



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

---

10 July 2019

**TO: COUNCILLORS V CUMMINS, J FINCH, MRS M BLAKE, T BLANE, C COOPER, C COUGHLAN, S CURRIE, G DOWLING, J GORDON, G HODSON, K MITCHELL, J MONAGHAN AND A SUTTON**

Dear Councillor,

A meeting of the **CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE** will be held in the **CABINET & COMMITTEE ROOM, 52 DERBY STREET, ORMSKIRK, L39 2DF** on **THURSDAY, 11 JULY 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. MEMBERSHIP OF THE COMMITTEE**

To be apprised of any changes to the membership of the Committee in accordance with Council Procedure Rule 4.

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

Note: No other business is permitted unless, by reasons of special circumstances, which shall be specified at the meeting, the Chairman is of the opinion that the item(s) should be considered as a matter of urgency.

**4. DECLARATIONS OF INTEREST** 1 - 2

If a member requires advice on Declarations of Interest, he/she is advised to contact the Borough Solicitor in advance of the meeting. (For the assistance of members a checklist for use in considering their position any particular item is included at the end of this agenda sheet.)

**5. DECLARATIONS OF A PARTY WHIP**

In accordance with Overview and Scrutiny Committee Procedure Rule 16, Members must declare the existence of any Party Whip, and the nature of it, when considering any matter in the following categories:

- The review of any decision of Cabinet or
- The performance of any Member of the Cabinet

N.B. The Secretary of State believes whipping is incompatible with Overview and Scrutiny.

**6. MINUTES** 3 - 8

To receive as a correct record the Minutes of the meeting held on 7 March 2019.

**7. PUBLIC SPEAKING** 9 - 12

Residents of West Lancashire, on giving notice, may address the meeting to make representations on any item on the agenda except where the public and press are to be excluded during consideration of the item. The deadline for submissions is 10.00am on Friday 5 July 2019. A copy of the public speaking protocol and form to be completed is attached.

**8. QUARTERLY PERFORMANCE INDICATORS Q4 2018-19** 13 - 30

To consider the report of the Director of Housing and Inclusion. (Relevant Portfolio Holder: Councillor I Moran)

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

There are no items to receive.

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

There are no items to receive.

<b>11.</b>	<b>'COMMUNITY INVOLVEMENT IN SERVICE DELIVERY' - REVIEW OF RECOMMENDATIONS</b>	31 - 34
	To review the recommendations from the 'Community Involvement in Service Delivery'.	
11a	ABBEY LANE PLAYING FIELDS - REVIEW OF FUNDING To consider the report of the Director of Leisure and Environment.	35 - 42
<b>12.</b>	<b>LITTER BIN POLICY REVIEW</b>	
	To consider the following items in relation to the review 'Litter Bin Policy':	
12a	Presentation from Egbert Taylor To receive a presentation from Egbert Taylor (an organisation that provide compaction litter bins).	
12b	Condition Survey To receive feedback from the Condition Survey.	
12c	Review Project Plan To review the Project Plan.	43 - 46
<b>13.</b>	<b>REVIEW OF THE PUBLIC SPEAKING PROTOCOL</b>	47 - 58
	To consider the report of the Borough Solicitor.	
<b>14.</b>	<b>WORK PROGRAMME OF THE COMMITTEE</b>	59 - 72
	To consider the Work Programme of the Committee for 2019/20.	
<b>15.</b>	<b>MINUTES OF MEMBER DEVELOPMENT COMMISSION</b>	73 - 76
	To consider the minutes of the Member Development Commission held on 14 March 2019.	
<b>16.</b>	<b>EXCLUSION OF PRESS AND PUBLIC</b>	
	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 7 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.	
<b>17.</b>	<b>BTLS ANNUAL REVIEW 2018/19</b>	77 - 98
	To consider the report of the Director of Housing and Inclusion and to	

receive a presentation from representatives from BTLS.

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

**FIRE EVACUATION PROCEDURE: Please see attached sheet.**

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

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

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

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

**IF YOU DISCOVER A FIRE**

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

**ON HEARING THE FIRE ALARM**

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

**NOTES:**

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

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

**CHECKLIST FOR PERSON IN CHARGE**

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

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

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

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

**NOTE:**

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

**CHECKLIST FOR ZONE WARDEN**

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

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

**INSTRUCTIONS FOR DOOR WARDENS**

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

# Agenda Item 4

## MEMBERS INTERESTS 2012

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

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

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

Please tick relevant boxes

Notes

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

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

### Interest

Employment, office, trade, profession or vocation

Sponsorship

### Prescribed description

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

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

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

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

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

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

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

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

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

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

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

**'a connected person'** means

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

**'body exercising functions of a public nature'** means

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

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

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



# Agenda Item 6

## CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE

HELD: Thursday, 7 March 2019

Start: 7.00 pm

Finish: 8.30 pm

### PRESENT:

Councillors: N Hennessy (Chairman)  
M Nixon (Vice-Chairman) Mrs M Blake  
T Blane P Cotterill  
S Currie D Evans  
G Hodson K Lockie  
C Marshall A Owens  
N Pryce-Roberts D West

Officers: Heidi McDougall, Director of Leisure & Environment  
Ian Gill, Deputy Director of Development & Regeneration  
Alison Grimes, Partnership & Performance Officer  
Jacky Denning, Member & Executive Services Manager  
Tom Dickinson, Assistant Solicitor  
Andrew Hill, Environmental Protection and Community Safety  
Manager  
Cliff Owens, Community Safety Officer  
Michelle Williams, Operational Manager Street Scene  
Helen Juste, Arts Development Manager

### 50 APOLOGIES

There were no apologies for absence received.

### 51 MEMBERSHIP OF THE COMMITTEE

There were no changes to Membership of the Committee.

### 52 URGENT BUSINESS, IF ANY, INTRODUCED BY THE CHAIRMAN

There were no items under this heading.

### 53 DECLARATIONS OF INTEREST

Councillor D Evans declared a non-pecuniary interest in relation to agenda item 12 'Chapel Gallery' as a service user.

### 54 DECLARATIONS OF A PARTY WHIP

There were no declarations of party whip.

### 55 MINUTES

RESOLVED: That the minutes of the meeting held on 6 December 2018 be approved as a correct record and signed by the Chairman.

**56 PUBLIC SPEAKING**

There were no items under this heading.

**57 CRIME AND DISORDER SCRUTINY**

The Committee received a presentation from Andrew Hill, Environmental Protection and Community Safety Manager and Cliff Owens, Community Safety Officer on behalf of the West Lancashire Community Safety Partnership (CSP), which provided the Committee with an understanding of the Community Safety Partnership Vision and an overview of crime figures was also provided.

During discussion comments and questions were raised in respect of:-

- Crime figures
- The Sexing Short Film launch
- Antisocial behaviour statistics
- Review of an Anti-Social Behaviour complaint – Community Triggers
- Anti-Bullying programmes
- PACT Meetings
- Ormskirk Town Centre – Recent anti-social behaviour issues
- Police horse presence in Ormskirk Town Centre - benefits
- Edge Hill University CCTV

On behalf of the Committee, the Chairman thanked the Community Safety Partnership for the presentation.

RESOLVED: A. That the presentation be noted.

B. That the Director of Leisure & Environment, on behalf of the Chairman, should write to Edge Hill University expressing the Committee's concern in relation to the quality of the CCTV provision at the entrances to the University.

C. That the Director of Leisure & Environment, on behalf of the Committee, should write to Lancashire Police, requesting information in relation to the benefits of having mounted police officers on horses in Ormskirk Town Centre and any additional costs this incurs.

**58 ITEMS FROM THE MEMBERS' UPDATE INCLUDED ON THE AGENDA AT THE REQUEST OF A MEMBER**

There were no items under this heading.

**59 MEMBERS ITEMS / CCFA (COUNCILLOR CALL FOR ACTION)**

There were no items under this heading.

**60 QUARTERLY PERFORMANCE INDICATORS (Q3)**

Consideration was given to the report of the Director of Housing and Inclusion, as contained on pages 127 to 142 of the Book of Reports, which presented the performance monitoring data for the quarter ended 31 December 2018.

Comments and questions were raised in respect of the following:

- ICT2 'Minor Business Disruption (P3) – 99.0% (the same figure since Q2 2017/18) – The Partnership & Performance Officer gave an undertaking to provide the Committee with a breakdown of figures in respect of the ICT indicators
- WL19bii 'Direct dial calls answered within 10 seconds' – the implications arising from the transition to Skype
- WL90 '% of Contact Centre calls answered' – resource issues
- WL18 'Use of leisure and cultural facilities (swims and visits) – Collection of data in respect of Chapel Gallery available for 2019
- R1 '% of Council Tax Collected'
- WL121 'Working Days Lost Due to Sickness Absence' – Training for Managers

RESOLVED: That the Council's performance against the indicator set for the quarter ended 31 December 2018, be noted.

**61 CHAPEL GALLERY**

Consideration was given to the report of the Director of Development and Regeneration as contained on pages 143 to 149 of the Book of Reports, which provided an update in relation to activities, programme of events and initiatives for the coming year at the Chapel Gallery.

Members were invited to a 'Tour' of the Chapel Gallery by Helen Juste, Arts Development Manager prior to the meeting of the Committee.

The Deputy Director Development and Regeneration and the Arts Development Manager updated Members in relation to the initiatives underway, including the new footfall monitoring system, which was due to be operational shortly and which will enable accurate footfall figures to be produced for future monitoring purposes.

Comments and questions were raised in respect of the following:

- Business plan projections
- Branding and marketing
- Pricing for cinema packages

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

**62 'COMMUNITY INVOLVEMENT IN SERVICE DELIVERY' REVIEW - FINAL REPORT**

The Committee was advised that the recommendations contained in the final report of the review undertaken 'Community Involvement in Service Delivery' had been approved by Cabinet on 15 January 2019.

RESOLVED: That the update be noted and the actions arising from the final report be reviewed at the meeting of this Committee on 11 July 2019.

**63 LITTER BIN POLICY REVIEW**

Consideration was given to the following 3 items in relation to the review undertaken by the Committee entitled 'Litter Bin Policy'.

**64 LITTER BIN DESIGNS**

The Committee received a presentation from Michelle Williams, Operations Manager, Street Scene, which outlined the current position in relation to litterbin policy and the different litterbin designs, including:

- Style and size of litter bins
- Fill level sensors
- Compaction bins
- Litter bin innovations
- Standard / uniformed litter bins
- Comparison with other Local Authorities

RESOLVED: That the Litter Bin Design presentation be noted.

**65 CRITERIA FOR THE SITUATION OF BINS**

The Committee received a presentation from Michelle Williams, Operations Manager, Street Scene, which outlined the criteria for the situation of bins.

The Committee considered a draft Policy for the provision of Litter Bins, which was circulated.

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

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

RESOLVED: A. That the presentation on the criteria for the situation of bins, be

noted.

- B. That the draft policy be noted and any comments be sent to the Operation Manager, Street Scene by mid-June.

**66 PROJECT PLAN - LITTER POLICY**

The Committee considered the project plan for the review 'Litter Policy'.

RESOLVED: That the Project Plan 'Litter Policy' be noted.

**67 WEEDS IN WEST LANCASHIRE**

Consideration was given to an item raised by Councillor N Pryce–Roberts in respect of 'Weeds in West Lancashire' as contained on page 155 of the Book of Reports.

The Director of Leisure and Environment explained to Members the areas of responsibility for Weed Control by West Lancashire Borough Council and of Lancashire County Council and advised that any issues in relation to weeds should be reported by Members through the 'Patch Problem' system.

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

- Winter works Programme completed by end of March 2019
- Japanese Knot Weed
- Grass growth on pathways

RESOLVED: That it be noted that the specific issues raised by Councillor N Pryce–Roberts will form part of the winter work programme to be completed by the end of March 2019 and that other issues raised have been collated into an action plan with works currently progressing.

**68 WORK PROGRAMME OF THE COMMITTEE**

Consideration was given to the Work Programme, as contained on pages 157 to 158 of the Book of Reports.

RESOLVED: That the future Work Programme be noted, with the inclusion of the review of the recommendations from the 'Community Involvement in Service Delivery' final report, being included on the Agenda for the July 2019 meeting.

.....  
**Chairman**



## **PUBLIC SPEAKING – PROTOCOL**

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

#### **1.0 Public Speaking**

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

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

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

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

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

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

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

#### **3.0 Scope**

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

3.2 The Borough Solicitor may reject a submission if it:

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

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

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

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

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

(Please see attached form.)





## REQUEST FOR PUBLIC SPEAKING AT MEETINGS

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

**NAME** .....

**ADDRESS** .....

Post Code .....

**PHONE** .....

**Email** .....

Please indicate if you will be in attendance at the meeting

**YES/NO\***

\*delete as applicable

Note: This page will not be published.

(P.T.O.)





**CABINET: 11 JUNE 2019**

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY COMMITTEE:  
11 JULY 2019**

---

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

**Relevant Portfolio Holder: Councillor I Moran**

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

---

**SUBJECT: QUARTERLY PERFORMANCE INDICATORS (Q4 2018/19)**

---

Wards affected: Borough wide

## **1.0 PURPOSE OF THE REPORT**

1.1 To present performance monitoring data for the quarter ended 31 March 2019.

## **2.0 RECOMMENDATIONS TO CABINET**

2.1 That the Council's performance against the indicator set for the quarter ended 31 March 2019 be noted.

2.2 That the call-in procedure is not appropriate for this item as the report will be submitted to the meeting of the Corporate & Environmental Overview & Scrutiny Committee on 11 July 2019.

## **3.0 RECOMMENDATIONS TO CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE**

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

---

## **4.0 CURRENT POSITION**

- 4.1 Members are referred to Appendix A of this report detailing the quarterly performance data for key performance indicators. The performance information aims to help demonstrate performance against the corporate priorities as well as providing some service-specific information.
- 4.2 38 data items are reported for Quarter 4. Five of these are data only. Of the 33 PIs with targets reported:
- 21 indicators met or exceeded target
  - 6 indicators narrowly missed target; 5 were 5% or more off target
  - 1 indicator still has data pending (HS30 % of non-domestic properties with fire risk assessment in place)

1 data only item has information unavailable: *WL\_18 Use of leisure and cultural facilities*. Methods of collecting data for the Chapel Gallery element are being reviewed.

As a general comparison, Q4 performance in 2018/19 gave 18 (from 29) performance indicators on or above target.

- 4.3 Performance plans prepared by service managers are already in place for those indicators where performance falls short of the target by 5% or more for this quarter, if such plans are able to influence outturn and will be relevant for future monitoring purposes.
- 4.4 These plans provide the narrative behind the outturn. Where performance is below target for consecutive quarters, plans are revised only as required, as it is reasonable to assume that some remedial actions will take time to make an impact. Progress on actions from previous Performance Plans are provided in Appendix B.
- 4.5 For those PIs that have flagged up as 'amber' (indicated as a triangle), an assessment has been made at head of service level based on the reasons for the underperformance and balancing the benefits of implementing a performance plan versus resource implications. This is indicated in the table.
- 4.6 This quarterly suite of indicators and targets was agreed by Cabinet in March 2018. Targets for 2018/19 were finalised through Cabinet following consideration of comments from the Executive Overview and Scrutiny Committee.

## **5.0 SUSTAINABILITY IMPACTS**

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

## **6.0 FINANCIAL AND RESOURCE IMPLICATIONS**

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

## **7.0 RISK ASSESSMENT**

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

---

---

### **Background Documents**

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

### **Equality Impact Assessment**

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

### **Appendices**

Appendix A: Quarterly Performance Indicators for Q4 Jan-March 2018/19

Appendix B: Actions from Previous Performance Plans

Appendix C: Minute of Cabinet (Corporate and Environmental Overview and Scrutiny Committee only) – to follow



# APPENDIX A: QUARTERLY PERFORMANCE INDICATORS

Icon key					
PI Status			Performance against same quarter previous year		
	OK (within 0.01%) or exceeded	21		Improved	14
	Warning (within 5%)	6		Worse	13
	Alert (by 5% or more)	5		No change	5
	Data only	5	/	Comparison not available	5
N/A	Data not collected for quarter	0		Awaiting data	1
	PIs awaiting data	1			
	'Data only' awaiting data	1			
				Total number of indicators/data items	38

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

PI Code & Short Name	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Current Target	Comments	Q4 18/19 vs Q4 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
Page 1 ICT1 Severe Business Disruption (Priority 1)	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	NB: The ICT PIs are provided as whole numbers only. Q4 outturn is year to date; annual target of 99% was exceeded		
ICT2 Minor Business Disruption (P3)	98%	98%	99%	99%	99%	99%	99%	99%	99%	97%	Q4 outturn is year to date; annual target of 97% was exceeded		
ICT3 Major Business Disruption (P2)	96%	100%	100%	100%	100%	100%	100.0%	100%	100%	98%	Q4 outturn is year to date; annual target of 98% was exceeded		
ICT4 Minor Disruption (P4)	99% <sup>1</sup>	98%	99%	99%	99%	99%	99%	99%	99%	98%	Q4 outturn is year to date; annual target of 98% was exceeded		
R1 % of Council Tax collected	96.74%	29.30%	56.28%	83.97%	96.51%	29.22%	56.10%	83.81%	96.46%	97.10%	Q4 outturn is year to date; annual target of 97.10% was narrowly missed. Previous Performance Plan in progress, see Appendix C.		
R2 % council tax previous years arrears collected	26.82%	7.13%	13.37%	18.22%	26.78%	11.1%	17.14%	21.85%	25.88%	24.5%	Q4 outturn is year to date; annual target of 24.50% was exceeded.		
R3 % of Business Rates Collected (NNDR)	97.72%	29.18%	55.15%	80.66%	98.18%	28.18%	55.08%	81.05%	98.22%	97.20%	Q4 outturn is year to date; annual target of 97.20% was exceeded. Direct over performance against the		

PI Code & Short Name	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Current Target	Comments	Q4 18/19 vs Q4 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
											target of approx.		
R4 Sundry Debtors % of revenue collected against debt raised	95.06%	39.49%	74.71%	87.99%	95.78%	38.01%	83.96%	87.41%	96.95%	89.10%	Q4 outturn is year to date; annual target of 89.10% was exceeded. Direct over performance against the target of approx.	↑	✓
B1 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	6.41	6.87	7.10	6.93	5.63	6.98	6.05	6.41	6.16	12.00	Q4 outturn is year to date; annual target of 12 days was exceeded	↓	✓
B2 Overpayment Recovery of Housing Benefit overpayments (payments received)	£311,409	£69,860	£140,362	£212,841	£294,695	£87,070	£178,006	£270,313	£370,939	£195,000	Q4 outturn is year to date; annual target of £195K was exceeded.	↑	✓

### Development & Regeneration Services






















Page Code & Short Name	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Current Target	Comments	Q4 18/19 vs Q4 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
18 NI 157a Processing of planning applications: Major applications	83.33%	100%	100%	100%	87.50%	100%	100%	88.89%	100%	65.00%	Annual performance of 97.56% exceeded annual target of 65%.	↑	✓
NI 157b Processing of planning applications: Minor applications	94.67%	76.56%	93.90%	93.62%	89.09%	90.77%	92.31%	90.16%	86.79%	75.00%	Annual performance of 89.91% exceeded annual target of 75%.	↓	✓
NI 157c Processing of planning applications: Other applications	89.52%	87.31%	93.62%	94.87%	96.15%	96.55%	93.84%	95.27%	90.68%	85.00%	Annual performance of 94.25% exceeded annual target of 85%.	↓	✓

### Housing & Inclusion Services

PI Code & Short Name	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Current Target	Comments	Q4 18/19 vs Q4 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
BV8 % invoices paid on time	98.37%	99.11%	98.05%	98.79%	98.13%	98.30%	98.14%	97.85%	98.59%	98.75%	Annual outturn of 98.21%, relating to 47,159 invoices, narrowly missed target	↑	⚠

















PI Code & Short Name	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Current Target	Comments	Q4 18/19 vs Q4 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
											of 98.75%. Quarter data relates to payment of over 12,000 invoices. March performance was 99.03% Head of Service assessment: performance plan not required.		
HS1 % Housing repairs completed in timescale Page 19	98.40%	95.88%	96.06%	98.44%	99.10%	96.32%	96.51%	95.23%	92.80%	97.00%	Annual performance of 95.22% narrowly missed target 97%. We have recently ceased a contract with one of our contractors. This impacted heavily both in terms of receiving data around completions and availability of resources to complete that additional work as we approached contract end. Performance Plan in progress, see Appendix C.	↓	⚠
HS27 % of properties with a valid Landlord Gas Safety Record (homes and buildings) <sup>4</sup>	N/A - PI not developed at this time.						100.0%	100.0%	100.0%	100.0%		/	✅
HS28 % of properties with a valid Electrical Installation Condition Report (homes and buildings) <sup>4</sup>	N/A - PI not developed at this time.						93.4%	96.0%	98.8%	100.0%	70 properties identified at the end of March that require electrical remedial work. These are currently under action with a target completion by end of June. Performance Plan in progress, see Appendix C.	/	⚠
HS29 % non-domestic that require an asbestos management survey/re-inspection <sup>4</sup>	N/A - PI not developed at this time.						92.4%	99.7%	100.0%	100.0%		/	✅
HS30 % of non-domestic properties with fire risk	N/A - PI not developed at this time.						100.0%	100.0%	🔍	100.0%	Certificate evidence for FRA work completed at the end of March 2019 currently being collated for uploading into	/	🔍

PI Code & Short Name	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Current Target	Comments	Q4 18/19 vs Q4 17/18	Quarter Status	
	Value	Value	Value	Value	Value	Value	Value	Value	Value					
assessment in place <sup>4</sup>											database.			
HS31 % of properties covered by water hygiene risk assessment (homes and buildings) <sup>4</sup>	N/A - PI not developed at this time.						100.0%	100.0%	100.0%	100.0%	100.0%		/	
TS1 Rent Collected as a % of rent owed (excluding arrears b/f)	99.09	102.46	99.97	100.5	99.48	103.61	99.66	101	99.77	99.5	Q4 outturn is year to date; annual target of 99.5% was exceeded.			
TS11 % of rent loss through dwellings being vacant	1.79%	1.84%	1.79%	1.87%	1.59%	1.25%	1.1%	1.01%	0.94%	1.9%	Q4 outturn is year to date; annual target of 1.9% was exceeded.			
Page 29 WL19bii Direct dial calls answered within 10 seconds <sup>2</sup>	82.69%	81.39%	81.24% <sup>2</sup>	80.07% <sup>2</sup>	78.43%	77.67%	77.96%	78.93%	76.39%	80.26%	Quarter data relates to 44,292 offered calls. 85.5% of calls were answered in 20 seconds. Annual outturn of 77.75% narrowly missed target of 80.26%.  Q4 data does not capture all staff for the full period due to early adopters of Skype (from 25 February with up to 60 by the end of March). Performance plan not appropriate as different reporting will be in place for Q1 following full Skype rollout by the end of May.			
WL85a Website: no. visits	135,387	170,854	138,044	131,395	152,154	193,813	143,749	152,659	167,748					
WL85aa Website: number of unique visitors	88,887	114,960	92,108	84,757	97,821	125,685	108,838	98,894	109,050					
WL85b Website: use of online forms	1,900	4,787	3,131	2,076	3,587	5,772	4,150	3,429	2,190					
WL85c Website: no. online payments	10,174	30,331	14,997	12,791	15,560	29,206	14,393	12,943	13,065					
WL90 % of Contact Centre calls answered	91.9%	80.1%	90.3%	88.3%	71.9%	61.9%	89.3%	87.7%	61.6%	88.0%	Annual outturn of 72.2% did not achieve target of 88.0%.  There were 130,993 calls in 2018/19,			

PI Code & Short Name	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Current Target	Comments	Q4 18/19 vs Q4 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
											<p>compared with 123,448 in 2017/18.</p> <p>Performance Plan in progress, see Appendix C</p> <p>Q4 is always the busiest quarter for calls due to year end activities e.g Council Tax annual billing, invoices. Garden waste subscriptions opening online increases enquiries into the contact centre. There have been delays appointing to vacant posts offered and some long term sickness within the team.</p> <p>Performance Plan in progress, see Appendix C.</p>		
Page 31 L108 Average answered waiting time for callers to the contact centre (seconds)	69.00	163.00	83.00	102.00 <sup>3</sup>	214.00	288.00	100.00	117.00	326.00	145.00	<p>Annual outturn of 250s (4m 10s) did not achieve target of 145s (2m 25s).</p> <p>Quarter figures relate to 32,811 calls into the contact centre.</p> <p>Performance Plan in progress, see Appendix C.</p>	↓	⬮



### Leisure & Environment Services

PI Code & Short Name	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Current Target	Comments	Q4 18/19 vs Q4 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 191 Residual household waste per household (Kg) <sup>5</sup>	120.83 <sup>6</sup>	128.68 <sup>6</sup>	124.07 <sup>6</sup>	123.57 <sup>6</sup>	124.76	128.66	126.15 <sup>6</sup>	118.11	120.55	125	Annual outturn will reflect the collections actually made (not validated) within 2018/19. Annual data therefore still pending.	↑	✔
NI 192 Percentage of household waste sent for reuse, recycling and composting <sup>5</sup>	46.05% <sup>6</sup>	40.93% <sup>6</sup>	48.67% <sup>6</sup>	46.25% <sup>6</sup>	40.52% <sup>6</sup>	34.68%	46.57% <sup>6</sup>	44.84% <sup>6</sup>	43.00%	50.00%	Annual outturn will reflect the collections actually made (not validated) within 2018/19. Annual data therefore still pending.	↑	⬮

PI Code & Short Name	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Current Target	Comments	Q4 18/19 vs Q4 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
											Performance Plan in progress, see Appendix C.		
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	0.00% <sup>7</sup>	N/A	1.22%	0.33%	0.67%	N/A	1.33%	0.83%	1.67%	1.61%	Annual performance of 1.28% exceeded annual target of 1.61%.  No plan is provided since this PI is replaced for Q1 with new Clean and Green standards.		
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	2.05% <sup>7</sup>	N/A	3.13%	3.86%	6.17%	N/A	3.28%	4.61%	3.31%	5.00%	Annual performance of 3.72% exceeded annual target of 5.00%.		
Page 2 WL01 No. residual bins missed per 100,000 collections	79.62	91.48	93.36	74.31	116.77	138.39	89.43	107.01	110.46	80.00	Annual performance of 111.32 did not achieve target of 80.  Due to the move to Service Now, data for the quarter and therefore annual period is only up to 8 March. This PI is replaced for Q1 with a new standard to better reflect fortnightly collections.  Performance Plan in progress, see Appendix C.		
WL06 Average time taken to remove fly tips (days)	1.03	1.03	1.03	1.05	1.07	1.09	1.24	1.06	1.05	1.09	Annual performance of 1.12 narrowly missed annual target of 1.09  Due to the implementation of Phase 1 of Service Now, data for the quarter (and therefore annual period) is only up to 8 March. This PI is replaced for Q1 with new Clean and Green standards.		
WL122 % Vehicle Operator Licence Inspections Carried Out within 6 Weeks	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Annual performance of 100% met annual target of 100%		
WL18 Use of leisure and	348,199	318,045	333,750	229,272	348,783	312,627	295,804	225,032			Sports development activities/events		

PI Code & Short Name	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Current Target	Comments	Q4 18/19 vs Q4 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
cultural facilities (swims and visits) <sup>8</sup>						(chapel gallery n/a)	(chapel gallery n/a)	(chapel gallery n/a)	(chapel gallery n/a)		(3,567); Golf course visits (pending - data not available due to issues with system access); Leisure/sports centre visits (335,569); Parks/countryside activities/events (pending); Visits to Chapel gallery – data currently unavailable whilst new mechanisms to collect footfall data rare put in place.		

Finance and HR Services

PI Code & Short Name	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Current Target	Comments	Q4 18/19 vs Q4 17/18	Quarter Status
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
PL_121 Working Days Lost Due to Sickness Absence <sup>9</sup>	7.44	6.92	7.54	7.67	8.28	9.34	9.69	10.14	9.87	8.08	Q4 outturn is year to date; annual target of 8.08 was not achieved Performance Plan in progress, see Appendix C.		

Notes:

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

<sup>2</sup> WL19bii: Data does not include BTLS seconded staff. Technical issues affected the call logging system. Data for Q2 2017/18 is therefore only for the period 01.07 – 15.09.17 and Q3 data from 13.10.17.

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

<sup>4</sup> *HS27 % of properties with a valid Landlord Gas Safety Record; HS31 % of properties covered by a suitable 'in date' water hygiene risk assessment; HS28 % of properties with a valid Electrical Installation Condition Report; HS29 % of non-domestic (communal) and 'other' asset numbers with an 'in-date' asbestos management survey/re-inspection; HS30 % of properties with a valid in date fire risk assessment.* New for Q2; for Q2 2018/19, data was reported as at end of October.

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

<sup>6</sup> NI191/192: data restated from published due to admin error, rectified Jan 2019

<sup>7</sup> NI195a - previously reported as 0.65%; NI195b - previously reported as 2.19%.

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

<sup>9</sup> WL\_121: Data does not include BTLS seconded staff. Quarter data shows a rolling 12 month outturn against the annual target rather than 'within quarter' performance.

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

*TS1: Rent Collected as a % of rent owed (excluding arrears b/f) - target changed from 99% to 99.5%;*

*TS11: % of rent loss through dwellings being vacant - target changed from 2% to 1.9%;*

*WL19bii: Direct Dials answered within 10 seconds – target decreased from 82.21% to 80.26%;*

*WL90: % of Contact Centre calls answered – target decreased from 91% to 88%;*

*WL108: Average answered waiting time for callers to the contact centre - target decreased from 60 to 145 seconds;*

*WL85a: Website no. visits – new, data only; WL85aa: Website no. unique visitors – new, data only; WL85b: use of online forms - new, data only; WL85c: Website no. online payments – new, data only.*

*HS27 % of properties with a valid Landlord Gas Safety Record for all homes and buildings owned or managed by WLBC which require one (replacing HS13 – LA properties with Landlord Gas Safety Record ); HS31 % of properties covered by a suitable 'in date' water hygiene risk assessment (no older than 2 years) in place for all buildings owned or managed by WLBC which require one; HS28 % of properties with a valid Electrical Installation Condition Report for all homes and buildings owned or managed by WLBC which require one; HS29 % of non-domestic (communal) and 'other' asset numbers with an 'in-date' asbestos management survey/re-inspection which require one; HS30 % of properties with a valid in date fire risk assessment in place for all buildings owned or managed by WLBC which require one. All new for Q2. For Q2 2018/19, data was reported as at end of October.*

**ACTIONS FROM PREVIOUS PERFORMANCE PLANS**

**APPENDIX B**

Indicator	Task created following Q	Tasks to be undertaken	Completion Date	Progress	Comment/Impact
WL01: Missed Bins per 100,000 Collections  Page 25	Q1 17/18	Continue to monitor performance	Ongoing	Underway	Q4 outturn is 110.46 (red).
		Review performance indicator	November 2019	A more precise no. of properties/bins will be determined through the route optimisation project. Work is currently ongoing to classify and record all communal bin sites. Work is on track.	Data for this is not complete up to the end of March, due to the collection mechanism changing with the introduction of Service Now.
		Review classification of missed bins	July 2019	We are now recording missed bins through In Cab technology. The classification of a missed bin is currently being reviewed. Classifications have changed and reporting through Service Now is being developed.	This PI will be replaced in 2019/20 to distinguish waste and recycling receptacles.
HS1 % Housing Repairs Completed in timescale	Q1 18/19	Implement changes to Mobile Working to include updated tenant contact telephone number on any order raised during surveyor visit.	October 2018	As part of the improvement programme to upgrade the existing housing management system to version 4.5, which will take place in September 2019, test environments will be created to form part of the user acceptance training and implementation plan to ensure that the new version upgrade is fit for purpose, aligned to other systems such as Service Now and meets both business and customer requirements.	Q4 outturn is 92.8% (amber)  As well as the impact from a change in contractor, current reporting mechanisms mean that even if tenants request completion after the target date (for example due to holiday, convenience etc) this is still included in the PI data as falling outside the target date. If these requests were excluded, the target would have been met.  This will be revised for reporting from 2019/20 allowing focus on no

					access, availability of materials and delays in instruction from WLBC, rather than the inclusion of tenant preference for a delay.
WL108 Average answered waiting time for callers to the contact centre WL90 % of Contact Centre calls answered	Q1 18/19	Effectively plan the roll out of year 3 subscriptions for garden waste during July/August 2018 in line with the development of this service within ServiceNow.	January 2019	Complete	As anticipated performance targets were not met for the year end due to the sheer volume of enquiries received in the first quarter alone.  Q4 WL108 was 326s (red) and WL90 61.6% (red).
		Use data gathered from the second year of subscriptions to target all current subscribers ahead of the relaunch date with information about year 3 to actively encourage them to re-subscribe online.	February 2019	Complete	
W108 28 % of properties with a valid Electrical Installation Condition Report (homes and buildings)	Q2 18/19	Prepare Legal packs to enforce tenancy agreement.	January 2019	Complete. Notice Seeking Possession now being sent to tenants where we are comfortable with the level of our previous access attempts. Further visits being scheduled as required.  70 properties identified at the end of March that require electrical remedial work. These are currently under action with a target completion by end of June.	End of fourth quarter anticipated as 100%; actual 98.8%  This is not a statutory requirement but is considered best practice to demonstrate electrical installations are kept in a good condition.
R1: Council Tax : Current Year Collection ; R3: NNDR : Current Year Collection	Q2 18/19	Implementation and delivery of 2018/19 recovery strategy	March 2019	Complete. The strategy was successfully delivered – using the enhanced debt profile analysis we have increased the focus on more targeted recovery action toward	Outturn for Q4 is 98.22% (green) for NNDR and 96.46% (amber) for CTax collection.  These contractual annual targets



Page 27				those areas of debt that present the higher risk of non-payment e.g. post Liability Order recovery cases where no arrangement, ongoing enforcement agent activity or other action is current. In 2019/20 we will increase the focus on recovery of Previous Year arrears cases to maximise the collection of this important SLA.	remain the most challenging for the service to deliver.
		Implement pilot using recovery specialists for outstanding debts in hard to collect cases. This will initially focus on NNDR cases which have more value to the Council. Only account holders with arrears where there are no current apparent reasons for non-payment or current active contact with BTLS will be included.	Dec 2019 (completion and review of pilot)	The pilot is now underway. As a start, the highest value of hard to collect NNDR debts have been passed for attempted collection. The contract allows to do the same for Council Tax debts. Initial results for NNDR work has been positive with one long standing debtor paying £14K toward their outstanding arrears and we will continue to pass over high value NNDR debts.	
WL121 Working Days Lost Due to Sickness Absence	Q2 18/19	Sickness Management Training will be delivered for Managers during early 2019.	May 2019	Sickness Management Training has been procured and the programme is due to complete by the end of May.	Outturn for Q4 is 9.87 days (red)
NI 192 Percentage of Household Waste sent for reuse, recycling and composting.	Q3 18/19	Publicity plan	June 2019	This aims to increase participation in green waste collection by promoting the garden waste collection service. Publicity has been used to promote the relaunch of the service.	Outturn for Q4 is 43% (red)  There have been two significant impacts on this PI: a significant decrease in green tonnage collected since garden waste subscriptions and LCC's decision to stop residual waste from the

					<p>borough being reprocessed at the material recycling facility at Farrington, but sent landfill. This has meant the loss of the recycling material that would have been recaptured during reprocessing.</p> <p>The actions will have an impact in the new subscription season – first and second quarters in 2019/20.</p>
--	--	--	--	--	--

Performance plans often include actions which, by the time of publication, have already been completed and/or become part of the day to day ongoing operations of a service. The above table details those actions from Performance Plans in previous quarters that contained a future implementation date.

**MINUTE OF CABINET – 11 JUNE 2019**

The Leader introduced the report of the Director of Housing and Inclusion which presented performance monitoring data for the quarter ended 31 March 2019.

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 Council's performance against the indicator set for the quarter ended 31 March 2019 be noted.
- B. That the call-in procedure is not appropriate for this item as the report will be submitted to the meeting of the Corporate & Environmental Overview & Scrutiny Committee on 11 July 2019.





## CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE:

11 July 2019

---

**Report of:** Director of Leisure and Environment

**Contact for further information:** Mrs J Denning (Extn 5384)  
(E-mail: [jacky.denning@westlancs.gov.uk](mailto:jacky.denning@westlancs.gov.uk))

---

**SUBJECT: COMMUNITY INVOLVEMENT IN SERVICE DELIVERY- REVIEW OF RECOMMENDATIONS**

---

Borough wide

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

1.1 To report on the progress made since the conclusion of the 'Community Involvement in Service Delivery' review.

### **2.0 RECOMMENDATION**

2.1 That progress on actions undertaken since the completion of the 'Community Involvement in Service Delivery' review, be noted.

---

### **3.0 BACKGROUND**

3.1 A review into 'Community Involvement in Service Delivery' was carried out between October 2017 to December 2018.

3.2 The final report and recommendations were considered by Cabinet at its meeting on 15 January 2019.

### **4.0 CURRENT POSITION**

4.1 Appendix 1 provides an update in relation to the actions from the review.

### **4.0 SUSTAINABILITY IMPLICATIONS**

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

## **5.0 FINANCIAL AND RESOURCE IMPLICATIONS**

5.1 There are no direct financial costs associated with this report.

## **6.0 RISK ASSESSMENT**

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

---

---

### **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.

### **Appendix**

'Community Involvement in Service Delivery' Review - Feedback on Actions

**‘Community Involvement in Service Delivery’ - UPDATE ON RECOMMENDATIONS**

RECOMMENDATION	UPDATE
<p><b>(1)</b> That Director of Housing &amp; Inclusion be asked to develop a webpage with contact details of relevant officers and partner agencies (such as CVS) to signpost groups who may be interested in taking on services on behalf of the Council, including those groups that undertake work on an ad hoc voluntary basis eg. litter picking.</p>	
<p><b>(2)</b> That the Director of Leisure &amp; Environment be asked to review the £15k revenue funding given to Abbey Lane Playing Fields each year, in the context of the overall programme of grants given to voluntary organisations.</p>	<p>The report of the Director of Leisure &amp; Environment is included on the agenda at item 11(a).</p>
<p><b>(3)</b> That the Borough Treasurer be asked to investigate the feasibility of providing insurance under a blanket/bulk policy, for groups interested in taking on services on behalf of the Council, including those groups that undertake work on an ad hoc voluntary basis.</p>	
<p><b>(4)</b> That the Council continue to explore the possibility of external funding to assist in delivering project partnership work with community groups.</p>	







Corporate and Environmental  
Overview & Scrutiny Committee  
11 July 2019

Cabinet  
10 September 2019

---

**Report of: Director of Leisure and Environment**

**Relevant Portfolio Holder : Councillor Y. Gagen**

**Contact for further information: Mr S Kent, Leisure Operations Manager**  
(E-mail: [stephen.kent@westlancs.gov.uk](mailto: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 Members agree that the allocation of £15,000 revenue budget, to support the maintenance of the new drainage system at Abbey Lane Playing Fields, will no longer be made available from 2020/21.

3.2 Members also approve that should Burscough Dynamo Football Club, who run the facility, require further financial support they be advised to contact the Council so that their needs can be considered.

---

## **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."

## **5.0 CURRENT POSITION**

- 5.1 The Club have now operated their facilities for almost two years. They are an FA Charter Standard club and currently run both gender teams from under 6 through to open age. They are affiliated to 7 local leagues and make their facilities available to many other clubs and community groups on a hire basis.
- 5.2 Efficient management and maintenance of the pitches and drainage system has resulted in annual costs running at approximately £35,000. The annual revenue allocation of £15,000 from the Council has supported these costs over the last two years.

## **6.0 KEY ISSUES**

- 6.1 When assessing whether financial support would be provided by the Council to a voluntary community organisation such as this Club the method of support would normally be either through a reducing subsidy to the organisation, based upon the on-going maintenance costs, and taken from existing maintenance budgets, or a one off grant through our Grants to Voluntary Organisations.
- 6.2 In previous cases a three year programme of subsidy has been provided with two thirds of the maintenance costs provided in year one, one third in year two, and zero subsidy in year three.
- 6.3 A further way in which funding support could have been provided would have been through the Councils Grants to Voluntary Organisations programme. This involves a small grants scheme involving grants up to £500, and larger grants on a one off basis taken, on a priority basis, from an annual programme budget of £136,000. A one off grant in this situation would have been based upon the projected annual maintenance costs.
- 6.4 At Abbey Lane the project involved substantial capital investment which required a projected annual maintenance of £35-£40,000. This requirement was far higher than existing budgets which a reducing subsidy would have been based upon, and also far greater than any one-off grant that may have been available, hence the decision to allocate the full existing maintenance budget on an on-going basis.
- 6.5 This arrangement did not conform with normal processes but was deemed necessary to ensure protection of the investment from the Council and other providers.
- 6.6 The amount that has been allocated from existing budgets to the project is currently £30,000. If a decision had been made to allocate a reducing subsidy then this would have been based upon projected costs and would have been in the region of £35,000 over a three year period. If a Grant to Voluntary Organisations had been bid for it would have been in the region of £30,000, and would have precluded a further bid within 3 years.
- 6.7 We are, therefore, in a situation whereby whichever route had been taken to support this scheme the amounts allocated at this stage would have been similar. Any further allocation of the existing maintenance budget would therefore create a disproportionate level of funding provided to support this community organisation over and above any other.

## **7.0 PROPOSALS**

- 7.1 To provide an equitable system of providing support to community organisations it is proposed that the current method of allocating the existing Council maintenance budget of £15,000, to support the maintenance of the

new drainage system, cease at the end of the current year, and the Club be advised accordingly.

- 7.2 Should the Club require support from the Council in the future then they will be able to bid for a Grant to Voluntary Organisations, and their bid be considered on a priority basis against other bids through the approved process.

## **8.0 SUSTAINABILITY IMPLICATIONS**

- 8.1 The support 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 Agreement to the proposal to cease the maintenance grant allocation to the Abbey Lane scheme will create a future annual saving of £15,000 from next year.

## **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. Discussions with the Club have shown that they are now established at the site with a financially sustainable operation and no longer rely upon funding from the Council.
- 
-

# Equality Impact Assessment Form



<b>Directorate:</b> Leisure & Wellbeing	<b>Service:</b> Leisure
<b>Completed by:</b> Stephen Kent	<b>Date:</b>
<b>Subject Title:</b>	
<b>1. DESCRIPTION</b>	
Is a policy or strategy being produced or revised:	<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:	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 ( <b>Eliminating unlawful discrimination/harassment, advancing equality of opportunity, fostering good relations</b> ):	Yes
Details of the matter under consideration: To undertake ecological and recreational improvement work in Tawd Valley Park.	
<p><i>If you answered <b>Yes</b> to any of the above <b>go straight to Section 3</b></i></p> <p><i>If you answered <b>No</b> to all the above <b>please complete Section 2</b></i></p>	
<b>2. RELEVANCE</b>	
Does the work being carried out impact on service users, staff or Councillors (stakeholders):	<i>*delete as appropriate</i>
If <b>Yes</b> , provide details of how this impacts on service users, staff or Councillors (stakeholders):	Yes/No*
<i>If you answered <b>Yes</b> go to <b>Section 3</b></i>	
If you answered <b>No</b> 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>	

<b>3. EVIDENCE COLLECTION</b>	
Who does the work being carried out impact on, i.e. who is/are the stakeholder(s)?	
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)?	
Which of the protected characteristics are most relevant to the work being carried out?	<i>*delete as appropriate</i>
Age Gender Disability Race and Culture Sexual Orientation Religion or Belief Gender Reassignment Marriage and Civil Partnership Pregnancy and Maternity	Yes Yes Yes Yes Yes Yes Yes Yes Yes
<b>4. DATA ANALYSIS</b>	
In relation to the work being carried out, and the service/function in question, who is actually or currently using the service and why?	
What will the impact of the work being carried out be on usage/the stakeholders?	
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?	
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?	
If any further data/consultation is needed and is to be gathered, please specify:	
<b>5. IMPACT OF DECISIONS</b>	
In what way will the changes impact on people with particular protected characteristics (either positively or negatively or in terms of disproportionate impact)?	

**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.).

What actions do you plan to take to address any other issues above?

**7. MONITORING AND REVIEWING**

When will this assessment be reviewed and who will review it?





**CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE – PROJECT PLAN**

Title: **LITTER BIN POLICY**

**MEMBERSHIP:**

Chairman: Councillor V Cummins    Vice-Chairman: Councillor J Finch

Councillors: Mrs M Blake, T Blane, C Cooper, C Coughlan, S Currie, G Dowling, J Gordon, G Hodson, K Mitchell, J Monaghan, A Sutton

**TERMS OF REFERENCE**

1. To undertake a review entitled ‘Litter Bin Policy’ in order to provide a consistent approach to litter bin provision and collection across the Borough.
2. To present a draft Litter Bin Strategy/Policy to Cabinet and Council, as appropriate.

**OBJECTIVES**

**The present –**

- To understand the current arrangements for litter bin provision and collection in the Borough, including details of current providers and collectors.
- To examine the various types of litterbin designs currently provided across the Borough.

**The future –**

- To develop a Litter Bin Strategy/Policy, to include a criteria for the situation of bins
- To consider the condition survey of existing litterbin stock and current replacement problems
- To provide a central point of contact within the Council when considering litterbin provision and collection arrangements.
- To include litterbin locations within the Council's asset register.

**Comparison**

To compare litterbin designs, with a view to providing a standard/uniformed litterbin across the borough and if appropriate, comparing these designs with those provided by other Local Authorities.

**Resources -**

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

**INFORMATION**

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

**ESTABLISH WAYS OF WORKING****Officer Support**

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

**Scrutiny Support Officer** (SSO) – Julia Brown, Member Services / Civic Officer

**Legal Officer (LO)** – Tom Dickinson, Principal Solicitor

**Officers reporting as and when required –**

Michelle Williams, Operations Manager, Street Scene

**Reporting Arrangements**

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

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

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

## **TIME SCALES**

### **6 December 2018 (Meeting 1)**

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

### **7 March 2019 (Meeting 2)**

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

### **July 2019 (Meeting 3)**

- To receive a presentation from Egbert Taylor (an organisation that provide compaction litter bins).
- To consider the condition survey of existing litterbin stock and current replacement problems.
- To review and agree the Project Plan

### **October 2019 (Meeting 4)**

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

## **RECOMMENDATIONS**

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

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





**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY COMMITTEE:  
11 JULY 2019**

---

**Report of: Borough Solicitor**

**Relevant Portfolio Holder: Councillor I Moran**

**Contact for further information: Mrs J Denning (Extn. 5384)  
(E-mail: Jacky.Denning@westlancs.gov.uk)**

---

**SUBJECT: PUBLIC SPEAKING PROTOCOL – REVIEW**

---

Wards affected: Borough wide

## **1.0 PURPOSE OF THE REPORT**

1.1 To review the current protocol for public speaking at meetings of Cabinet, Overview & Scrutiny Committees, Audit & Governance Committee and Standards Committee.

## **2.0 RECOMMENDATION**

2.1 That the 'Public Speaking – Protocol' for meetings of Cabinet, Overview & Scrutiny Committees, Audit & Governance Committee and Standards Committee (Constitution 14.1) , attached at Appendix 1 to the report, be considered, taking into account feedback received as set out in paragraph 5 of the report.

---

## **3.0 BACKGROUND**

3.1 The Protocol for Public Speaking at meetings of Cabinet, Overview & Scrutiny Committees, Audit & Governance Committee and Standards Committee was introduced in April 2016 and was reviewed/amended in December 2017.

3.2 The Public Involvement in Meetings Working Group established the protocol as part of a task and finish review. Following the cessation of the Working Group, it was agreed that any future reviews of the protocol would be considered at Corporate & Environmental Overview & Scrutiny Committee, with any recommendations for changes being submitted to Cabinet and Council.

#### 4.0 CURRENT POSITION

4.1 Since the introduction of these arrangements the following requests to speak have been received:-

	DATE	ITEM
Cabinet	10 January 2017	Granville Park Conservation Area Review (1 request)
Cabinet	9 January 2018	Funding of Voluntary & Other Organisations Working Group  Request withdrawn prior to the meeting
Cabinet	11 September 2018	The Local Plan Review – Proposed Options (2 requests)
Cabinet	6 November 2018	Burscough Parish Neighbourhood Plan Submission Version (2 requests)
Cabinet	11 June 2019	Called in item – Local Plan Request not published as it was considered inappropriate (1 request)
Corporate & Environmental O & S Committee	2 March 2017	Improved Planting (1 request)
Executive O&S Committee	28 March 2018	Called in Item – Local Plan (1 request)

4.2 There have been no requests to speak at the Audit & Governance Committee nor at the Standards Committee.

#### 5.0 FEEDBACK RECEIVED SINCE THE LAST REVIEW

5.1 The following feedback has been received on the current protocol:

- a) That reference to Parish Councils being able to speak be included in the Protocol (raised at the Parish Clerks Liaison Meeting on 7 June 2019 ).
- b) That Borough Councillors be included in the list of those eligible to speak (raised by a Borough Councillor).
- c) That members of the public should be able to provide written concerns in relation to items of agendas, within the agreed timescales of the protocol,

without the need to attend the meeting and speak (raised by a member of the public).

d) That public speaking be extended to meetings of Council (raised by a Borough Councillor).

e) That the deadline for receipt of applications be extended (raised by a Borough Councillor).

5.2 Members may wish to consider expansions to the current protocol. If the Committee recommend revisions to the protocol, a report to Cabinet on 10 September 2019 and Council on 16 October 2019 will be required and therefore the first meeting for operation of any agreed revisions would be Audit & Governance Committee on 29 October 2019.

## **6.0 PUBLICITY**

6.1 Currently, publicity arrangements include a page on the Council's website, all agendas are published on the website and an agenda sheet is placed on the Council's noticeboard. A press release is produced prior to each Cabinet meeting, which sets out the deadline for submitting requests to speak at future meetings of Audit & Governance Committee, Scrutiny Committees, Standards Committee and Cabinet, to promote these arrangements to members of the public.

## **7.0 SUSTAINABILITY IMPLICATIONS**

7.1 The provision of public involvement in meetings provides another method to enable local people to raise concerns or state their views to the Council providing an additional feedback mechanism for the community and improving access for all.

## **8.0 FINANCIAL AND RESOURCE IMPLICATIONS**

8.1 Any revisions to the protocol will be accommodated within existing resources.

## **9.0 RISK ASSESSMENT**

9.1 The Public Speaking Protocol provides an opportunity to further develop transparency and openness through public involvement at meetings.

---

---

### **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 Appendix 1 to this report, the results of which have been taken into account in the Recommendations contained within this report

## **Appendices**

1. Public Speaking Protocol (Constitution 14.1)
2. Equality Impact Assessment



## **PUBLIC SPEAKING – PROTOCOL**

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

#### **1.0 Public Speaking**

- 1.1 Residents of West Lancashire may, on giving notice, address any of the above meetings to make representations on any item on the agenda for those meetings, except where the public and press are to be excluded from the meeting during consideration of the item.
- 1.2 The form attached as an Appendix to this Protocol should be used for submitting requests.

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

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

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

- 2.2 Completed forms will be collated by Member Services and circulated via e-mail to relevant Members and officers and published on the Council website via Modgov. Only the name of the resident and details of the issue to be raised will be published.
- 2.3 Groups of persons with similar views should elect a spokesperson to speak on their behalf to avoid undue repetition of similar points. Spokespersons should identify in writing on whose behalf they are speaking.

#### **3.0 Scope**

- 3.1 Any matters raised must be relevant to an item on the agenda for the meeting.
- 3.2 The Borough Solicitor may reject a submission if it:
- (i) is defamatory, frivolous or offensive;
  - (ii) is substantially the same as representations which have already been submitted at a previous meeting; or
  - (iii) discloses or requires the disclosure of confidential or exempt information.

**4.0 Number of items**

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

**5.0 At the Meeting**

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

(Please see attached form.)





### REQUEST FOR PUBLIC SPEAKING AT MEETINGS

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

**NAME** .....

**ADDRESS** .....

.....

Post Code .....

**PHONE** .....

**Email** .....

Please indicate if you will be in attendance at the meeting

<p><b>YES/NO*</b></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 .....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

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](mailto: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.



# Equality Impact Assessment Form



<b>Directorate:</b>	<b>Service:</b>
<b>Completed by:</b> Sue Griffiths	<b>Date:</b> June 2019
<b>Subject Title:</b> Public Involvement in Meetings	
<b>1. DESCRIPTION</b>	
Is a policy or strategy being produced or revised:	Yes
Is a service being designed, redesigned or cutback:	Yes
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 ( <b>Eliminating unlawful discrimination/harassment, advancing equality of opportunity, fostering good relations</b> ):	Yes
Details of the matter under consideration:	To review the current arrangements for public involvement in meetings
<p><i>If you answered <b>Yes</b> to any of the above go straight to Section 3</i></p> <p><i>If you answered <b>No</b> to all the above please complete Section 2</i></p>	
<b>2. RELEVANCE</b>	
Does the work being carried out impact on service users, staff or Councillors (stakeholders):	
If <b>Yes</b> , provide details of how this impacts on service users, staff or Councillors (stakeholders): <i>If you answered <b>Yes</b> go to <b>Section 3</b></i>	
If you answered <b>No</b> 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>	
<b>3. EVIDENCE COLLECTION</b>	
Who does the work being carried out impact on, i.e. who is/are the stakeholder(s)?	Members of the Public, Parish Councillors, Borough Councillors
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, Parish Councillors, Borough Councillors

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
<b>4. DATA ANALYSIS</b>	
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 have an opportunity to speak at Planning & Licensing, Cabinet, Overview and Scrutiny Committees, Audit & Governance Committee and Standards Committee
What will the impact of the work being carried out be on usage/the stakeholders?	Possible revisions to the current arrangements to extend the current arrangements
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?	Possible revisions to current arrangements will enable participation by a wider audience
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?	n/a
If any further data/consultation is needed and is to be gathered, please specify:	n/a
<b>5. IMPACT OF DECISIONS</b>	
In what way will the changes impact on people with particular protected characteristics (either positively or negatively or in terms of disproportionate impact)?	Possibly extend the current opportunity for members of the public to engage with the Council
<b>6. CONSIDERING THE IMPACT</b>	
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
<b>7. MONITORING AND REVIEWING</b>	
When will this assessment be reviewed and who will review it?	18 months By Corporate & Environmental Overview and Scrutiny Committee





---

**Report of: Borough Solicitor**

**Contact for further information: Mrs Julia Brown(Extn.5065)  
(E-mail: [Julia.brown@westlancs.gov.uk](mailto:Julia.brown@westlancs.gov.uk))**

---

**SUBJECT: WORK PROGRAMME 2019/20**

---

Wards affected: Borough wide.

## **1.0 PURPOSE OF THE REPORT**

1.1 To consider the Work Programme for the Corporate and Environmental Overview and Scrutiny Committee for 2019/20.

## **2.0 RECOMMENDATIONS**

2.1 That the timetable attached at Appendix 'A' for establishing the Work Programme for the Corporate and Environmental Overview and Scrutiny Committee 2019/20 be agreed.

2.2 That arrangements be put in place to request items for the Work Programme for 2019/20 from Members, the Corporate Management Team (CMT), by inviting members of the public to submit topics via a press release and by the inclusion of an article on the Council's web-site.

2.3 That all potential topics received by the deadline be published on the Council's web site.

2.4 That following the deadline for receipt of potential topics the Lead Officer, in consultation with the Chairman, Vice-Chairman and Conservative Spokesperson be requested to score each of the topics using the agreed selection criteria set out at Appendix B.

2.5 That a report on the Work Programme for 2019/20 together with the results of the scoring exercise, be considered at the next meeting of the Corporate and Environmental Overview and Scrutiny Committee and the Committee select one topic for Review.

---

---

### 3.0 BACKGROUND

3.1 The current Work Programme for the Corporate and Environmental Overview and Scrutiny Committee can be summarised as:

Corporate & Environmental Overview and Scrutiny Committee	<ul style="list-style-type: none"><li>• all functions undertaken within each Service, including related external matters, <b>insofar as</b> this involves in depth review or policy development as set out in the Work Programme for the relevant year:-</li><li>• Member items/(CCfA) (See Section 18.3 for Protocol)</li><li>• Member update items related to decisions made by Portfolio Holders and officers under delegated authority, performance monitoring and general information. This also includes scrutiny of One West Lancs minutes and the LCC Health Scrutiny Committee Minutes.</li><li>• Performance Management reports, including the Annual Reports from West Lancs Community Leisure/Serco and BT Lancashire Services Limited.</li><li>• act as the Council's Crime and Disorder Committee (see section 18.1 for the 'Protocol – Arrangements for Crime and Disorder Scrutiny')</li></ul>
---	--

The Committee has also established a Member Development Commission which reports to the Committee through the notes of the meeting, as appropriate.

3.3 The Corporate and Environmental Overview & Scrutiny Committee establishes its own Work Programme annually, informed:

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

And if appropriate, via a workshop session to which all Members be invited, including Key Stakeholders, the Press and members of the public, if determined by the Lead Officer, in consultation with the Chairman, Vice Chairman and Opposition Spokesperson.

Potential topics to be considered by the Committee for inclusion in its Work Programme shall be included on the Council's web site with a request that any comments be forwarded to Member Services.

3.4 An in-depth review is usually undertaken by the Committee

### 4.0 CURRENT POSITION

4.1 An update on the in-depth review 'Litter Bin Policy' will be considered at this meeting, with a view to a final report at the October Committee meeting.

## **5.0 TOPIC FOR 2019/20**

5.1 The suggested timetable in relation to the topic selection process is attached at Appendix A. The Scrutiny Topic Assessment – Selection Criteria, is attached at Appendix B.

## **6.0 ISSUES**

6.1 In considering the Work Programme of the Committee Members will need to be mindful of its routine work which may limit the scope of the topic selected and what can be undertaken to ensure that work can be completed within reasonable timescales. A copy of the current work programme is attached at Appendix C.

## **7.0 SUSTAINABILITY IMPLICATIONS**

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

## **8.0 FINANCIAL AND RESOURCE IMPLICATIONS**

8.1 There are financial and resource implications in respect of officer and member time in dealing with the matters under the Work Programme. There are also limitations to the scope of a future review and number of topics that can be undertaken and these must be contained within existing resources.

8.2 Depending on the nature of the review topic chosen, Members may wish for external organisations to participate. Their presence can be invited but the Committee has no power to insist upon their attendance.

## **9.0 RISK ASSESSMENT**

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

---

---

### **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. However, if a topic was selected for in-depth

review it may have an impact on those groups and, if so, this will be assessed when the Project Plan is prepared.

### **Appendices**

- A Draft timetable for in-depth review topic selection 2019/20
- B Scrutiny Topic Assessment – Selection Criteria
- C Current Work Programme 2019/20

**TIMETABLE FOR TOPIC SELECTION 2019/20**

<b>ACTION</b>	<b>DATE</b>
Request for topics from all Members and CMT	w.c. 15 July 2019
Invite members of the public to submit topics via an article on Council web-site and press release	w.c. 15 July 2019
Deadline for topics	16 August 2019
Publish potential topics on the Council's website and encourage comments from Members of the Public	w.c. 19 August 2019
Scoring of topics – Lead Officer (Director Leisure and Environment) in consultation with Chairman, Vice-Chairman and Conservative Group Spokesperson	September 2019
Review of Topics and Work Programme 2019/20 - report to Corporate and Environmental Overview and Scrutiny Committee for Members to agree.	10 October 2019



## CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE

### SCRUTINY TOPIC ASSESSMENT - SELECTION CRITERIA

#### 1.0 Topic Selection Criteria

The topic should meet at least one of the following:

- Improvements for local people likely.
- Corporate priority area.
- Key issue for the public.
- Poor performing service.
- High level of dissatisfaction.

#### 2.0 Topic Rejection Criteria

The topic should not meet any of the following:

- Already being addressed.
- Matter subjudice or prejudicial to Council's interests.
- Unlikely to result in improvements for local people.

#### 3.0 Scoring

Each topic is scored for Importance and Impact on a scale of 1-4 using a scoring guide. (Scoring Topic Assessment Template attached for information).

**Importance** – how well a topic fits with the Council's key aims and priorities.

**Impact** – likely potential impact of outcomes from a scrutiny investigation of the topic in terms of community benefit.

#### 4.0 Scoring Guide

##### **Importance**

- 1 Some evidence that the topic is linked to the Council's key aims and priorities but only indirectly.
- 2 Good evidence linking topic to Council's aims but not to Council's current priorities.
- 3 Good evidence linking topic to Council's key aims and priorities.
- 4 Strong evidence linking topic to Council's key aims and priorities.

## **Impact**

- 1 Minor potential benefits or benefits affecting only one ward/customer/client group
- 2 Minor potential benefits affecting two or more wards/customer/client groups or, moderate potential benefits affecting only one ward/customer/client group.
- 3 Moderate potential benefits affecting more than one ward/customer/client group, or Substantial potential benefits affecting one or more ward/customer/client group.
- 4 Substantial potential benefits community wide or for a significant proportion or section of the community.

## **Appendix**

- 1 Scrutiny Topic Assessment Template





# SCRUTINY TOPIC ASSESSMENT TEMPLATE

## SCRUTINY TOPIC SELECTION ASSESSMENT

<b>TOPIC:</b>	
<b>SUGGESTED BY:</b>	<b>DATE:</b>

<b>STEP 1: REJECTION CRITERIA MUST NOT MEET ANY OF THESE:</b>		<b>STEP 2: SELECTION CRITERIA MUST MEET ONE OF THESE:</b>	
<input type="checkbox"/> Already being addressed		<input type="checkbox"/> Improvements for local people likely	
<input type="checkbox"/> Matter subjudice or prejudicial to Council's interests		<input type="checkbox"/> Corporate priority area	
<input type="checkbox"/> Specific case falling within complaints procedure		<input type="checkbox"/> Key issue for public	
<input type="checkbox"/> Individual disciplinary or grievance matter		<input type="checkbox"/> Poor performing service	
<input type="checkbox"/> Unlikely to result in improvements for local people		<input type="checkbox"/> High level of dissatisfaction	
Select	Reject	Select	Reject

STEP 3: PRIORITISE			
SCORING GUIDE			
IMPORTANCE SCORE INDICATOR		IMPACT SCORE INDICATOR	
Score 0	No evidence that topic is related to the Council's key aims and priorities. Reject	Score 0	No potential benefits likely to result. Reject
1	Some evidence that topic linked to the Council's key aims and priorities but only indirectly.	1	Minor potential benefits or benefits affecting only one ward/customer/client group
2	Good evidence linking topic to Council's key aims but not to Council's current priorities	2	Minor potential benefits affecting two or more wards/customer/client groups or, Moderate potential benefits affecting one ward/customer/client group.
3	Good evidence linking topic to Council's key aims and priorities	3	Moderate potential benefits affecting more than one ward/customer/client group or, Substantial potential benefits affecting one or more ward/customer/client groups
4	Strong evidence linking topic to Council's key aims and priorities	4	Substantial potential benefits community wide or for a significant proportion or section of the community.
See attached for Council's key aims and priorities			

Outcome:
Date:

Topic priority guide			
Score 1-4	Reject topic		
Score 5-6	Possible topic for scrutiny		
Score 7-8	Priority topic for scrutiny		
Outcome:	<input type="checkbox"/> Select	<input type="checkbox"/> Reserve List	<input type="checkbox"/> Reject



## PRIORITIES

### Our Vision

To be a council which is ambitious for West Lancashire - our Economy, Environment and for Health and Wellbeing

We are ambitious for our economy, and for inclusive growth in West Lancashire, retaining and growing good quality jobs, increasing skills levels and encouraging business and wealth generation. This is matched by our ambitions for a good quality, clean, built and physical environment, and for ensuring the conditions are in place for people in West Lancashire to live healthy and fulfilling lives. These ambitions are reflected in the priorities and key projects that have been identified.

### Our Values

Collaborative - working in partnership to benefit West Lancashire, being open and involving in the way decisions are made, and adopting a co-ordinated 'one Council' approach

- Empowering - valuing and developing communities and employees to take responsibility for solutions, and to make the most of our local assets
- Enterprising - being innovative and creative, delivering lasting improvements and ongoing efficiencies to bring the Council to a sustainable position
- Equality - promoting equality and seeking to reduce inequality
- Focussed - being strategic and prioritising the things that make the biggest difference to our communities
- Proud - of West Lancashire as a place to live, work, visit, and invest

### Our Priorities

#### **Deliver tangible and visible improvements in the borough, by:**

- Completing the current review of the Local Plan
- Developing new and improving leisure facilities as health and leisure hubs
- Delivering retail, housing and public realm improvements with a focus on Skelmersdale Town Centre
- Establishing a Development Company
- Creating the Moor Street Gateway
- Implementing the Route Optimisation Round Review and associated projects
- Implementing the Clean and Green Service structure and deliver the new service standards

#### **Engage and empower our local communities, by:**

- Delivering the Master Plan for Tawd Valley park, subject to resources
- Seeking the asset transfer of existing leisure facilities in North Meols

- Delivering digital inclusion initiatives
- Implementing the Health and Wellbeing Strategy including involvement with the Integrated Community Partnership

**Actively promote the borough as a great place to live, work, visit and invest, by:**

- Promoting the Council's role and West Lancashire's achievements including through digital communications
- Engaging businesses and communities to enhance and promote Ormskirk and the wider West Lancashire visitor economy
- Engaging with Liverpool City Region, Lancashire authorities and key decision makers
- Enhancing and promoting Skelmersdale and the wider West Lancashire business economy

## Delivering our priorities

West Lancashire Borough Council is ambitious for West Lancashire. We are committed to important projects that will benefit the borough and everyone who lives and works here. For information about the key projects that will deliver our priorities please view the [Council Plan \(PDF 864kb\)](#). Details about how we manage performance can be found on our [Performance Management](#) pages

## CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

### WORK PROGRAMME 2019/20

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

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

## MEMBER DEVELOPMENT COMMISSION

**HELD:** Thursday, 14 March 2019

**Start:** 6.00 pm

**Finish:** 6.15 pm

### PRESENT:

Councillor: Y Gagen (In the Chair)

Councillors: G Dowling  
I Moran

Officers: Julia Brown, Member Services /Civic Officer

### 27 APOLOGIES

Apologies were received on behalf of Councillor C Dereli.

Note: Councillor Dowling informed the Commission of late arrival.

### 28 SUBSTITUTIONS (IF ANY)

There were no substitutions.

### 29 DECLARATIONS OF INTEREST

There were no declarations of interest.

### 30 NOTES OF THE PREVIOUS MEETING

AGREED: That the notes of the meeting held on 20 September 2018 be noted.

### 31 MEMBER TRAINING-SUMMARY OF EVENTS HELD SEPTEMBER 2018 TO PRESENT

Members considered the report of the Borough Solicitor as contained on pages 19 to 23 of the Book of Reports which provided an update on Member training undertaken since September 2018.

AGREED: That the update be noted.

### 32 FEEDBACK FROM THE MEMBER DEVELOPMENT GROUP REPRESENTATIVES FROM THEIR MEMBERS

In discussion, the Group Representatives would encourage Members to attend future training events relating to their current role and development.

It was also suggested that LGA be approached in respect of organising the future Charing Skills Training.

AGREED: That the feedback and comments from the Commission be noted.

**33 REVISED COUNCILLOR IDENTIFICATION OF TRAINING NEEDS FORM**

The Member Services / Civic Officer explained to Members that at the previous meeting, the Commission suggested that it would be useful to update and revise the 'Councillor Identification of Training Needs Questionnaire', in order to better assist Members with their training needs.

Comments were raised in relation to:-

- Good variety / range of needs covered
- Clearer of needs / priority
- IT Training
- Length of Service measured by Term of Office

AGREED: A. That comments and feedback from the Commission be noted.

B. That the revised Councillor Identification of Training Needs Form be agreed for future use.

**34 MINUTE OF CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE 6.12.18 - MEMBER INDUCTION**

Consideration was given to a Councillor Call for Action item included on the Agenda of Corporate & Environmental Overview and Scrutiny Committee held on 6 December 2018 in respect of ensuring that Members are clear on their roles.

The Member Services/Civic Officer explained to Members that a Councillor Call for Action item had been submitted to clarify the role of Members in respect of Planning and also the role of Members / Officers. It was suggested to assist Members that the protocol be presented at future Member Inductions.

AGREED: That the Member / Officer Protocol and the role of Members be included in the future Member Induction process.

**35 FUTURE TRAINING**

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

- Audit & Governance Committee (Social Value) – 28 May – 6.00pm
- Overview & Scrutiny Essentials – 18 June – 6.00pm
- Role of Licensing – 25 June – 6.00pm
- Code of Conduct – 9 July – 6.00pm
- Role of Planning – Date TBC
- Chairman Skills – Date TBC

AGREED: That the above future training arrangements be noted.



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

Members considered the Work Programme for 2019/20 and the dates of future meetings of the Commission.

**AGREED:** That the Work Programme for 2019/20 and future meetings of 19 September 2019 and 12 March 2020 be confirmed.

.....  
**Chairman**



By virtue of paragraph(s) 7 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted



By virtue of paragraph(s) 7 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

