

2.1 Members note the content of this review and approve the following recommendations to Cabinet.

3.0 RECOMMENDATIONS TO CABINET

3.1 That the allocation of £15,000 revenue budget, to support the maintenance of the new drainage system at Abbey Lane Playing Fields, be continued in 2019/20, then reduced incrementally by £5,000 a year until it is phase out in 2022/23.

3.2 That the revenue savings made by reducing this budget allocation be used for projects to improve and develop other Council greenspace and recreational land.

4.0 BACKGROUND

- 4.1. In September 2013 Cabinet gave approval to enter into a long term lease with Burscough Dynamo Football Club (the "Club"), formerly called Burscough Juniors Football Club, for the changing pavilion and pitches located at Abbey Lane Playing Fields, with provision for the Club to seek funding for improvements to the site, with restrictions that the site should be used for multi-sports activities.
- 4.2 This decision was made following a prolonged period where the poor condition of the pitches had limited and finally closed the site for use. The condition of pitches was investigated and the cost of improvements to allow them to be re-used was assessed.
- 4.3 Working together the Club and the Council were able to attract funding from the Football Foundation (£98,000) and Sport England (£65,000) to add to a capital funding allocation by the Council of £100,000, and capital works were undertaken in 2016/17. Play re-commenced at the facility in 2017.
- 4.4 The lease to the Club involved them taking on full maintenance responsibilities for the building and pitches, with the exception of the cricket squares which the Council undertook to maintain. The Football Foundation, in their grant offer, included an indication of the annual maintenance costs of £44,000 based upon estimates from the Football Foundation.
- 4.5 In the Cabinet report in 2013 it was indicated in the resource implications that the revenue budget sum of £15,000 for maintenance would remain to be utilised towards supporting the annual cost of maintenance of the new drainage system.
- 4.6 At its meeting on 12 October 2017 the Corporate and Environmental Overview and Scrutiny Committee agreed to undertake a review entitled "Community Involvement in Service Delivery". This resulted in a report to Council with recommendations including "That in the interest of prudent financial management the £15,000 revenue funding given to Abbey Lane each year be reviewed in the context of the overall programme of grants given to voluntary organisations."
- 4.7 This revenue funding was reviewed and a proposal to stop the allocation was presented to Committee on 11th July 2019. At this meeting Members were concerned that stopping this allocation totally at this time may create hardship for the Club and further information was requested before a decision was made.
- 4.8 It was requested that the Club be given the opportunity to provide more information on their financial position, and also be given the opportunity to attend the next Corp O & S Committee to provide a presentation to Members on the Club, its management of the Abbey Lane facility, and the impact of the removal of the revenue grant.

5.0 CURRENT POSITION

- 5.1 The Club have provided a written statement on its current operation and its view of the impact of the proposal to cut the revenue funding (see appendix 1 – Letter from Burscough Dynamo Football Club). In this statement the Club confirms that it is operating efficiently and managing the facility well, however, removal of the revenue grant which is meant specifically to maintain the new drainage system on the pitches, in line with Football Association and Sport England funding requirements, would cause them difficulties. It would mean that this revenue grant would have to be replaced by their own funding which would reduce the availability to undertake other site maintenance issues like fence repair and replacement, and tree management, which have accumulated over the years.
- 5.2 The Club have requested that the proposal to cut the grant totally from this year be replaced with a £5,000 incremental reduction of the grant over the next 3 years. In effect this would mean a gradual reduction of the allocation until it ceases totally in 2022/23.
- 5.3 The Club have also accepted the offer to present their case to Members at the next committee.

6.0 KEY ISSUES

- 6.1 Should Members wish to accept the proposal for a reducing subsidy at this facility this would be more in line with the process undertaken at other community based community transfers including Skelmersdale Community Centres and The Civic.
- 6.2 The initial allocation of the £15,000 revenue budget to contribute towards the maintenance of pitch drainage was set up to give the main external grant funders the confidence that their investment was going to be protected. To maintain this confidence the Club should, as part of their annual reporting, provide the Council with information to show that this maintenance has been undertaken.

7.0 PROPOSALS

- 7.1 The Club have requested that the current £15,000 revenue budget for pitch drainage maintenance at Abbey Lane Playing Fields be reduced annually from next year by increments of £5,000. They feel that this method of reduction will allow the Club to undertake long standing maintenance issues at the site without creating significant financial difficulties. This would seem to be a reasonable compromise to an immediate total removal of the budget and it is proposed that Members accept this proposal.

- 7.2 The revenue savings that this incremental reduction in allocation will create (£5,000 in 2020/21, £10,000 in 2021/22, and £15,000 from 2022/23) could be used for projects to help to improve other greenspace and recreational land owned by the Council. It is proposed therefore that the savings be put to this use.

8.0 SUSTAINABILITY IMPLICATIONS

- 8.1. The funding provided to date has supported the development of a community sports club in providing facilities to allow the development of healthy outdoor activity for the local community, and has had a positive impact on health, inclusion and community use of the site.

9.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 9.1 Should the proposal to cut the grant totally from this year be replaced with an incremental reduction of the grant over the next 3 years this would mean retaining the £15,000 revenue allocation in 2019/20, reducing it to £10,000 in 2020/21, and £5,000 in 2021/22, with the grant finally ceasing in 2022/23.
- 9.2 Should Members agree to the proposal in 7.2 the savings generated would be used to undertake improvement projects to other areas of Council owned greenspace and recreational land.

10.0 RISK ASSESSMENT

- 10.1 Providing adequate maintenance support is a crucial element of protecting the capital investment in the Abbey Lane facility and ensuring that the new drainage system remains in good condition and helps to provide good quality playing pitches for the local community. Failure to maintain the system would result in a loss of reputation of the Council and the potential of other funders re-claiming their grant allocations. The Club will prioritise maintenance of the drainage system and provide annual reports to show that this is being undertaken, and will use their reducing subsidy from the Council to offset the costs of other outstanding maintenance issues.

Appendices

- Appendix 1 - Letter from Burscough Dynamo Football Club
Appendix 2 - Equality Impact Assessment
Appendix 3 - Minute of Corporate and Environmental Overview and Scrutiny Committee held on 10 October 2019

Appendix 1

Mr S Kent
Leisure Operations Manager
Robert Hodge Centre
Stanley Way
Skelmersdale
WN8 8EE

Dear Steve

05/08/2019

Thank you for sending over a copy of the review of funding for Abbey Lane Burscough, we appreciate the council do not have a bottomless pit of money and we have been helped out financially over the past couple of years.

We also are proud of the way the site is being run and the success of the club. We feel that we may be a victim of our own efficiency, on paper we are a success however we are a little concerned that there is still a lot of maintenance work to be carried out due to the last 10/15 years of neglect due to the site being "mothballed", we need to replace fencing cut trees back around the perimeter of the entire site along with the general repairs due to lack of maintenance over the past years.

Basically as it stands at the moment we are holding our own financially, however if we are to lose the funding from WLBC we would then be in a situation where we would need to cut back on the costs of site maintenance to divert funds to the scheduled maintenance of the pitches, as per the conditions of the grant award from Sport England and the FA, which is not a situation we would want to be put in. If we where to secure some of the funding for the next couple of years or if it would be more acceptable reduce the funding over say the next three years it would enable us to get in a position where we could quite easily cope with the ongoing maintenance, as you can appreciate there is a major commitment from the club to ensure the site thrives and to date we have achieved this goal, but again we are concerned that the club are to be left with considerable works due to the neglect of the site over the years.

We would like to appeal the decision the withdraw funding for the site for at least the next couple of years to continue its upkeep for not only ourselves but the wider community.



Elliot Cosgrove
(Chairman)

Equality Impact Assessment Form



Directorate: Leisure & Wellbeing	Service: Leisure
Completed by: Stephen Kent	Date: 6 th August 2019
Subject Title:	
1. DESCRIPTION	
Is a policy or strategy being produced or revised:	No <i>*delete as appropriate</i>
Is a service being designed, redesigned or cutback:	No
Is a commissioning plan or contract specification being developed:	No
Is a budget being set or funding allocated:	Yes
Is a programme or project being planned:	No
Are recommendations being presented to senior managers and/or Councillors:	Yes
Does the activity contribute to meeting our duties under the Equality Act 2010 and Public Sector Equality Duty (Eliminating unlawful discrimination/harassment, advancing equality of opportunity, fostering good relations):	No
Details of the matter under consideration:	Review of revenue budget for the maintenance of pitch drainage system at Abbey Lane Playing Fields
<p><i>If you answered Yes to any of the above go straight to Section 3</i></p> <p><i>If you answered No to all the above please complete Section 2</i></p>	
2. RELEVANCE	
Does the work being carried out impact on service users, staff or Councillors (stakeholders):	Yes/No* <i>*delete as appropriate</i>
<p>If Yes, provide details of how this impacts on service users, staff or Councillors (stakeholders):</p> <p><i>If you answered Yes go to Section 3</i></p>	
<p>If you answered No to both Sections 1 and 2 provide details of why there is no impact on these three groups:</p> <p><i>You do not need to complete the rest of this</i></p>	

<i>form.</i>	
3. EVIDENCE COLLECTION	
Who does the work being carried out impact on, i.e. who is/are the stakeholder(s)?	Burscough Dynamo Football Club (the Club) and users of Abbey Lane Playing Fields
If the work being carried out relates to a universal service, who needs or uses it most? (Is there any particular group affected more than others)?	See above
Which of the protected characteristics are most relevant to the work being carried out?	<i>*delete as appropriate</i>
Age	Yes
Gender	Yes
Disability	Yes
Race and Culture	No
Sexual Orientation	No
Religion or Belief	No
Gender Reassignment	No
Marriage and Civil Partnership	No
Pregnancy and Maternity	No
4. DATA ANALYSIS	
In relation to the work being carried out, and the service/function in question, who is actually or currently using the service and why?	Community Football Club, local football teams
What will the impact of the work being carried out be on usage/the stakeholders?	Impact would be minimal
What are people's views about the services? Are some customers more satisfied than others, and if so what are the reasons? Can these be affected by the proposals?	Service is good. Management of the facility is efficient and effective and usage is increasing
What sources of data including consultation results have you used to analyse the impact of the work being carried out on users/stakeholders with protected characteristics?	Consultation with the Club
If any further data/consultation is needed and is to be gathered, please specify:	Situation will be monitored annually by the Club and reported to WLBC
5. IMPACT OF DECISIONS	
In what way will the changes impact on people with particular protected characteristics (either	Changes should have minimal negative impact

positively or negatively or in terms of disproportionate impact)?	Positive impact would be increased maintenance throughout the site
6. CONSIDERING THE IMPACT	
If there is a negative impact what action can be taken to mitigate it? (If it is not possible or desirable to take actions to reduce the impact, explain why this is the case (e.g. legislative or financial drivers etc.).	Negative impact minimal so initially monitoring should be sufficient
What actions do you plan to take to address any other issues above?	.Regular liaison with the Club and annual feedback
7. MONITORING AND REVIEWING	
When will this assessment be reviewed and who will review it?	August 2020 – S. Kent

**MINUTE OF CORPORATE & ENVIRONMENTAL OVERVIEW AND SCRUTINY
COMMITTEE MEETING HELD ON 10 OCTOBER 2019**

30 ABBEY LANE PLAYING FIELDS - REVIEW OF FUNDING

Consideration was given to the report of the Director of Leisure and Environment as contained on pages 115 to 126 of the Book of Reports which reviewed the £15,000 revenue funding given annually to Burscough Dynamo Football Club to support the maintenance of Abbey Lane Playing Fields.

Representatives from Burscough Dynamo Football Club attended the meeting and outlined to Members the financial position of the Club and detailed the ongoing maintenance work taking place, including the fencing of the perimeter, cutting trees back and general repairs due to neglect in previous years. They also detailed involvement with the Community including West Lancashire School Partnership and the 'mini soccer' Cup Finals - Lancashire League.

The Leisure Operations Manager explained to Members that savings made by reducing this budget allocation would be used for similar greenspace and recreational usage in future.

The Chairman thanked representatives from the Club for attending the meeting.

RESOLVED: That Members note the content of this review and approve the following recommendations listed below to Cabinet.

Members agree that the allocation of £15,000 revenue budget, to support the maintenance of the new drainage system at Abbey Lane Playing Fields, be continued in 2019/20, then reduced incrementally by £5,000 a year until it is phase out in 2022/23.

The revenue savings made by reducing this budget allocation be used for projects to improve and develop other Council greenspace and recreational land.



CABINET: 5 November 2019

**EXECUTIVE OVERVIEW AND SCRUTINY
COMMITTEE: 21 November 2019**

COUNCIL: 11 December 2019

**Report of: Corporate Director of Place & Community and Corporate Director of
Transformation & Resources (Interim)**

Relevant Portfolio Holder: Councillors J Wilkie & A Yates

**Contact for further information: Peter Quick (Extn. 5203)
(peter.quick@westlancs.gov.uk)**

SUBJECT: HRA REVENUE AND CAPITAL MID-YEAR REVIEW

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

- 1.1 To provide a summary of the Housing Revenue Account (HRA) and Housing capital programme positions for the 2019/20 financial year.

2.0 RECOMMENDATIONS TO CABINET

- 2.1 That the 2019/20 HRA and Housing capital programme positions be noted.
- 2.2 That the proposed budget adjustments identified in Appendix One and Appendix Three be endorsed for consideration by Council.
- 2.3 That Call in is not appropriate for this item as the report is being submitted to the next meeting of the Executive Overview and Scrutiny Committee on 21 November 2019.

3.0 RECOMMENDATIONS TO EXECUTIVE OVERVIEW AND SCRUTINY COMMITTEE

- 3.1 That the 2019/20 HRA and Housing capital programme positions be noted.

4.0 RECOMMENDATIONS TO COUNCIL

- 4.1 That the 2019/20 HRA and Housing capital programme positions be noted.

- 4.2 That the proposed budget adjustments identified in Appendix One and Appendix Three be approved.

5.0 BACKGROUND

- 5.1 In February 2019 Council agreed the HRA revenue and capital budgets for the 2019/20 financial year. Subsequently in July 2019 Council noted the favourable financial outturn position of the 2018/19 HRA and Capital Investment Programme and approved a number of budget changes and allocations.
- 5.2 As a result of previously approved policy options the HRA has been able to achieve a balanced budget position throughout the period of 1% per annum rent reductions. This financial year represents the fourth and final year.
- 5.3 From April 2020 the Government's new rents policy will apply which will return to annual increases of up to CPI + 1%. There is also a new regulatory framework which it is anticipated will be more robust. WLBC are participating in the voluntary pilot scheme with the new regulator during 2019/20 to ensure as smooth a transition to the new framework as possible.

6.0 HOUSING REVENUE ACCOUNT – PROJECTED OUTTURN

- 6.1 Appendix One identifies proposed HRA budget adjustments in year. The aim of this is to amend revenue budgets that are showing a substantial favourable variance and to use that money in-year as a revenue contribution to capital, as this will reduce the amount of HRA borrowing required and the associated debt costs. All budgets and variances are based upon the current organisational structure and do not take into account the proposals agreed through the Sustainable Organisational Review.
- 6.2 A summary of the projected HRA revenue outturn against the proposed revised budget is set out in Appendix Two and shows that a favourable budget variance of £1,244,000 is expected, representing 4.9% of total turnover. This demonstrates that the HRA remains in a healthy financial position.
- 6.3 The main variances that are expected at this time include:
- There are a number of vacant posts, largely in Property Services, pending recruitment of the permanent staff to fill them. Consequently a significant favourable variance is anticipated on employee costs
 - Planned revenue works are unlikely to be fully undertaken in year, and the size of this budget will be reviewed during 2020/21 budget setting. In comparison, the planned capital programme is expected to largely be delivered.
 - Void repairs and responsive repairs are both demand-led so these budget requirements can change as circumstances evolve. This year so far responsive revenue works are below budget and this is expected to continue
 - The remaining budget contingency is not expected to be used
 - Dwelling rents are better than budget due mainly to a low void rate leading to less rental income being lost due to voids

- Service charge income is expected to be better than budget, reflecting the success in offering CAT 2 levels of tenant support to CAT 1 sheltered tenants (this initiative was identified in the February 2019 budget setting report)

6.4 It is intended that consideration will be given to how the projected favourable budget variance of £1,244,000 should be used at year end and as part of the budget setting process for 2020/21.

7.0 CAPITAL INVESTMENT PROGRAMME

7.1 As part of the mid-year review, capital programme budgets have been examined to ensure that they continue to be required and that their level is appropriate, and proposed amendments are shown in Appendix Three.

7.2 A summary of the Housing Capital expenditure year to date position is shown in Appendix Four. Total expenditure to date is £3.186m which represents 29% of the total revised budget, and represents a good level of performance. For comparison purposes, at the mid-year point in 2018/19 expenditure was around 33%

7.3 In February 2019, delegated authority was given to the Director of Housing and Inclusion, in consultation with the Housing and Landlord Services Portfolio Holder, to utilise one for one capital receipt funding together with HRA borrowing to acquire new properties subject to there being a satisfactory business case. At mid-year a total of £0.591m has been spent on purchasing and bringing to a satisfactory standard seven properties, at an average cost after use of 141 receipts of £59.1k.

8.0 SUSTAINABILITY IMPLICATIONS

8.1 Monitoring the budget position ensures, with information we are aware of, that the HRA remains able to deliver services and is financially sustainable in the medium term. This supports the aim that local people should receive good quality homes for a fair and appropriate rent.

9.0 RISK ASSESSMENT

9.1 The formal reporting of performance on the Housing Revenue Account is part of the overall budgetary management and control framework that is designed to minimise the financial risks facing the Council.

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 One – Proposed Changes to the HRA Budget

Appendix Two – HRA Revenue Projected Outturn

Appendix Three - Housing Revised Capital Programme Summary of Changes

Appendix Four - Housing Capital Year to Date Position

Appendix Five – Minute of Cabinet 5 November 2019 (Executive Overview and Scrutiny Committee only) – to follow

Appendix Six – Minute of Executive Overview and Scrutiny Committee 21 November 2019 (Council only) – to follow

Appendix One – Proposed Changes to the HRA Budget

Budget Area	Original Budget £000	Budget Adjustment £000	Revised Budget £000
HRA			
Employee Expenses	4,711	-150	4,561
Void repairs and response repairs	2,879		2,879
Other premises costs	3,369	-300	3,069
Transport costs	187		187
Budget contingency	342	-80	262
Supplies and Services	1,134	30	1,164
Support Services and internal income (net)	255		255
Loan interest	3,057		3,057
Contributions to capital	9,151	550	9,701
Dwelling rents	-22,370	-50	-22,420
Other external income	-2,715		-2,715
HRA Total	0	0	0

Notes:

1. Vacancies in the first half of the year have led to a favourable forecast variance. Remove £150k of this from the 2019/20 salary budgets
2. Reduce the in-year revenue planned maintenance budget by £300k as it won't be spent in 2019/20
3. £80k of budget contingency has been allocated to the HRA IT budget, (Supplies & Services), to facilitate delivery of in-year plans
4. Reduce the bad debt provision, (Supplies & Services), by £50k
5. Increase the dwelling rents budget by £50k to recognise lower voids rates than budgeted
6. Allocate the £550k of budget savings to revenue contributions to capital and reduce HRA borrowing by the same amount

Appendix Two – HRA Revenue Projected Outturn

Budget Area	Revised Budget £000	Variance £000	Comment
Employee Expenses	4,561	-300	Staffing vacancies will lead to a favourable budget variance
Void repairs and response repairs	2,879	-180	Both budgets are demand-led so final outturn depends upon various factors.
Other premises costs	3,069	-300	Planned revenue works budget not expected to be fully used in 2019/20
Transport costs	187	-27	
Budget contingency	262	-262	No current calls on remaining budget contingency
Supplies and Services	1,164	-30	
Support Services and internal income (net)	255	0	
Loan interest	3,057	0	
Contributions to capital	9,701	0	
Dwelling rents	-22,420	-80	Voids rate lower than budgeted so less income lost due to voids
Other external income	-2,715	-65	
Total	0	-1,244	Represents 4.9% of the overall turnover

Appendix Three – Housing Revised Capital Programme Summary of Changes

Scheme	Current Budget £000's	Transfers £000's	Re-profiling £000's	Funding changes £000's	Revised Budget £000's	Comments
Re-Roofing Works	2,131				2,131	
External Works	1,004	-114	-140		750	£114k to Beechtrees, reprofile £140k to 2020/21 for enabling Whitburn and Waverley refurbishment
Heating System Upgrades	823				823	
Electrical Upgrades	737				737	
Kitchen Replacements	633				633	
Windows and Doors	581				581	
Bathroom Replacements	501				501	
Communal Fire Safety Works	426				426	
Walls	280				280	
Communal Areas Improvements	117				117	
Capital Investment Programme	7,233	-114	-140	0	6,979	
Beechtrees	1,176	114			1,290	£114k to fund additional highways and pavement works as well as associated contractor costs
Westec Development HRA Element	20				20	
Firbeck						
Professional Fees	700				700	
Adaptations for Disabled People	439				439	
Contingency/Voids	300				300	
Improvements to Binstores	299				299	
Environmental Programme	200				200	
Asset Management Assessment	185				185	

Lifts	168				168	
Sheltered Housing Upgrades	140				140	
Garages						
Structural Works						
Other Housing Schemes	3,627	114	0	0	3,741	
Digital Initiatives	57				57	
Purchase Service Charge Software	40				40	
Housing OR Recommendations	9				9	
Total Expenditure	10,966	0	-140	0	10,826	

Resources

	Current Budget £000's	Transfers £000's	Re-profiling £000's	Funding changes £000's	Revised Budget £000's	Comments
Capital Receipts	9				9	
HRA Borrowing	1,806		-140	-550	1,116	Release £140k due to reprofiling
HRA/MRA Contribution	9,151			550	9,701	Switch funding from borrowing
Total Resources	10,966	0	-140	0	10,826	

Appendix Four – Housing Capital Year to Date Position

Scheme Description	Revised Budget £000's	Mid-year Spend £000's	Mid-year Spend %
Re-Roofing Works	2,131	92	4%
Heating System Upgrades	823	307	37%
External Works	750	200	27%
Electrical Upgrades	737	116	16%
Kitchen Replacements	633	0	0%
Windows and Doors	581	25	4%
Bathroom Replacements	501	4	1%
Communal Fire Safety Works	426	233	55%
Walls	280	0	0%
Communal Areas Improvements	117	45	38%
Capital Investment Programme	6,979	1,022	15%
Beechtrees	1,290	984	76%
Westec Development HRA Element	20	92	460%
Firbeck		-10	
Professional Fees	700	638	91%
Adaptations for Disabled People	439	242	55%
Contingency/Voids	300	151	50%
Improvements to Binstores	299	95	32%
Environmental Programme	200	0	0%
Asset Management Assessment	185	0	0%
Lifts	168	0	0%
Sheltered Housing Upgrades	140	-5	-4%
Garages		-30	
Structural Works		4	
Energy Efficiency		1	
Other Housing Schemes	3,741	2,162	58%
Digital Initiatives	57	0	0%
Purchase Service Charge Software	40	0	0%
Housing OR Recommendations	9	0	0%
Rounding		2	
Total Expenditure	10,826	3,186	29%

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

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